

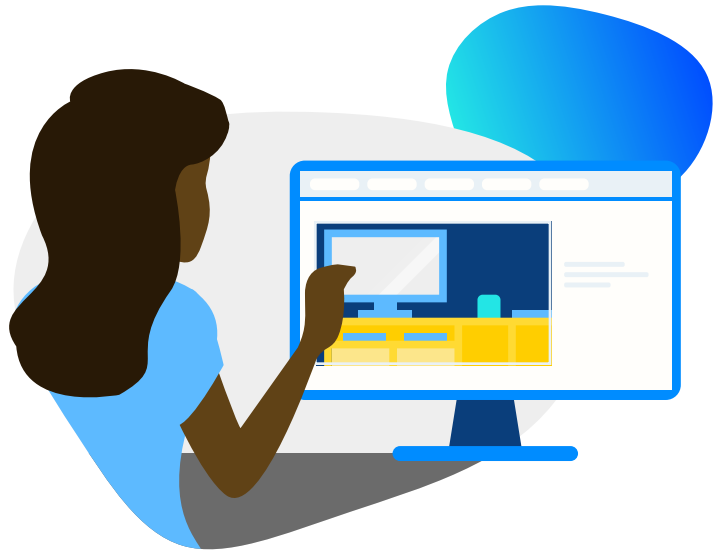


Interactive Video Powers Small Businesses to Grow and Thrive

Small businesses win and lose business based on two things: lasting customer relationships and delivering on their promises.

The Problem

Cleansolution needed to find a way to service their current customer base in the face of a pandemic and refused to give up on their vision to grow and scale their business, all while maintaining personal, one-to-one relationships.



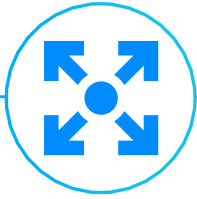
The Opportunity

Utilizing StreamCore™ video, Cleansolution is able to respond in real-time to customer requests, deliver better service with clear documentation, improve training and quality of work through remote video calls, and ultimately expand their business into new markets—all with no travel.



Respond to Business Challenges and Grow

- + Offer a safer, virtual visit for quotes and quality control
- + Stand out from larger, faceless competitors with responsive, personal account support
- + Delight customers with same-day virtual quotes



Expand into New Markets

- + Leverage virtual estimates and contractor networks to grow into new geographic markets
- + Significantly reduce travel time and opportunity costs of new jobs
- + Create value-added services to upsell existing customers



Smash Language Barriers and Empower Teams

- + Streamline field training & QA using Stroom call recordings
- + Transcend language and cultural barriers with visual context
- + Boost first call resolutions & eliminate escalated support requests

“
Offering safe, real-time, video communication has significantly strengthened our customer relationships and improved the overall experience. Instead of saying ‘I’ll stop by later,’ I can say, ‘OK, can you show me now so I can start resolving the issue immediately?’ Customers love the instant gratification and we love the ability to provide that level of service.
 ”

— José Barrios, Owner, Cleansolution

82%
Close Rate

On all visual walkthrough bids utilizing the StroomCore™ platform.

StroomCore interactive video calls help small businesses adapt to challenges and super-charge their business with better, visual communication.

To learn more or to get started go to, www.stroom.com/field-service