



CASE STUDY

FSM

Data-Basics Sampro

Footprint

Central and Eastern Pennsylvania

Number of Techs

138

Number of Customers

90,000

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“XOi is one of the bigger tools in our service toolbelt when looking at what we can deliver from a customer service standpoint. XOi is a big win and a big part of our customer experience.”

JOEL CHARLES
Director of Continuous Improvement

Overview

Haller Enterprises began in 1981 with one truck and has since grown to become one of the leading commercial and residential providers for plumbing, electrical, and heating and cooling needs across central and eastern Pennsylvania.

As a technology forward-thinking company, Haller formed a partnership with XOi to improve communication and accountability, and to stay ahead of customer expectations. XOi has helped Haller not only streamline its external communication with customers but has also aided internal processes with sales processing, coaching, elevated services, and standardized processes.

“XOi was one of the fastest technology implementations processes I have overseen in my career,” said Joel Charles, Director of Continuous Improvement. “It was so fast because the technicians really see the value in it. Residentially, it is essential to our customers now. Commercially, our techs could not go back to a world where they did not use XOi at every site.”

Partnering With XOi



Dramatically improved internal training



Reduced time for open quotes



Increased closing rate for field sales



Increased commercial contracts



Acts as a major differentiator with competitors



Increases quality control in the field



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