

Case Study:

Revamping Service Operations

The Client

A mid-sized company specializing in residential and commercial building maintenance with a team of 150 field technicians.

The Challenge

The client faced significant operational hurdles that were impacting their bottom line and customer relationships. Their manual, fragmented processes led to a cascade of problems:

- **Lost Revenue.** 1 in 5 customer calls were missed during peak times, directly translating to lost work orders.
- **Operational Delays.** Manual scheduling and dispatching meant technicians spent too much time traveling and not enough time on jobs.
- **Inefficient Inventory.** Poor parts management led to frequent shortages, forcing technicians to make repeat visits to the same job sites.
- **Cash Flow Bottlenecks.** Manual invoicing was slow and error-prone, taking up to two weeks to generate. This delayed collections and strained cash flow.

These issues resulted in a low first-time-fix rate of just 70% and declining customer satisfaction.

The Solution

We partnered with the client to implement an integrated, phased solution to transform their entire service lifecycle. Our approach focused on modernizing every touchpoint, from the initial customer request to the final invoice.

Phase 1: Customer Intake & Contact Center

We established a centralized, 24/7 contact center to handle all incoming service requests via phone, email, and chat. This ensured that no call went unanswered and every request was converted into a work order.

Phase 2: Intelligent Dispatching

We deployed an intelligent routing system that automatically scheduled jobs based on priority, technician skills, and location. This eliminated manual dispatching, reduced travel time, and improved on-time arrival rates.

Phase 3: Automated Inventory Management

We integrated an inventory management system with automated reordering and multi-supplier sourcing. This guaranteed a high parts fill rate, ensuring technicians had what they needed for a first-time fix.

Phase 4: Streamlined Invoicing

We automated the invoicing process, generating accurate invoices tied directly to job completion. This integration with the client's ERP system drastically reduced billing cycles and accelerated cash collections.

The Results

Within 12 months, the client achieved a dramatic operational turnaround, with measurable improvements across all key areas:

- **Improved Customer Intake.**
 - call answer rate jumped from 82% to 98%,
 - cut missed job requests by 90%.
- **Efficient Dispatching.**
 - On-time arrivals increased from 72% to 91%
 - technician travel time was reduced by 20%.
- **Higher First-Time Fix.**
 - parts fill rate reached 96%
 - boost the first-time-fix rate from 70% to 85%.
- **Better Invoicing & Cash Flow.**
 - Invoice accuracy climbed to 99%
 - billing cycle was shortened from 14 days to just 24 hours.
 - reduced the average time to get paid from 42 days to 27 days.

Overall Impact

"Our technicians are busier on real work, customers are happier, and we're getting paid faster than ever. It's been a game-changer for our operations."

The **company saw a 15% increase in revenue capture** and their **customer satisfaction score (CSAT) climbed to 88%**, leading to stronger contract renewals and a more stable cash flow. The client's VP of Operations summarized the impact, saying, *"Our technicians are busier on real work, customers are happier, and we're getting paid faster than ever. It's been a game-changer for our operations."*