

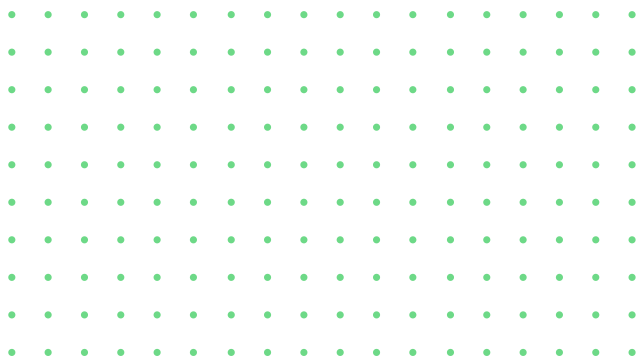


How HomeServe USA Corp. Utilizes Dispatch to Streamline Contractor and Customer Operations



HomeServe USA Corp., a leading Home Warranty company that offers home emergency repairs to homeowners around North America, has a goal to provide the best possible home warranty coverage with the most positive customer experiences at the lowest operational cost.

HomeServe USA Corp. utilizes a large network of independent contractors across a variety of trades in order to maintain flexibility in type and location of work that needs to be done. Working with such a wide network of independent contractors can be challenging, as each contractor has different preferences in how they receive and complete jobs for HomeServe USA Corp..





THE OPPORTUNITY

HomeServe USA Corp. was looking for operational software that enabled:

1

Frictionless working relationships with independent contractors

2

Cost savings in providing claims services

3

Operational efficiencies allowing the re-purposing of time and resources

4

Improvements in customer satisfaction to increase renewal rates

Jonathan Cunningham, Vice President of Contractor Operations at HomeServe USA Corp., remembers the motivation behind pursuing a new operational solution:

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“We were looking for something that was very simple and straightforward to use. Something that we felt like our contractors could adopt easily. We wanted to automate the claims journey, provide customers with insight into what was going on with their job and, and allow our contractors to accept and update jobs in a consistent manner”

Jonathan Cunningham - Vice President of Contractor Operations

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THE SOLUTION

HomeServe USA Corp. selected Dispatch, which they utilize as their system of record for working with customers and contractors to complete warranty claim jobs.

The Dispatch solution combines powerful software for the enterprise, the independent contractor, and the homeowner, to offer a holistic and measurable experience for every party in the service experience.

This allows HomeServe USA Corp. to:

- Manage and communicate with their vast independent contractor network
- Provide software that would be adopted and embraced by their contractors
- Automate claims operations to the fullest possible extent
- Understand critical contractor performance metrics
- Provide the best possible homeowner experiences

We spoke to the HomeServe USA Corp. team about their experiences with the Dispatch platform.



Dispatch Manage

Manage contractors and gain visibility into critical contractor performance and customer experience KPIs.

“

"Dispatch reduces the workload on our team by eliminating the need to manually produce monthly reports. Instead, it provides a real-time tool for contractors to monitor and manage their own performance. I can now have targeted conversations with them, pointing out that they have direct access to these metrics and will be held accountable for meeting specific targets."

Daniel Garner - Regional Operations Manager, HomeServe USA Corp.

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THE SOLUTION



Dispatch Work

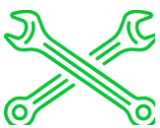
Arm every contractor with a powerful field service toolset they can use to receive, schedule, status, and complete jobs.

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“Our contractors that use Dispatch really like it. They appreciate all the features that it has. It's intuitive. It's easy for them to use. It does the things that they needed to do.”

Andrew Baker - Senior Manager of Contractor Administration and Claims Analysis, HomeServe USA Corp.

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Dispatch Experience

Provide a consistently positive end-customer experience to homeowners that inspires loyalty and encourages renewal.

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“Dispatch has empowered us to elevate our customer service by offering features that our previous system lacked. Customers can track their technician's progress in real-time. This level of transparency and automated updates has greatly contributed to boosting our customers' satisfaction and trust in our services.”

Jade Selle - General Manager, Frassica, HomeServe USA Corp. Service Provider

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CONTRACTOR SCORECARD

HomeServe USA Corp. aggregates the data they see in Dispatch into a Contractor Scorecard that measures each contractor and assigns them a grade. This scorecard is utilized to curate their contractor network and understand macro and micro performance trends.

The Contractor Scorecard measures:

- SLA compliance (Time to Accept, Schedule, and Complete)
- On time percentage
- On my way compliance
- Truck rolls
- First time fix rate
- Average cost per job
- Survey response rate
- CSAT scores
- Field update compliance



Contractor XYZ

CSAT Score

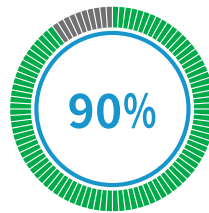
7.8

Time to Accept (min)

40

Time to Schedule (min)

93

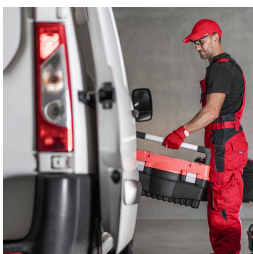


On Time Percentage



First Time Fix Rate

With the Contractor Scorecard, HomeServe USA Corp. has a secret weapon to differentiate their utilization of actionable service interaction data against their competitors.



THE OUTCOME

34% ↑

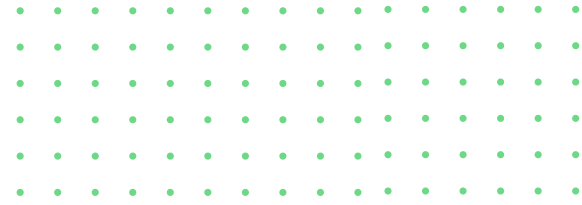
Improvement in
Average Time to Accept

19% ↑

Improvement in
Average Time to Complete

21% ↑

Improvement in Average
Time to Schedule



With Dispatch being utilized in their office and by their service providers, HomeServe USA Corp. has been able to make significant impacts to their most critical KPIs.

HomeServe USA Corp.'s partnership with Dispatch has seen mutual growth, and has become a critical part of their service operations.

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“The true measure of success for us is customer satisfaction. It’s part of our culture. Dispatch increases customer satisfaction, and our renewals have definitely increased. We’ve really appreciated the partnership with Dispatch. The speed to market with which Dispatch is able to make changes and improvements, and that they’re always looking to improve the product - it’s been a collaborative approach, which we’ve appreciated.”

Jonathan Cunningham - Vice President of Contractor Operations

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