

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

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

RIVERSIDE, CA, UNITED STATES, August 13, 2026 /EINPresswire.com/ -- [Family Ties Air, Plumbing & Drain](#), a growing residential HVAC and plumbing company serving Southern California, has partnered with [UpSmith](#) to deploy a new AI-powered technology platform designed to further enhance operational performance, employee development, customer experience, and revenue capture across the organization.



"Families Serving Families"

The partnership centers around what Family Ties calls its AI Tech Pack — a company-wide operating system designed to give every level of the organization, from the call center and field technicians to managers and executive leadership, better visibility, faster feedback, stronger accountability, and more actionable information.

“

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

Wyatt Smith

Rather than replacing the systems and processes already in place, the AI Tech Pack is designed to work alongside Family Ties’ existing technology infrastructure and operating procedures to help the company execute at an even higher level.

Family Ties owner Jeremy Prevost, a longtime home services operator who has spent more than 25 years

building, growing, acquiring, and operating HVAC, plumbing, electrical, and other residential service businesses, believes artificial intelligence will fundamentally change how the best home service companies operate.

“AI isn’t about replacing great people. It’s about giving great people better tools,” said Prevost. “The companies that win over the next decade are going to be the ones that combine great people, great processes, great technology, and great data. That is exactly what we are building with the AI Tech Pack.”

The platform is designed to identify opportunities throughout the customer journey, including incoming calls, booking opportunities, dispatch, technician performance, estimate follow-up, customer communication, cancellations, memberships, training, coaching, and management oversight.

For Family Ties, the objective is not simply automation.

The objective is better execution.

By using AI to continuously analyze activity throughout the business, leadership can identify opportunities and potential breakdowns much faster than traditional reporting allows.

That can include identifying missed calls, unbooked opportunities, estimates requiring follow-up, coaching opportunities, customer-service concerns, conversion trends, and operational inconsistencies before they become larger problems.

Prevost believes this represents the next evolution of technology in the skilled trades.

“Home service companies generate an incredible amount of information every day, but historically most of that information disappears almost as quickly as it is created,” Prevost said. “Calls happen, technicians run jobs, estimates get presented, customers make decisions, managers coach employees — but very little of that activity gets analyzed in real time. AI changes that.”

The AI Tech Pack is intended to create an additional layer of intelligence throughout the Family Ties organization, helping employees and managers make better decisions while allowing leadership to see what is happening across the company more clearly.

Wyatt Smith, CEO of UpSmith, said the partnership represents exactly how the company believes



Upsmith AI



AI should be deployed inside sophisticated home service organizations.

“Family Ties is already a high-performing, forward-thinking home services company,” said Smith. “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 operational excellence, employee development, and customer experience with UpSmith’s AI technology, we believe we’re creating a best-in-class platform for how modern home service companies can operate.”

Family Ties plans to continue expanding the AI Tech Pack throughout its operations while measuring its impact on customer satisfaction, employee performance, operational efficiency, revenue capture, and leadership visibility.

Prevost believes the biggest opportunity ultimately goes beyond any individual AI application.

“The mistake would be thinking AI is another piece of software,” Prevost said. “I believe AI becomes part of the operating system of the company. It should help the CSR. It should help the dispatcher. It should help the technician. It should help the manager. And ultimately it should give leadership a much better understanding of what is happening inside the business.”

As AI adoption accelerates throughout the skilled trades, Family Ties intends to position itself at the forefront of that transformation.

“Five years from now, I don’t think people will talk about AI-powered home service companies,” Prevost added. “It will simply be how the best home service companies operate.”

About Family Ties Air, Plumbing & Drain

Family Ties Air, Plumbing & Drain is a residential home services company serving communities throughout Southern California. The company provides HVAC, plumbing, drain, water quality, and related residential services with a focus on exceptional customer experience, employee development, operational excellence, and long-term relationships with the families it serves.

About UpSmith

UpSmith develops AI-powered technology and workforce solutions designed to help skilled-trades organizations improve operational execution, employee performance, customer experience, and revenue capture.

Genney Borgia

Family Ties Air, Plumbing, & Drain

+1 949-793-3633

[email us here](#)

This press release can be viewed online at: <https://www.einpresswire.com/article/933981430>

EIN Presswire's priority is source transparency. We do not allow opaque clients, and our editors try to be careful about weeding out false and misleading content. As a user, if you see something we have missed, please do bring it to our attention. Your help is welcome. EIN Presswire, Everyone's Internet News Presswire™, tries to define some of the boundaries that are reasonable in today's world. Please see our Editorial Guidelines for more information.

© 1995-2026 Newsmatics Inc. All Right Reserved.