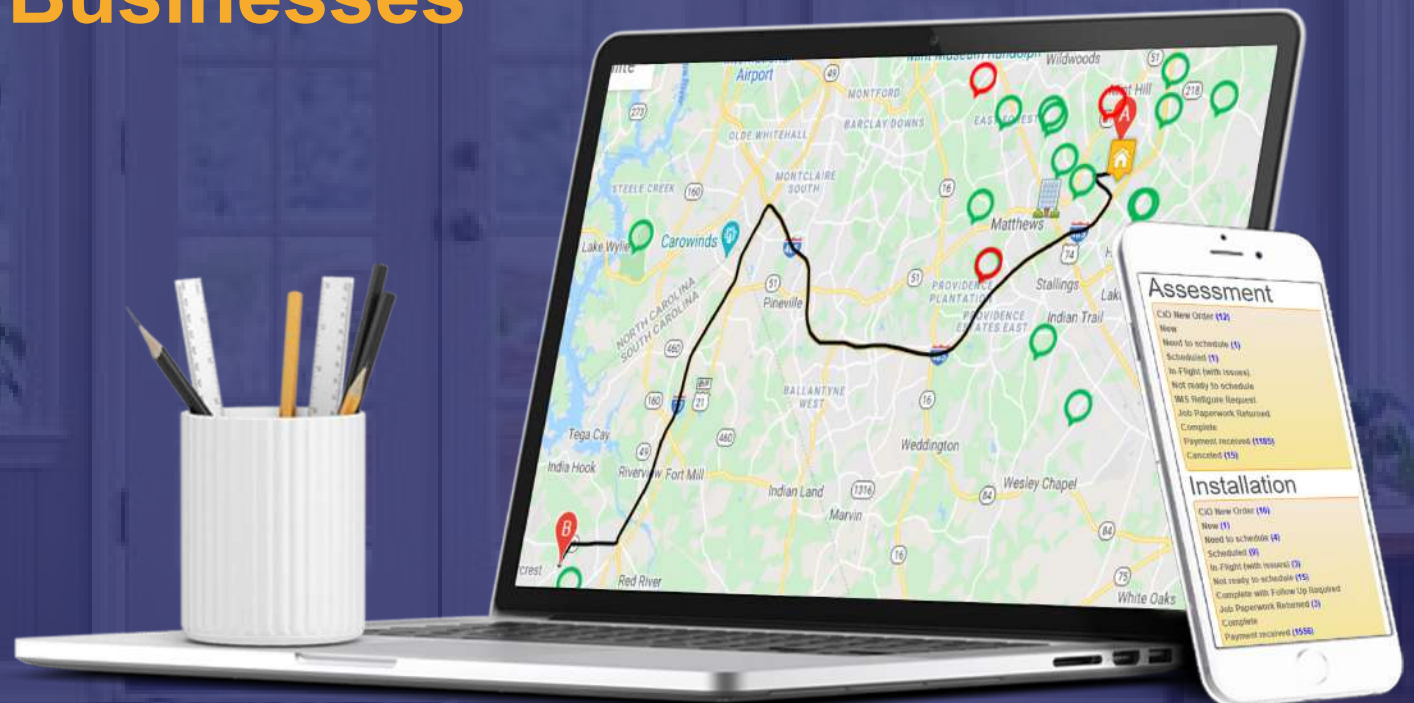CUSTOMER INSTALLATIONS ONLINE

Four PROviders Share How Technology Drives Efficiency, Productivity, and Growth for Their Lowe's Businesses

Introduction

As Lowe's continues to optimize its installer networks, it's important for PROviders to show they can work with Lowe's customers efficiently, productively, and collaboratively. Increasingly, PROviders are turning to cloud-based project management software to manage and track a growing number of projects and stay connected to Lowe's stores through the IMS system. Let's take a look at how some of Lowe's largest PROviders are using Cilio's CiO field service management software to streamline operations, communicate with customers more effectively, and grow their businesses.

