



# ServiceMaster Restores Customer Peace of Mind with Encircle's Mobile Platform

Canadian families and businesses have counted on ServiceMaster's comprehensive, full-service disaster restoration for over 60 years. This is largely because of people like Ed Dyck, owner of ServiceMaster Restore in Fraser Valley. Dyck knows the intricate challenges of the restoration space. Whether items are damaged by water, smoke, fire, mold or other causes – his fifty-five-person team does everything possible to clean and restore cherished belongings for homeowners.

## Exceptional Service

ServiceMaster of Fraser Valley's highly trained emergency teams, construction crews and specialized contents division have serviced Fraser Valley and surrounding areas for over a decade. To stay competitive and deliver an exceptional customer experience, ServiceMaster of Fraser Valley invests in the most advanced field technologies that are intuitive and supports the way they work. Dyck relies on Encircle as the essential tool to exceed customer expectations.

## Link for Remote Visibility

A common challenge when managing a property claim is obtaining accurate damage information prior to the first visit. A first responder meets with the homeowner, followed by multiple site visits from subcontractors. And, if there are customer complaints, even more resources are sent to assess the situation in person.

With Link from Encircle, ServiceMaster of Fraser Valley staff can connect directly to the homeowner, staff, subcontractors

or anyone at the scene. "With Encircle Link, I can send a simple text message which allows them to instantly share unlimited photos of the damage directly from their mobile device", said Dyck.

"The images are automatically linked to the claim and the user doesn't have to download a separate application to do that. It's fantastic! My team is remote but can instantly assess the damage. Dyck continued: "Having the ability to connect with the field in this way reduces drive-time to jobsites and allows my team to evaluate and plan resources accordingly."

**Try Encircle Today!**   

Your free 30-day full use trial of Encircle is waiting for you. Visit [encircleapp.com](http://encircleapp.com) to get started.



## Reduced Cycle Times

Relying on separate streams of note taking, emails and photos to manage jobs was often a source of frustration for ServiceMaster of Fraser Valley. "Technicians would document the site, email their notes to the project manager, and then upload the photos to Dropbox from their laptops. Depending on the number of calls a project manager was dealing with that day, or how big their caseload was, it could take up to two days to start the claim."

Now, ServiceMaster of Fraser Valley documents, organizes, and locates information all within the Encircle app while onsite, which is then instantly shared with administrators and estimators back at the office. "It's made the end-to-end process seamless and effortless," describes Dyck. "We're reducing cycle times in a major way without cutting corners. Everyone has peace of mind – me, the homeowner and the insurance provider."

Dyck credits the ease of use of the mobile app as a major reason for ServiceMaster of Fraser Valley to adopt. "My less technical field staff figured it out quickly. If you text or take pictures on your phone, that's all you really need to know to get up and running on the mobile application."

## Increase Productivity

Having the right systems, processes and tools in place for catastrophic situations is critical for restoration contractors. For ServiceMaster of Fraser Valley, this is where Encircle truly shines. Dyck credits Encircle as a major reason for his team's success: "The winter thaw in February 2017 was the largest CAT ever managed by our team. We used Encircle to triage incidents, and managed 80 calls. This was a record day for our company and we did it with just our regular staff. That wouldn't have happened without Encircle."

## Encircle Results



### LINK BY ENCIRCLE

Contractors save an average of \$100 per job. Contractors earn customer trust and deploy the right resources using Encircle's visual and factual information shared by homeowners, subcontractors or technicians in the field.



### REDUCED CYCLE TIMES

Encircle's process automation decreases administrative tasks by 65%. Custom reports are now generated in half the time and shared instantly with carriers, adjusters and homeowners with the click of a button.

## Managing Catastrophic Events

Having the right technology during a CAT event makes an extremely difficult process more manageable. Using Encircle in daily operations follows a proven, tested and highly scalable method. With Encircle, ServiceMaster of Fraser Valley more than doubled the number of service calls without increasing staff.

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