



STREAMLINED OPERATIONS FOR A REGIONAL ROOFING COMPANY



Background

A regional roofing company experienced inefficiencies with scheduling and communication. Manual scheduling led to frequent missed appointments and delays. The company sought to enhance operational efficiency and improve customer satisfaction.

Challenges

The business faced several significant challenges:

- **Scheduling Errors:** Manual scheduling led to frequent mistakes and mismanagement of job appointments.
- **Communication Issues:** Ineffective communication contributed to delays and confusion.
- **Missed Appointments:** Frequent errors resulted in missed jobs and decreased customer satisfaction.



Solutions offered by Titan Pro Technologies

- **ServiceTitan Implementation:** Adopted ServiceTitan to streamline scheduling and communication processes.
- **Automated Scheduling:** Automated the scheduling process to align jobs with technician availability and skills.
- **Real-Time Dispatching:** Enabled instant technician updates, enhancing job tracking and management.
- **Automated Reminders:** Introduced automated reminders and follow-ups to reduce no-shows and improve customer interaction.

Results

- **Increased On-Time Deliveries:** Significant improvement in delivering services on time.
- **Improved Job Completion Rates:** Higher rates of completed jobs due to efficient scheduling.
- **Enhanced Customer Satisfaction:** Better communication and reliability boosted overall customer satisfaction.