

# Connected Home Services



## Establishing a trusted front line for your brand and company

If you sell and service your brand in the home, your goals are no different than working in brick-and-mortar stores. You want to deliver prompt and streamlined customer service. You want to have all the product and customer information at your hands. You want to create a customer for life.

Today, customer expectations are higher than ever, and service organizations are expected to deliver exceptional experiences. Consumers are continually raising the bar with expectations for seamless, transparent, and on-point service and products. However, for many companies delivering residential sales and service, the home is the point at which streamlined processes, access to information, and a great customer experience begin to fall apart. Why is it so hard?

Many reasons. Field operations typically involve multiple processes, many of which are still manual: quoting, order taking, checking inventory availability, and more. In addition, there are numerous employees involved — from those who field the initial customer inquiry, to those who schedule and dispatch service representatives, to those who conduct home visits and are responsible for orders and installation. That's a lot of people, and a lot of points at which the process can fall off the rails. So how does a service provider ensure that they deliver the brand promise and an exemplary customer experience in a residential setting?

## Be prepared. Get connected across all touchpoints.

Digital technologies, applications, and platforms can be a catalyst for service organizations, offering the tools to impress customers and provide a consistent brand experience. They can also provide the mobility, automation, and transparency your employees need to deliver that moment of service that will bring your customers back again and again.

The Microsoft platform provides a solid foundation for this capability — and the ability to adapt and evolve as your business grows. These solutions are natively integrated and based on a common data model so you can standardize on a single platform without creating potential technical bottlenecks that could result in friction for your customer.



### Key Features of a Connected Home Solution



### Increase employee productivity

- Equip workers with the right tools
- Provide real-time recommendations
- Track and streamline tasks throughout the sale lifecycle



### Optimize service schedules

- Simplify work order management
- Automate workflows and scheduling
- Monitor progress
- Accelerate resolutions

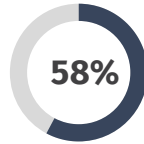


### Enhance customer satisfaction

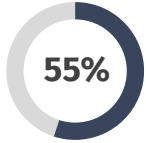
- Deliver high-value service experiences
- Build trust
- Ensure loyalty



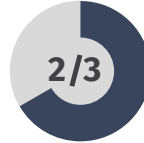
90% of respondents indicated that consumer service is important to their choice of and loyalty to a brand.



Nearly two-thirds (58%) of consumers will sever a relationship with a business due to poor customer service.



55% of customers expect better customer service year over year.



More than 2/3 of customers want an organization to reach out and engage with proactive customer notifications.

## Who benefits?

### Incoming call representatives and dispatchers

Consider your employees who field the initial customer requests and those who dispatch, coordinate, and support team members in the field. With a connected home services solution, they can match the appropriate sales or service representative based on knowledge of the customer or type of sale. And with heightened visibility into scheduling and resource management, they can optimize the assignment process, basing it on skill, travel time, priority, and the home representative's available time.

### In-home sales and service

Your field sales representatives are the face of your company. You can remove the barriers that prevent them from delivering a successful, personalized interaction by arming them with a modern mobile solution, so they can easily:

- Quote orders, having all item and inventory information readily at hand
- Look up sales for related products while in the home and identify opportunities for upsell or cross-sell of high-value services
- Record measurements, estimates and any other details that become part of the sale or quote in real-time
- Take pictures, and store transaction-related documents and detailed information



### Ask Yourself:

- Does completing a home visit require employees to use multiple disconnected systems?
- Is your customer satisfaction suffering due to inefficient resource scheduling and lack of real-time field updates?
- Do you lack modern efficient tooling for first-line workers?
- Have you lost sales because your processes and systems can't scale to meet demand?

All order details can be automatically updated in the back office, expediting the time from order to installation and ensuring accuracy in both your order management and customer relationship management systems. During installation or service, field installers will have a complete view of the customer's order and background, and the ability to provide more personalized service.

### Managers

Because all your data is centralized and easily accessible, managers should be able to share critical data, collaborate in real-time and benefit from actionable insights through easily customizable reports and dashboards. They'll get real-time insights into field utilization and capacity and the ability to better understand customer work requests — all to pinpoint improvement opportunities and drive resource optimization.

If you use subcontractors, you can easily onboard and schedule jobs, and provide them access to the same powerful mobile capabilities as your in-house teams. You'll streamline paperwork and communications so subcontractors will want to work with you and not your competition.

## Optimized execution

Automating processes is essential to moving business forward. Having a fully-integrated home sales and service solution allows you to provide a seamless, end-to-end customer experience and a modernized approach to residential sales and service. Furthermore, a cloud-connected solution should be as mobile as you are, and accessible from any Android or iOS smartphone or tablet, or directly from your web browser so all employees have access to the same information at each point in the customer lifecycle.

## Reimagined service experience

Think of the streamlined, reimagined experience you'll be able to provide your home-based customers when you create a personalized experience before your sales rep ever gets to the front door through real-time visibility into appointments and service events.

For example, a customer portal could allow your customers to self-serve: to schedule and confirm appointments, review service requests, access invoice history, and submit online payments—without ever picking up the phone. You can also enhance direct communication via text messages, online chat, and email to keep customers informed at every stage of the job.

## Why Hitachi Solutions?

Hitachi Solutions has the right combination of industry and technical expertise to help your company develop and execute a comprehensive home sales and service strategy. We've even created our own Extended Field Service solution designed to enhance existing capabilities in Dynamics 365 Field Service, enabling both retail and professional firms to better serve clients in a home environment.

As the 2021 Microsoft D365 Field Service Partner of the Year, Hitachi Solutions excels in delivering robust solutions for field service organizations with greater visibility and insights, optimized operations and service, increased business, and a solid foundation for growth.

## Empowered frontline employees

It's time to unlock the real value of your field service workforce. You'll improve employee retention and satisfaction by giving them the tools to be successful. Agents, dispatchers, mobile employees, and managers all deserve a complete view of the customer, full context into customers and their orders, as well as access to all the information required to help the customer anytime, anywhere, and from any device.

## The Bottom Line...

When you provide exceptional home field service, you're driving higher customer satisfaction and retention. But that requires a highly knowledgeable team that shares information and works collaboratively to service and support customers.

Hitachi Solutions can provide the tools for knowledge and collaboration so your entire workforce can service and support customers more effectively. It goes beyond just meeting expectations, empowering everyone to do what's best for the customer using accurate data and automated processes. Collectively, these technologies empower your service teams to function as the trusted front line of your company.

**Make your home field service-based business more productive by bringing people, processes, and automation technology together. Get started today!**

Find out more about how Hitachi Solutions can get to the heart of your home service solution needs.

Email Us  [NA.Marketing@hitachisolutions.com](mailto:NA.Marketing@hitachisolutions.com)

Visit Us  [www.global.hitachi-solutions.com](http://www.global.hitachi-solutions.com)

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