

# High Power Technical Services Saves Big with IVA®

Industry: Services - Satellite TV  
Company: High Power Technical Services  
Application: Appointment Confirmation, ETA Updates, Surveys  
Telephony: Digium Switchvox PBX  
Database: Homegrown SQL  
Deployment: 8 weeks



## Business Challenge

High Power Technical Services is the #1 installer of DISH Network in Kentucky and Indiana. The company's core competency is delivering a high quality inbound customer experience, but the costs of wasted truck rolls were becoming a consistent problem, costing High Power significant time and money. One potential solution was to make outbound calls to confirm installations, but the company was not well-positioned to handle the high volume of calls.



## Solution

High Power implemented IVA® to make outbound appointment confirmation calls, engaging customers and soliciting information with its natural language capabilities. IVA® also assists technicians in providing updated arrival times while en route. Customer satisfaction surveys are then conducted by IVA® within an hour after the service, providing immediate and relevant feedback.



## Success by the Numbers

- **\$30,000** monthly savings after implementing IVA®
- Customer service regional rank among DISH installers improved **from #18 to #4**
- **95%** voicemail detection rate, well above the industry norm

**"We have seen tangible and rising ROI returns of more than \$30,000 monthly savings, and as a direct result of implementing the SmartAction solution, [our customer service ranking] has dramatically improved."**

-John Wells, Call Center Manager, High Power