

UtilizeCore Case Study



Cenova is an exterior maintenance service provider for clients located throughout the east coast. They are committed to providing and maintaining quality to the highest level when performing their services. Working with Cenova means you can depend on clear communications and true professionalism ensuring a safe and inviting environment.

Clients

Originating in 2004, their staff has over a century of combined experience in providing exterior services which allows them to deliver quality service time and time again. Their clients include some of the largest commercial, industrial, institutional and retail property owners and managers. They consist of worldwide industrial leaders and Fortune 500 companies with massive sites, leading retailers with multi location portfolios.

Challenges

Cenova was leveraging an outdated technology system which didn't provide real time visibility into the work being performed by the provider network throughout the course of a storm. This sometimes resulted in unpleasant client experiences as it was challenging for Cenova to understand whether their client location has been serviced in the time in. Additionally, when it came time for invoicing following a storm, the system that Cenova was using required the Vendor to manually input the services that they performed across all the locations that they serviced over the course of the given storm. This was a super manual process for the Vendor & required a lot of time for completion. This delay impacted the amount of time that Cenova could send out their Receivables invoice to their client as they had no visibility into the services performed on their client locations until the Vendor input this information into the system days, weeks, and sometimes months later. This ultimately meant the amount of time it took them to get paid depended on their Vendors - As you could imagine, this was a massive bottleneck & something they wanted to get rid of.

Goals

Cenova was hoping to find a technology partner who could help obtain visibility into the work being performed by service providers in real time so they can continue to deliver their clients with quality experiences. They also wanted to be able to invoice their clients without relying on their vendors input days, weeks, or months after the given snow event.

Solution

With the UtilizeCore solution, Cenova has on-boarded their vendor network into the system, empowering them with a mobile app which they now leverage in the field during their snow events. By providing their vendors with a mobile app, Cenova can more effectively manage their clients locations across a map view to get a holistic understanding of their sites being impacted by the storm and whether they have been serviced or not. Their providers are not only required to geo-fence check in / out of the location, but it's mandatory for them to select the services they performed and then to take before / after photos of the services to ensure the provider is living up to the Cenova level of excellence.

For invoicing, because the provider is required to select the services that they are performing out in the field, Cenova no longer needs to wait for their vendor invoice to send out to their clients. This means that they can get paid in a more timely manner & put that money to work! With all the time saved on a storm by storm basis, Cenova has been able to allocate time toward Business Development and expanding their business, while maintaining the existing headcount.

- Service verification
- Invoice automation
- Manage by exception capabilities
- Weather forecasting with NOAA
- Enhanced customer experience with a client portal
- Vendor COI / W-9 management