

# ENHANCING CUSTOMER EXPERIENCE FOR A RESIDENTIAL WATER TREATMENT SERVICE



## Background

A residential water treatment service struggled with customer communication and invoicing issues, resulting in poor customer experiences and slow payment processing.

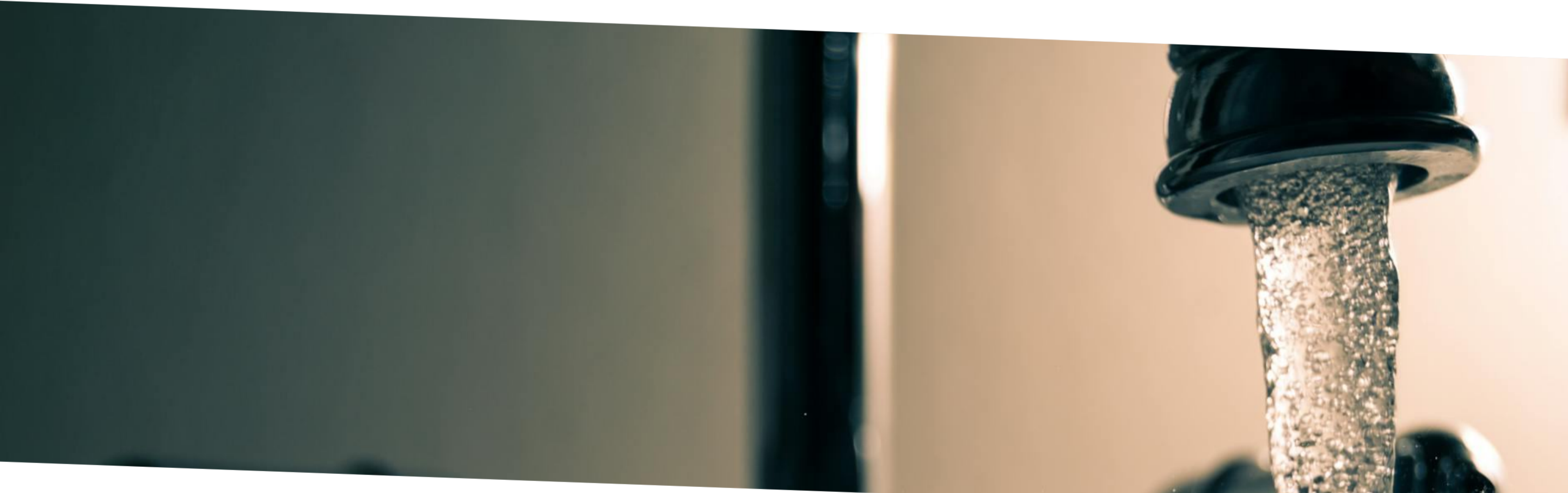


## Challenges

- **Ineffective Communication:** Customers were often uninformed about appointment times and service updates.
- **Slow Invoicing:** Manual invoicing processes led to delays in payment collection and potential errors.

## Solutions Offered by Titan Pro Technologies

- **Enhanced Communication:** Implemented ServiceTitan's automated reminders and customer portal to keep customers informed and engaged.
- **Digital Invoicing:** Introduced on-site invoicing through ServiceTitan to accelerate payment processing and reduce errors.



## Results

- **Increased Customer Satisfaction:** Achieved a 25% boost in customer satisfaction due to improved communication.
- **Reduced Billing Errors:** Decreased billing errors by 15% with streamlined invoicing processes.
- **Faster Payments:** Accelerated payment collection through efficient digital invoicing.

## Conclusion

Titan Pro Technologies' implementation of ServiceTitan's communication and invoicing features significantly improved the residential water treatment service's customer experience, billing accuracy, and payment speed, leading to higher satisfaction and operational efficiency.