

# Manufacturers Trust Dispatch to Drive Better Leads and **Provide Higher Visibility to Lead Outcome**

## THE CHALLENGE

Working with a third-party network of service professionals comes with unique challenges and roadblocks to delivering a consistently positive service experience for your customers. Manufacturers often struggle with:

- Inconsistent or negative customer experiences, especially when connecting customers with providers
- Low engagement and communication with their service professional network
- High operational expense in scheduling jobs and managing your service professional network

All of these lead to **lower customer retention** and **high operation costs** in managing your network.

## 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:

- Augments your booking or dealer locator page with **online scheduling**, creating a better customer experience, and significantly reducing time to schedule and complete
- Engages your pro network with a **free field service toolset**, delivering a consistent customer experience, and providing real-time **insight to job status**
- Improves the value of your preferred pro network by offering this free toolset
- **Delivers a consistent customer experience** across your network

## Results

↓ 61%

Reduction in job cycle time

↑ 9%

NPS improvement

↓ 14%

Lower likelihood of customer churn

↓ 40%

Reduction in time to schedule jobs