

FAMILY-OWNED APPLIANCE REPAIR BUSINESS

Background

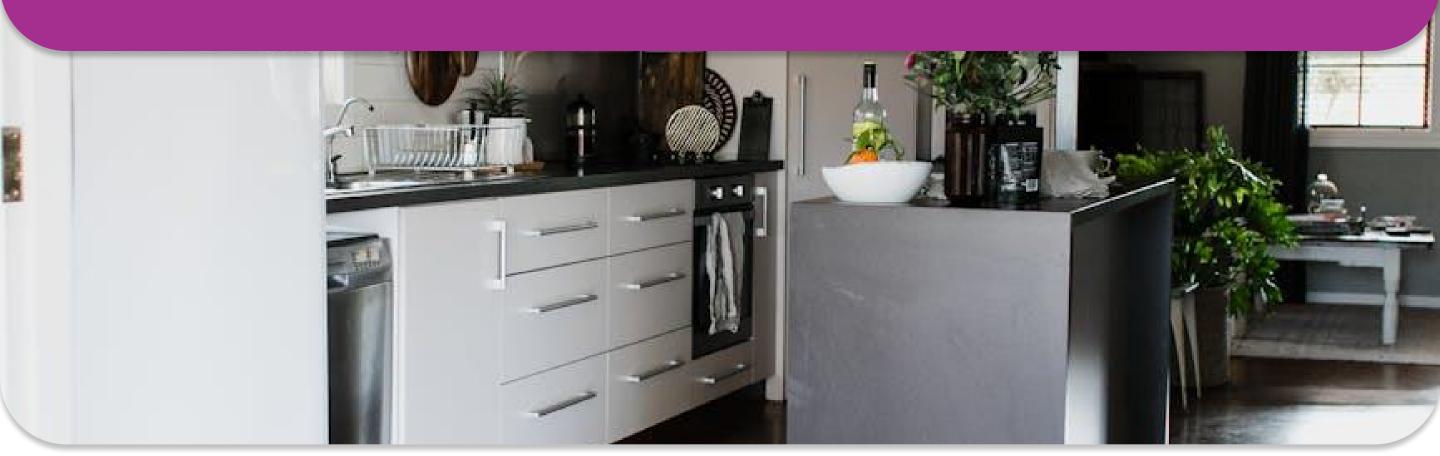
A family-owned appliance repair business faced numerous operational inefficiencies that hindered its growth and customer satisfaction. The key areas of concern included scheduling, customer communication, inventory management, and invoicing.



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.**