> *"The harder you work and the smarter you work, the more successful you can be. You have to get more efficient. Bring on technology, figure out how to do what you're doing in less time and for less cost. That's how you grow."*

William Reardon
CEO & Founder

Improving efficiency through process and technology

Reliable Services USA

Charlotte, NC / 81 Lowe's stores

As this company expanded its coverage to include Lowe's stores beyond the local Charlotte area, it built relationships with subcontractors and affiliates to manage work that is geographically dispersed. This highlighted the value of processes and standards to ensure consistent, quality service during a time of extreme growth.

Challenges
As the company grew, it needed a project management software that could scale with the business and drive process consistency across geographically dispersed resources.

Solution
The company deployed Cilio CiO cloud-based software for project management, scheduling, and customer management. Not only did it integrate directly with Lowe's IMS system, but it also offered more functionality and automation that has helped create consistent processes and procedures and reduce errors.

Outcomes
Using the CiO system, this client has efficiently taken on work from additional stores, scheduling work more efficiently, automating customer communications, and optimizing driving routes. Additionally, by automating the project closing process with a step to request customer feedback, the client grew its reviews by 1,500 and increased its rating from 1.7 to 4.8 stars.

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Could your PROviders benefit from CiO field service management software? Please share this report.

> *"It simplified the scheduling process, and it also saves time and money without the need to hire more staff."*

Derek Holgate
CEO & Founder

Massive growth demands powerful field service management software

Premier Services Group
Portland, OR / 110 Lowe's stores

As Lowe's began optimizing its installer networks, this company took on more and more work from multiple stores throughout its region. Then, in 2020, the company was selected to take on the workloads of 160 other contractors.

Challenges

This massive influx of new work demanded a new project management technology that would connect reliably and securely to Lowe's IMS and efficiently schedule the work of 500+ installers.

Solution

The client chose Cilio CiO field service management software to manage and track 4,200 Lowe's projects per month, including all project documentation and templates, and provide real-time updates to 110+ Lowe's stores.

Outcomes

CiO has allowed the client to simplify the scheduling process, take on new work, and save time and money without hiring more staff. They have automated client communications via text, saving significant phone time, and they use "hot buttons" to execute repeatable, mulit-step processes with a single click, saving even more time and reducing errors.

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Managing the demands of project paperwork

Edwards Xteriors

Nashville, TN / 62 Lowe's stores

After 19 years as a Lowe's PROvider, this company does 95% of its business with Lowe's across 62 stores. As the business has grown, project management software has provided automation and efficiencies needed to manage head count and costs.

Challenges

As this client grew its Lowe's business, it needed a better way manage the growing paperwork demands and wanted a product that could be fine tuned for the business.

Solution

This client purchased the CiO software to digitize and automate the management of project paperwork, as well as to manage the growing demands for scheduling appointments and managing crews.

Outcomes

The CiO system has led to a notable reduction in paperwork needed to manage Lowe's projects. In addition, it has driven efficiencies in areas of scheduling and customer communications, reducing phone time by 30% to 40%. The digitization and automation that CiO provides has allowed this client to grow its customer base with less office support than would otherwise have been needed.

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"It saves us a bunch of time. I's a large part of our day making sure the locations are correct. Some guys run 8 or 10 P.O.s in a day, so having it geographically laid out correctly makes all the difference in the world."

Forrest Edwards
Owner

Paving the way for PROvider optimization

Mega Plumbing Corp

Chantilly, VA / 100+ Lowe's stores

Due to Lowe's PROvider optimization, Mega Plumbing, a PROvider from Virginia, was about take on 100 new Lowe's stores. One of their first steps was to figure out how they would handle such a large influx of new business.

Challenges

This client needed to connect with other installation companies to subcontract the work. They needed a way to connect their CiO field services management system with their subcontractors to seamlessly manage all their projects.

Solution

Cilio Technologies built a "Linked Accounts" integration for CiO, which allows multiple installation contractors to connect their CiO accounts so they can easily distribute orders and share project details with each other and with Lowe's IMS.

Outcomes

This has minimized disruption to the client's business and provided transparency between Lowe's and all contractors involved. It has allowed them to take on additional business without extra back-office work.

[**Learn More**]

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