



Handyman Connection

Improving Customer Experience One Connection at a Time

The speed of business keeps getting faster. With more data points and more communication channels, consumers today have increasingly high expectations for transparency and low tolerance for avoidable mistakes. This is especially true for businesses providing services in the home. Thankfully, the same technology changing consumer expectations can be employed to meet them.

Handyman Connection, a franchise whose skilled craftsmen can address any home improvement need, realized that to maintain a competitive edge in the service space, they'd have to take advantage of those technologies. Seeing room for improvement in their NPS score and sensing their old methods of communication and management through pen, paper, email and phone was slowing them down, the Handyman Connection team realized there was an opportunity to modernize their organization.

However, Handyman Connection chose not to move forward with a solution that had a long implementation process and required them to rip out their existing technology. They needed an enterprise platform that could seamlessly connect to their current system and layer innovative tools to simplify and automate their current operations. They turned to Dispatch.

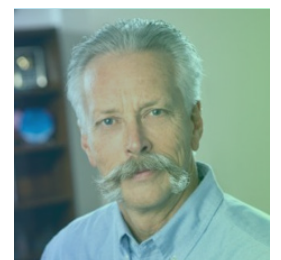
Using the Dispatch platform, Handyman Connection was able to quickly implement, connecting their franchisees, craftsman, and customers. Using On-My-

Way notifications, Handyman Connection greatly reduced late or no-show appointments, increasing customer satisfaction. The Manager app frees the franchisee from the office, allowing them to be in the field with customers and craftsman while staying on top of schedules and metrics. With one-click status updates, customer histories, and simple photo uploads all at the craftsman's fingertips, Handyman Connection could deliver faster resolution times, greatly increasing customer satisfaction and allowing their craftsman to focus on what they do best—making someone's house a home.

By adopting the Dispatch platform, the entire Handyman Connection organization is seamlessly linked, informed, and better able to do their jobs. They are a perfect example of a company with legacy systems that didn't settle for outdated methods of data collection, communication and service delivery as they strive for service excellence.



THE DISPATCH PLATFORM HELPS MODERNIZE OUR OPERATIONS, PARTICULARLY AROUND CUSTOMER INTERACTIONS. OUR FRANCHISES SAVE HOURS A DAY FOLLOWING UP TO DETERMINE APPOINTMENT AND JOB STATUSES, HELPING US TO STAY FOCUSED ON TAKING CARE OF OUR CUSTOMERS AND USING OUR FIELD LABOR RESOURCES EFFICIENTLY. WE HAVE FEWER MISSED APPOINTMENTS, HAPPIER CUSTOMERS AND BETTER KNOWLEDGE OF WHAT'S HAPPENING IN THE FIELD.



Dan Sage
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