

Home Services Brands Go Modern with the **Dispatch Platform**

THE CHALLENGE

Home and property services brands often lack control over the customer experience and lack insight into location-level performance. **But it's extremely important and impactful to the bottom line.**

THE SOLUTION

Dispatch is the only 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 helped modernize our operations, particularly around customer interactions. Our franchises save hours a day not needing to follow 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
CIO



Results

↑ **20%**
increase in
NPS rating

↑ **2.5x**
CSAT survey
response rate

↓ **40%**
Reduced time
to schedule jobs

↓ **14%**
Lower likelihood
of customer churn



Learn how Dispatch can help you connect people, process, and data for a modern service experience. Request a demo now. **617.580.0607** • www.dispatch.me