



## MID-SIZED ELECTRICAL CONTRACTORS



### Background

A mid-sized electrical contracting company specializing in residential and commercial electrical services. Despite their expertise, they faced operational inefficiencies and struggled to meet growing customer demands. Manual scheduling and outdated tools hindered productivity and customer satisfaction.

### Challenges

They needed a solution to streamline job scheduling, enhance technician efficiency, and improve customer communication. Their existing system led to frequent scheduling conflicts, slow response times, and an inability to provide real-time updates to customers.

### Solutions Offered by Titan Pro Technologies

**ServiceTitan Implementation:** Integrated ServiceTitan to automate scheduling & dispatching.

**Online Booking:** Established user-friendly online appointment booking system.

**Real-Time Tracking:** Enabled live job updates and technician tracking.

**Comprehensive Training:** Trained technicians on ServiceTitan tools and features.



### Results

**Increased Efficiency:** Achieved 30% better scheduling efficiency.

**Enhanced Satisfaction:** Customer satisfaction increased by 40%.

**Faster Job Completion:** Reduced job completion time by 20%.

### Conclusion

By adopting ServiceTitan with the support of Titan Pro Technologies, the business significantly improved its operational efficiency, customer satisfaction, and overall productivity. The integration streamlined their processes and equipped their team with the tools to manage a growing customer base effectively.