

Virtual Assessments Grow Field Service Business During a Pandemic

CLEAResult redesigned their assessment experience and accomplished much more than just successfully pivoting their model to meet these unprecedented times.

The Problem

The COVID-19 pandemic has disrupted nearly all home and field service work across the globe. With service teams facing work shortages and furloughs, the industry needed a safe and secure solution to connect with their customers at home.



The Opportunity

CLEAResult responded to these challenges head-on. In only five weeks, the North American energy efficiency company launched customer-first programs that grew their business and transformed their customer experience. Utilizing only the StroomCore™ platform, CLEAResult was able to transform their field service products with secure, remote web-to-web video calls.



2x Increase in Agent Capacity with virtual assessments.

Rebuilding the on-site assessment and assurance process with virtual tools allowed CLEAResult to:

- + Reduce travel by up to 60%
- + Double agent capacity for daily assessments
- + Deliver winning customer experiences



Hired Back Employees from (COVID-19) furlough.

Implementing virtual tools across the organization enabled their business to:

- + Create a safe option to maintain essential field services
- + Add resiliency during the busy summer season
- + Hire back furloughed employees to meet demand for virtual services



25k+ Virtual Assessments planned for 2021.

Virtual is here to stay! Adding digital capabilities unlocked innovative business opportunities:

- + Launch first-to-market virtual programs for over 40 national utility companies
- + Identify over a dozen new high-value virtual products for additional ROI and operational efficiencies

“
From on-demand virtual energy advising to EV site inspections, to quality assurance; the Strem platform helps us deliver more choice, convenience, & control to utility customers—and has been a revenue driver across our business.
 ”

— Seth Little, CLEAResult Product Director

80+ NPS Score

Virtual Assessment programs received wide praise from both employees and homeowners

With Strem interactive video your remote field service can be accessible, safe, and efficient while providing amazing experiences for homeowners, field service teams, and remote experts.

To learn more or to get started go to, www.strem.com.