



# 5 Ways Specialty Contractors Drive High Client Satisfaction

A guide for Audio/Visual, Security, Fire Safety, and Technology Integrators

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# Improve client satisfaction with jobsite management software

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Now more than ever low voltage installers and integrators are inundated with work. Whether it's installing, audio visual systems, security systems, networking systems, or fire safety systems integrators will only continue to see more business. However, with more business means more complex projects and different client expectations to be met. Jobsite management software can help increase efficiency in the field and ultimately meet your client's expectations. In order to maintain a great reputation and deliver quality projects to your clients, we've gathered a few tips on how jobsite management software can help drive high client satisfaction.





# 1 Give clients access to real-time project progress

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With so many moving parts happening in the field, it can be difficult relaying project progress to your clients. Oftentimes, clients would have to physically be onsite to get updates on the progress of the project. This is inefficient for both crews working in the field and clients who have to take time out of their day to be onsite.

By utilizing jobsite management software, clients can easily access up-to-date information you provide from any device. No need for email back and forth, phone calls, or onsite visits.



# 2 Set up your clients for success with their own internal teams


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Clients are asked by their own executive team to provide updates on how a particular project is going. However, it's difficult for your client to keep track of the most recent information and progress happening in the field.

With the ability to export details about specific tasks like punch, for example, your clients are able to see closeout issues being resolved, ensuring them that you have met their expectations. This makes it easy for your clients to report back on specific information you've given them access to and present an up-to-date snapshot of project progress to their internal executive teams.







## Incorporate your client feedback on the fly

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Considering how precise your installation work is, it's important that your technicians in the field, project managers in the office, and your client are on the same page. When changes happen, there's no time for sifting through paperwork or emails to get on the same page.

By using jobsite management software, you're able to streamline the communication from the field to the office. For change orders, for example, operations managers can pinpoint exact locations for those changes, and notify technicians in real-time. This enables everyone involved to stay up-to-date and deliver a high quality project to your client.


# 4 Deliver high quality projects on time by driving efficiency

In order to deliver a quality project on time, you and your field technicians will need to document, track, and verify all installations from start to finish. Whether an issue arises at the beginning of onsite installation or during commissioning, it's important to have a time-stamped, centralized place for all your communication.

If you service a system after installation, a jobsite management software allows you and your crew to reference the original documents to identify where equipment is located, the details of the equipment, and other parts of the system that may need to be checked. This means less time wasted trying to discover and fix an issue. With a centralized place to identify and fix issues fast, you're able to deliver a quality project that meets your client's expectations on schedule.





A man in a light-colored shirt is pointing his right index finger at a large, dark screen. The screen appears to be part of a presentation or a large monitor. In the background, a large, light-colored number '5' is visible. The overall scene is in grayscale, with a yellow decorative bar at the bottom.

## 5 Show clients a proactive gameplan for their project

It's easy for clients to feel unsure about how a project will be completed, especially if they've never worked with you before. One way you can reduce their worries is to show them a proactive gameplan, even before you've set foot onsite.

By creating mockups of their project within a jobsite management software, you'll be able to show a step-by-step process of how you'd complete the project. You and your crew can add in specific locations and notes. Once you start the installation work onsite, your field technicians, office crew members, and even the client will be able to quickly access those insights. Having this proactive approach helps you address possible concerns early on and shows the client you have a plan to deliver a quality project.



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