



How a Maintenance Business
Used Zuper's Smart
Scheduling to Empower
Their Maintenance Crews –
Boosts Efficiency By 40%



Overview

A leading facilities management company in Oregon, United States, faced mounting challenges in efficiently scheduling and dispatching its maintenance crews across multiple locations. By adopting Zuper's field service capabilities, they could optimally alter their operations, achieving seamless scheduling and real-time crew visibility, which enhanced customer satisfaction. This case study explores their transformative journey and Zuper's smart scheduling solutions' significant impact on their business.

Business ops before Zuper

As a prominent facilities management company, it prides itself on delivering exceptional service to its clients. However, as the company expanded rapidly, managing maintenance operations across different locations became increasingly complex. Their existing scheduling processes were manual and error-prone, leading to inefficiencies, delays, and dissatisfied customers.

The company was struggling to keep up with the growing demand, and their maintenance crews were often dispatched to locations without considering factors like skill sets, availability, or travel time. This resulted in costly delays and missed appointments, ultimately leading to unhappy clients.

The turning point came when they decided to explore Zuper's field service capabilities. They were impressed by the platform's robust scheduling features and intuitive interface; the company embarked on a digital transformation journey.

A G2 Review that gave the company a clear perspective

G2 Review



"Zuper offers easy of use, outstanding support and a great value"

What do you like best about Zuper?

The best thing about Zuper is their customer support. I am new to the world of Field Service Management and the team at Zuper has been wonderful helping me out all the way. Once you get familiar with the product, Zuper is easy to configure and for end users it has been a smooth transition.

After reading the reviews on G2, the company realized that Zuper's field service capabilities were ideal for their business needs. Zuper's ease of use and smart scheduling feature allowed them to optimize their maintenance crew's assignments, considering their availability, skills, and proximity to job sites. This has significantly reduced travel time and costs while ensuring the right technicians are assigned to the right job.



Challenges

Before implementing Zuper's field service into their operations, this maintenance company faced significant operational hurdles that hindered efficiency, communication, and customer satisfaction. Outdated processes, resource allocation issues, and a lack of real-time data visibility posed risks to their service delivery and overall performance. Here are a few areas they needed help with.

— Inefficient scheduling

They relied on a manual scheduling system which was time-consuming and prone to errors, and their workflow lacked flexibility for on-the-go adjustments. Scheduling conflicts and missed appointments frequently led to frustrated crews and dissatisfied customers.

— Ineffective routing and communication gaps

They did not implement proper route planning or enforce location tracking to plan their routes; this led to wasted time and increased fuel consumption. Crews often backtracked or took unnecessarily long routes, hindering their overall efficiency. Communication between dispatchers, crews, and clients was fragmented and unreliable. Essential updates and work order details frequently got lost in the shuffle, impacting project timelines and customer satisfaction.

— Limited data insights and seasonal slumps

Valuable data on crew performance, project costs, and customer feedback remained scattered in disparate sources. This lack of centralized data hindered strategic decision-making and prevented proactive service improvements. Specific periods of the year saw a decline in maintenance service requests. This resulted in underutilized crews and decreased overall revenue.

Zuper addressed these obstacles head-on, and the company was able to unlock its path to operational excellence. Streamlined processes, optimized technician deployment, seamless communication channels, and effective emergency management would drive efficiency, customer satisfaction, and growth, solidifying their position as a leading service provider in the Oregon region.



Solution

Improved operations and enhanced efficiency were critical for this maintenance company to overcome its mounting challenges. To address these issues head-on, the company embraced Zuper's field service solutions, which provided comprehensive tools to optimize every aspect of its operations. From real-time scheduling and route optimization to seamless communication and centralized data management, below are the solutions with which Zuper's innovative platform transformed the company's approach to field service delivery.

✓ Smart scheduling

Zuper's drag-and-drop scheduling feature replaced their inefficient system, allowing dispatchers to easily create, assign, and adjust work orders in real-time. This streamlined workflow saved time and reduced scheduling errors. Zuper's calendar view also provided a clear overview of the crew's availability for optimized resource allocation.

✓ Optimized routes

Zuper's location tracking and geo-fencing features create efficient routes for maintenance crews based on real-time location data. This minimizes travel time, maximizes crew productivity, and reduces fuel costs. Crews arrive at customer locations on time and are prepared, minimizing service interruptions.

✓ Seamless communication

Zuper's mobile app bridged the communication gap between dispatchers, crews, and clients. Dispatchers could communicate updates and task changes directly to crews in real-time. Customers also received notifications of the crew's arrival times and any potential delays, fostering transparency and trust.

✓ Centralized data hub

Zuper transformed the company's data landscape from fragmented silos into a centralized hub. Data on project costs, crew performance metrics, and customer feedback became readily available for analysis. This empowered the business to make data-driven decisions on pricing strategies, resource allocation, and service offerings.





Results

This maintenance business' success is a powerful testament to Zuper's transformative power. By implementing Zuper's solutions, they witnessed a significant boost in efficiency, customer satisfaction, and revenue, all backed by measurable data. Here's a breakdown of the remarkable results they achieved.



Conquered scheduling chaos

Streamlined scheduling, optimized routes, and improved communication led to a 40% increase in efficiency, significantly increasing crew productivity and overall efficiency.



Seamless communication, stronger relationships

Real-time updates, on-time service delivery, and improved communication significantly boosted customer satisfaction.



Optimized routes maximized productivity

Optimized routes minimized fuel consumption, while the centralized data hub facilitated cost-effective resource allocation and helped reduce operational costs.



Data-driven decisions for year-round growth

Zuper empowered them to leverage data insights for strategic decision-making, leading to service expansion and increased revenue made by data-driven decisions.



Tackle these challenges head-on with Zuper!
Empower your team with the tools and
support they need to perform at their best.

[Schedule a free demo today](#)