

SCHEDULE OPTIMIZATION DELIVERS RESULTS

REAL-WORLD RESULTS ATTRIBUTED TO SCHEDULE OPTIMIZATION CAN BE HARD TO FIND.

HOWEVER, THE OUTCOMES ARE REAL AS THESE RESULTS FROM OUR CLIENTS SHOW.



EFFICIENT SCHEDULING

90% OR MORE OF NEXT-DAY BUSINESS SCHEDULED AUTOMATICALLY

50% LESS CHANGES TO PROVIDER SCHEDULES DUE TO AUTOMATION OF PROCESS

65% INCREASED IN SCHEDULING OF SAME-DAY REPAIRS



INCREASED EFFICIENCY

40% INCREASE IN JOBS COMPLETED PER DAY

10% INCREASE IN NUMBER OF FIELD TECHNICIAN JOBS COMPLETED PER WEEK

2% FIRST TIME FIX INCREASE



IMPROVED UTILIZATION

2% APPOINTMENT WINDOW COMPLIANCE INCREASE

12% REDUCTION IN AVERAGE REPAIR TIME

4 HOURS DOWN TO JUST **2** HOURS IN APPOINTMENT WINDOW TARGET

"We discovered that Click comes with most of the scheduling functionality we require, but at the same time, it provides the flexibility to make adjustments for our unique scheduling processes."

[Click customer Calex.](#)
[Read more here](#)



"The majority of the people are now seeing an improvement in routing. It enabled us to reduce the miles driven per inspector and right now we're tracking to see a potential of 1 million fewer miles driven for the same revenue."

[Click customer SGS Automotive.](#)
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ENHANCED CUSTOMER SATISFACTION

50% FEWER "WHERE IS MY TECH" REDUCE CALL CENTER COSTS

80% - UP FROM 50% - UK CUSTOMER SATISFACTION SCORE

+60 INCREASE IN FIELD NPS POINTS NATIONALLY WITHIN 12 MONTHS OF IMPLEMENTATION.



REDUCED COSTS

20% REDUCTION IN TECHNICIAN TRAVEL TIME
OVERALL TRAVEL DISTANCES REDUCED BY MORE THAN **300,000** MILES PER YEAR

90% FEWER ROUTING COMPLAINTS FROM TECHNICIANS