

Stroom[®] video diagnoses, better than being there



The Stroom[®] platform enables interactive video chat inside the tools you use everyday—helping you support customers with a view that’s better than being there.

Simply powerful; Stroom connects users in real-time to a expert using secure mobile phone video to guide and help customers remotely; transforming support operations and customer satisfaction scores.

“
We’ve seen an 18% increase in our first call completion rate. We were able to completely resolve quite a few calls without setting foot in the customer’s home. As a result, profitability and customer satisfaction increases, while cycle times decrease. Customers appreciate that we’re saving them time, and are impressed that we’re using innovative technology to do so.
”

Tony Lott, Owner,
Appliance Express

Prioritize the customer experience

Rebuild experiences completely around the customer and their goals, conveniently meeting them when and where they are ready

Deliver powerful enterprise results

Break down silos, build modern workflows, and launch customer experiences into the future

Define your AR road map

Using Augmented Reality gives teams unprecedented power to build interactive experiences and connect short-term wins with long-term innovation strategies

Innovate for Tomorrow

Create additional revenue streams, realize multiple operational efficiencies, and uncover new business opportunities

Drive Results

Teams can triple diagnosis capacity and reduce site-visits while strengthening workforce resiliency

See more benefits for your industry >

Explore the benefits of video chats powered by Stroom:



Boost first-call resolutions

Ensure you have the right tools and equipment for increased project efficiencies.



Improve 5-Star Survey Ratings

More convenient scheduling and higher first-visit completion rates boosts customer satisfaction.



Increase technician capacity

Triple the number of diagnosis appointments techs can schedule per hour.



Unique tools for productivity

Automatically recognize and capture model/serial number, use on-screen tools to give direction, and pinpoint exact locations – without asking customers to download or install anything.



Reduce opportunity costs

Fewer truck rolls means more money stays in your pocket.



Up-level training

Connect senior techs with in-field techs to get hands on support from anywhere.



Respond to business challenges

Offer safer, virtual visits and build resiliency into your organization.



Faster service cycles

Schedule, diagnose and order parts within two days of dispatch.



Expand into new markets

Leverage video diagnoses and contractor networks to grow into new geographic markets



Share job details seamlessly

Pass recorded project details and visuals to other team members with the click of button.

Transform your customers' experience – and your bottom line – by making Stroom video diagnoses the first step in your service process.