

Family Ties Air, Plumbing & Drain Partners with UpSmith to Transform Home Services Through AI-Powered Technology

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/EINPresswire.com/ -- Family Ties Air, Plumbing & Drain today announced a strategic partnership with UpSmith, whose AI-powered platform helps home

service contractors strengthen customer engagement, improve operational visibility, and capture more opportunities across the customer journey.



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“Family Ties is already a high-performing home services company,” said Wyatt Smith, CEO of UpSmith. “Our role is not to fix a problem — it’s to help an already strong operator become even better.”

Wyatt Smith

At the center of the partnership is the launch of Family Ties’ next-generation Tech Pack, powered by UpSmith.

The Tech Pack serves as Family Ties’ company-wide operating system for service excellence. Unlike traditional field-service tools built primarily for technicians, the Tech Pack is designed to connect the entire organization — call center representatives, office staff, technicians, managers, and executive leadership — around one real-time view of the business.

UpSmith integrates directly with the field-service management platform Family Ties already uses to operate its business, allowing the company to add powerful AI capabilities without replacing its existing systems or forcing employees to learn entirely new workflows.

The technology is designed to enhance the systems Family Ties already has in place, helping the company improve responsiveness, strengthen follow-up, create greater consistency, and provide employees and leadership with better information to make faster, more informed decisions.

Through the partnership, the UpSmith-powered Tech Pack will provide:

AI-assisted call handling designed to help ensure customer calls are answered and booking opportunities are captured.

Automated, intelligent follow-up on estimates and customer opportunities.

Proactive cancellation and reschedule recovery to help convert previously lost appointments back into booked work. Systematic membership engagement to support maintenance-plan retention, renewal, and long-term customer relationships.

Executive dashboards and real-time operational insights covering call performance, booking activity, technician KPIs, sales performance, and other critical business metrics.

AI-powered performance tools designed to help call center representatives, office staff, technicians, managers, and leadership perform at a higher level.

Greater visibility across departments, helping the entire organization operate from the same information and performance standards.

The platform is intended to create greater consistency across every department while giving employees the information, tools, and visibility they need to perform at their best.

“Technology is the new normal. You either adapt with it, or you’re out of business,” said Jeremy Prevost, Owner of Family Ties Air, Plumbing & Drain. “Our partnership with UpSmith helps ensure our customers receive the best service possible by giving every member of our team the tools, information, and support they need to succeed. We are constantly looking for ways to improve, and this partnership is another major step toward building a truly best-in-class home services company.”

“Family Ties is already a high-performing, forward-thinking home services company,” said Wyatt Smith, CEO of UpSmith. “Our role is not to fix a problem — it’s to help an already strong operator become even better. By combining Family Ties’ commitment to service, training, accountability, and operational excellence with UpSmith’s AI technology, we’re helping create a best-in-class platform that gives every employee better tools, gives leadership greater visibility, and helps deliver an even stronger experience for the customer. Family Ties is exactly the type of innovative company we want to partner with as we help define the future of the home services industry.”

As the partnership evolves, Family Ties and UpSmith plan to continue expanding the Tech Pack with additional automation, deeper analytics, enhanced employee-performance tools, and new



Family Ties Air, Plumbing, & Drain

capabilities purpose-built for the residential home services industry.

The partnership reflects Family Ties' broader commitment to continuously investing in its people, systems, training, and technology. Rather than viewing technology as a replacement for people, Family Ties is using AI to give its employees better information, better support, and better tools to serve customers at the highest possible level.

With UpSmith's technology serving as a key part of its operational infrastructure, Family Ties continues its mission to deliver best-in-class HVAC, plumbing, and drain services while building one of the most technologically advanced residential service organizations in North America.

About Family Ties Air, Plumbing & Drain

Family Ties Air, Plumbing & Drain is a premier residential HVAC, plumbing, and drain service company serving homeowners throughout Southern California.

Built on the principles of integrity, family values, innovation, and exceptional customer care, Family Ties combines highly trained professionals with industry-leading technology to deliver an exceptional customer experience.

The company is committed to raising the standard in the home services industry through continuous investment in its people, training, technology, systems, and operational excellence.

Family Ties operates with a simple philosophy: Treating Your Family Like Our Family.

About UpSmith

UpSmith builds AI technology for the skilled trades designed to help home services companies improve customer engagement, operational visibility, follow-up, and overall performance.

Purpose-built for home service contractors and integrated with leading field-service management platforms, UpSmith helps contractors manage customer calls, follow up on estimates, recover cancellations, support membership retention, and give leadership real-time insight into business performance.

By connecting field teams, office staff, management, and executives through one intelligent operating layer, UpSmith helps contractors operate smarter, more consistently, and more efficiently.

Learn more at UpSmith.com.

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