

Get to the Next Level with the Dispatch Franchise Platform

THE CHALLENGE

It's difficult to gain control over the experience your locations are providing to customers and to have insight into location-level performance. **But it's extremely important.** Identifying what top-performing locations are doing to provide the best customer experience, and how that corresponds to increased revenue, can be extremely impactful to your bottom line.

THE SOLUTION

Dispatch is the only franchise platform that connects, measures, and optimizes the entire service experience, illuminating the process for all parties, and creating a consistently delightful customer experience. Dispatch:

- Provides one platform for you to **measure and optimize location-level operations**
- Creates **a consistent experience for your customers** and provides **full insight into location-level performance** by providing your locations with a powerful field service tool (including location tracking, omni-channel communication, and day-of-service customer notifications)
- Drives more surveys with better ratings to improve location-level reviews and enable immediate action for dissatisfied customers
- Promotes location adoption with our dedicated engagement team (**on average we're able to onboard 36% of your network within the first month**)
- Improves the job booking flow by combining **real-time scheduling** with a branded booking page

With all your locations on the same platform, it becomes easy to gain insight and control over field operations and the end customer experience.

THE RESULT

Dispatch is the software leader in the Franchise space. Trusted by world-class franchises across the service industry, we have driven powerful results for franchises like Merry Maids, Handyman Connection, Handyman Matters, The Maids, Roof Maxx, Bloomin' Blinds, and many others.

“ *Dispatch has automated many of the manual processes the office staff was doing daily. Customers love the appointment reminders and the On My Way notifications. Our franchisees love it because they can receive instant feedback and address issues almost immediately.* ”

Ashley Ward
Director of Franchise Technology

**merry
maids.**

Results

↑ 20%
increase in
NPS rating

↑ 2.5x
CSAT survey
response rate

↓ 40%
Reduced time
to schedule jobs

↓ 14%
Lower likelihood
of customer churn