



# FAMILY-OWNED APPLIANCE REPAIR BUSINESS

## Background

A family-owned appliance repair business faced numerous operational inefficiencies that hindered its growth and customer satisfaction. The key areas of concern included scheduling, customer communication, inventory management, and invoicing.



## Challenges

The business grappled with several challenges:

- **Scheduling:** Inefficient scheduling and dispatching led to conflicts and delays in service delivery.
- **Customer Communication:** Lack of automated reminders and a customer portal resulted in poor communication and limited customer transparency.
- **Inventory Management:** Inadequate inventory tracking reduced the likelihood of first-time fixes, causing repeated visits and dissatisfied customers.
- **Invoicing:** Manual invoicing processes delayed payments and affected cash flow.



## Solutions Offered by ServiceTitan

- **Automated Scheduling and Dispatching:** ServiceTitan's automated scheduling tools eliminated conflicts and ensured timely service, optimizing the allocation of technicians.
- **Enhanced Customer Communication:** Integrating computerized reminders and a customer portal improved communication and transparency, keeping customers informed and engaged.
- **Real-Time Inventory Tracking:** ServiceTitan provided real-time inventory tracking, which significantly improved the rate of first-time fixes by ensuring that technicians had the necessary parts available.
- **Digital Invoicing:** Digital invoicing streamlined the payment process, boosting cash flow and reducing the administrative burden associated with manual invoicing.

## Results

The comprehensive solutions offered by ServiceTitan led to remarkable improvements within six months:

- **Operational Efficiency:** The business experienced a **30% increase in operational efficiency.**
- **First-Time Fix Rates:** Improved inventory tracking resulted in a **25% improvement in first-time fix rates.**
- **Customer Satisfaction:** Enhanced communication and streamlined processes contributed to a **20% boost in customer satisfaction scores.**