



Ensure technicians **diagnose** and **solve correctly**

A CLEVVA **Construction** Case Study

The background

A large vinyl flooring distributor needed to send technical specialists on-site to help ensure flooring contractors installed their product properly.

The impact of screed and adhesive failures had a direct impact on the flooring outcome, yet few people in the industry had the depth of technical knowledge and experience to conduct detailed site assessments that could pick up risk areas early enough to prevent delays or even installation failures.

The company therefore needed a cost effective way to scale the deep expertise only a few core staff possessed.

The challenge

The key challenges that the business faces include:

There are many possible reasons why an installation may fail, and few people had sufficient onsite experience to be able to perform a complete assessment of risk accurately. The few that could were not able to travel to every site across the country, leaving a number of sites at risk.

Sales teams were often on site, yet were seldom technical enough to know how to perform site assessments. This meant the business had to sponsor multiple visits to the same site by different people.

If there was an installation failure, the company required the assessment paperwork to prove that they did perform a detailed site assessment and did raise the risks. If not, they could be held liable for the failure.

The requirement

The contact centre management team was looking for a solution that would deliver on the following key requirements



All sales staff need to be capable of performing a detailed site assessment that ensures all the key risks were assessed and any relevant recommendations made prior to installation.



Enable certain key contractors and architects to also perform this assessment without a sales or technical staff member having to personally travel out to smaller less complicated sites.



The solution

A technical Navigator was built with the senior technical consultants, ensuring that no matter what the person's experience, they would be guided to ask all the relevant questions and assess all the relevant technical factors. Once done, they would then be guided to the relevant actions, including being offered links to video's on how to perform all required actions.

The results

1. **Sales staff are now able to perform a detailed site assessment without having to be technical trained.** This reduces the number of technical staff that are required, and ensures their time is spent on resolving issues rather than simply identifying them.
2. The detailed site report is then available to be sent to the client, along with highlighted risks and recommendations. This **ensures that clients are offered early warning to any potential installation problem that may arise.**
3. The **management team can see a report per site and per flooring contractor, illustrating any trends that need to be proactively addressed.**
4. **Key clients can be offered access to the Navigator to allow them to perform a site assessment without having to have a company representative on site.**

The solution

CLEVVA has enabled the business to maximise the use of their sales team, and to get them to perform a critical technical role without having to then send out separate technical teams (which escalates the costs). As a result, the business now has a standard site assessment process that is applied to all sites, ensuring risks are highlighted early and they have evidence of this prior to any issues occurring. Where the issues then require technical intervention, the technical team can then be sent. As a result, the cost of servicing sites, and the risks associated with poor screeding and adhesives are now managed at a lower cost to company.

