



# Handyman Connection

## Improving Customer Experience One Connection at a Time

### Rising Customer Expectations

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 or required them to rip and replace existing technology. They needed an enterprise platform that could seamlessly layer innovative tools over existing systems to simplify and automate their current operations. They turned to Dispatch.

### Putting Technology to Work

Using the Dispatch platform, Handyman Connection was able to quickly implement, connecting their franchisees, craftsman, and

customers. Using On-My-Way notifications greatly reduced late or no-show appointments. 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 scheduling and metrics. With one-click status updates, customer histories, and simple photo uploads at their fingertips, Handyman Connection can 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, Handyman Connection opened up communications, and measured the actions and interactions between the franchisor, the franchisee, their craftsman, and their customers. They are a perfect example of a company with legacy systems that didn't settle for outdated methods of data collection, communication and service delivery as they strive for service excellence.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 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, Handyman Connection

