



CASE STUDY

Footprint

Middle Tennessee,
Eastern Alabama,
Southern Kentucky

Number of Techs

400+

Number of Customers

18,500



“The return on investment (ROI) that we’ve experienced with Vision platform has actually been very surprising. Normally, when you do an investment you’re thinking if you can get \$2-3 to \$1 you’ve done a great job. The ROI we’ve experienced has been \$9 to \$1.”

MIKE HARRELL
VP of Facility Services

Overview

As the largest mechanical contractor in Tennessee, Lee Company has served businesses and families for over seventy years. With more than 1,000 employees, their experienced HVAC repair technicians, electricians, and plumbers serve residential customers while professional engineers, certified construction, and facilities managers lead field personnel in serving commercial customers.

Lee Company uses Vision to support technicians immediately for reduced downtime for customers. According to VP of Facility Services, Mike Harrell, Vision quickly paid for itself. They achieved a \$9 ROI per \$1 invested in XOi’s technology, saved \$500 on average each month per tech on things like travel and labor costs avoided with Vision Live, and averaged \$2,500 in incremental sales per month per tech by increasing customer visibility and transparency. They also noted a decrease in the number of calls from customers seeking additional details.

For new work, technicians record video to talk the customer through the repair process and provide a visual of the worksite. When junior technicians need support during a repair, they use Vision Live to connect at the job. Senior technicians save time by walking newer technicians through repairs using Augmented Reality without having to drive to the customer site. This lets the team serve more customers in spite of declining skilled labor availability.

Partnering With XOi



Improved service visibility to customers



Retained employee expertise and knowledge



\$9 ROI per \$1 invested



\$500 saved via telepresence per tech per month



\$2,500 incremental sales per tech per month



www.xoi.io
800-230-7047
info@xoi.io