

CASE STUDY

American Home Shield Eliminated Repeat Trips on Majority of Jobs With Video Diagnosis

The Problem

It's hard to get the full picture of appliance repair projects over the phone. For American Home Shield®, errors or lack of information in work orders cost teams expensive additional site visits and strain customer relationships.



The Opportunity

Using Stream® interactive video calls as the first step in appliance repair, allowed American Home Shield® contractors to better service customers with faster response times and quicker resolutions.



About the AHS Pilot

- + 40 AHS contractor teams completed over 3,000 virtual diagnosis Stream calls between Nov 2020 and Mar 2021
- + Participating teams ranged from 1-12 person shops, averaging between 27-250 weekly AHS dispatches
- + The data shown here is based on a short online survey for contractors at the end of each Stream video diagnosis call

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We have been using Stream with American Home Shield for about 6 months now. Stream video diagnosis has definitely helped our business in reducing visits to the home. It greatly improves how fast the technician can look at and diagnose the appliance problem and get parts ordered more quickly.

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Giminos Appliances



Responded More Swiftly to Customers

- + Using Stroom helped contractors schedule initial appointments 40% sooner
- + When used for same-day call-backs, 67% of virtual diagnoses were completed in the first day
- + Real-time connections mean no more waiting on long call windows. Repair teams using Stroom reduced wait times by an average of 3 hours



Eliminated Additional Site Visits for a Majority of Appliance Calls

- + Clearly seeing the appliance issue helps technicians order replacement parts before the site visit, eliminating repeat home visits on up to 70% of calls
- + Early video diagnosis helps schedule the right techs for the job and sequence work for faster completions
- + Resolved up to 10% of video calls without any site visits—identifying out of scope work or guiding customers through remote DIY troubleshooting



Customers Love It!

- + 92% of customers said they would use video diagnosis again for future calls

One Pilot Team's Diagnostic

Using Stroom video with customers boosted **one team's diagnostic** productivity up to 20%—similar to adding a full day's work.

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Our customers are happier with our improved turnaround time. The technicians are happier with the extra diagnostic information when they get to the home. We are reducing about 75% of truck rolls as a first stop which is greatly increasing our productivity. Overall we are very happy with the results we have gotten from using Stroom in our business.
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Rich McGranahan

CEO, Express Appliance Service LLC

Appliance repair teams and in-home contractors who add fast, secure Stroom video chat as their first diagnosis step are seeing amazing results and their customers agree!

Learn more at stroom.com

Stroom is an affiliate of American Home Shield.