

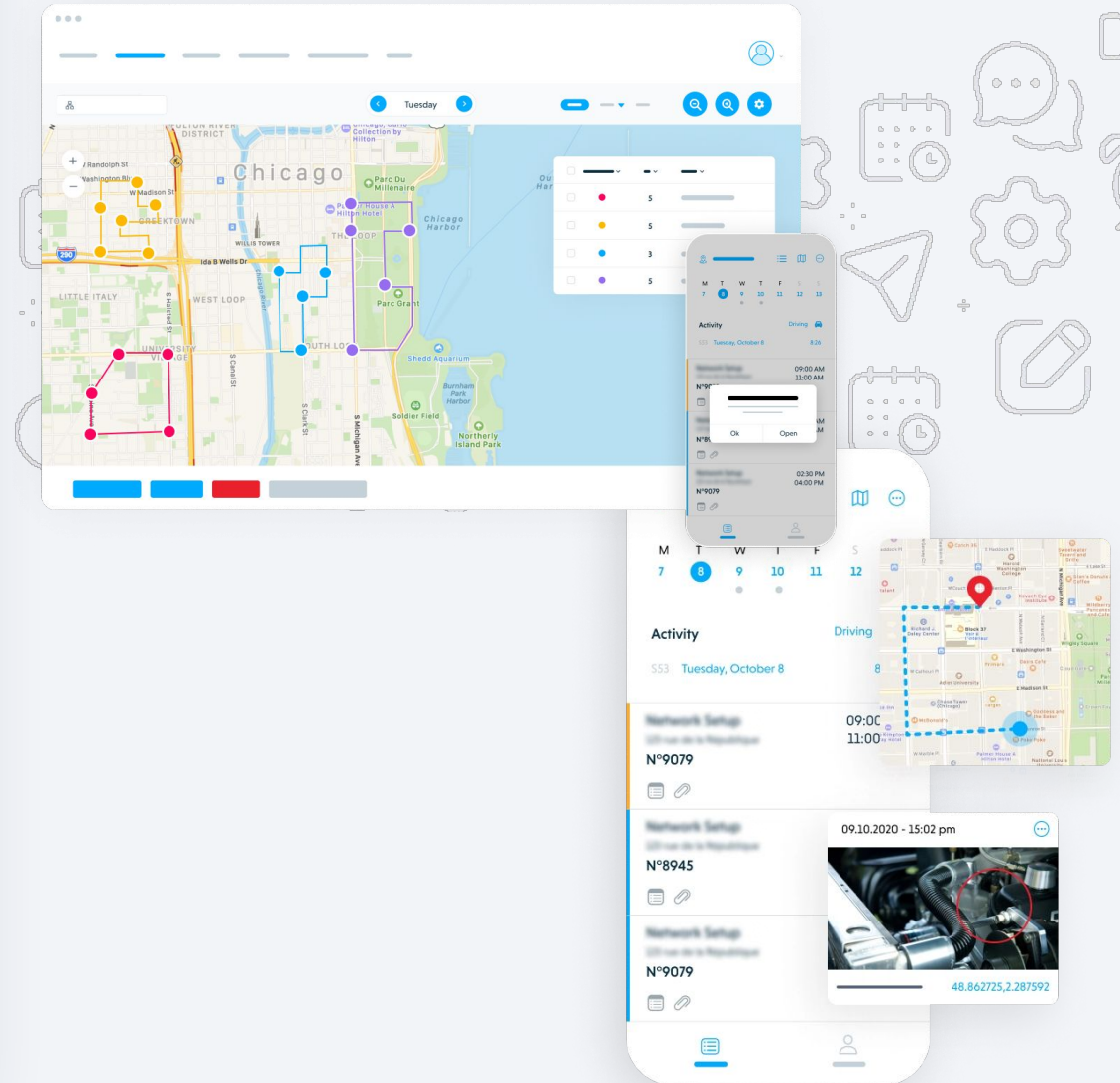
Making AI work for small & mid-sized service organizations

A Praxedo and All West
Communications Case Study.



A bit about us.

- We have been in the game for almost 20 years, helping field service organizations globally efficiently manage their field service operations.
- At Praxedo, our **unwavering philosophy** is to be the **absolute best** in field service management software.
- Our **best-of-breed approach** means we are not an ERP, CRM, or a jack-of-all-trades software. Our specialization allows us to tackle the unique challenges faced by field service organizations head-on.





All West Communications is a telecommunications company founded in 1912 that provides internet, TV, and phone services primarily to rural communities in northeast Utah and southwest Wyoming. The company focuses on connecting these areas with advanced, high-speed fiber internet and other communication technologies.

All West offers various services, including fiber-to-the-premises broadband, streaming TV, and digital phone services for both residential and business customers. Known for its strong ties to the communities it serves, All West emphasizes local support and customer satisfaction, positioning itself as a trusted, community-focused provider.



Challenges faced



INDUSTRY CHALLENGES

- Inefficient scheduling
- Escalating operational costs
- Difficulties with effective technician dispatch
- Maintaining a high quality customer experience



ALL WEST CHALLENGES

- Inefficient scheduling
- Inconsistent first-time fix rates
- Significant increase in volume



Why AI, why now?

Move to Digitization

Aim for increased operational efficiency, enhanced customer satisfaction, lowered operating costs. Enter Praxedo.

Growing Pains

As we grew, our demands became more complex. There was another level of optimization to unlock. Enter AI.

Evaluating AI

We prioritized seamless integration, usability for dispatchers and technicians, and transparency - the why behind AI algorithms.

Stage One.



Stage Two.



Stage Three.

Our implementation journey

and adoption



Initial Praxedo Rollout: A multi-month process transitioning from manual to digital. Best-of-breed approach



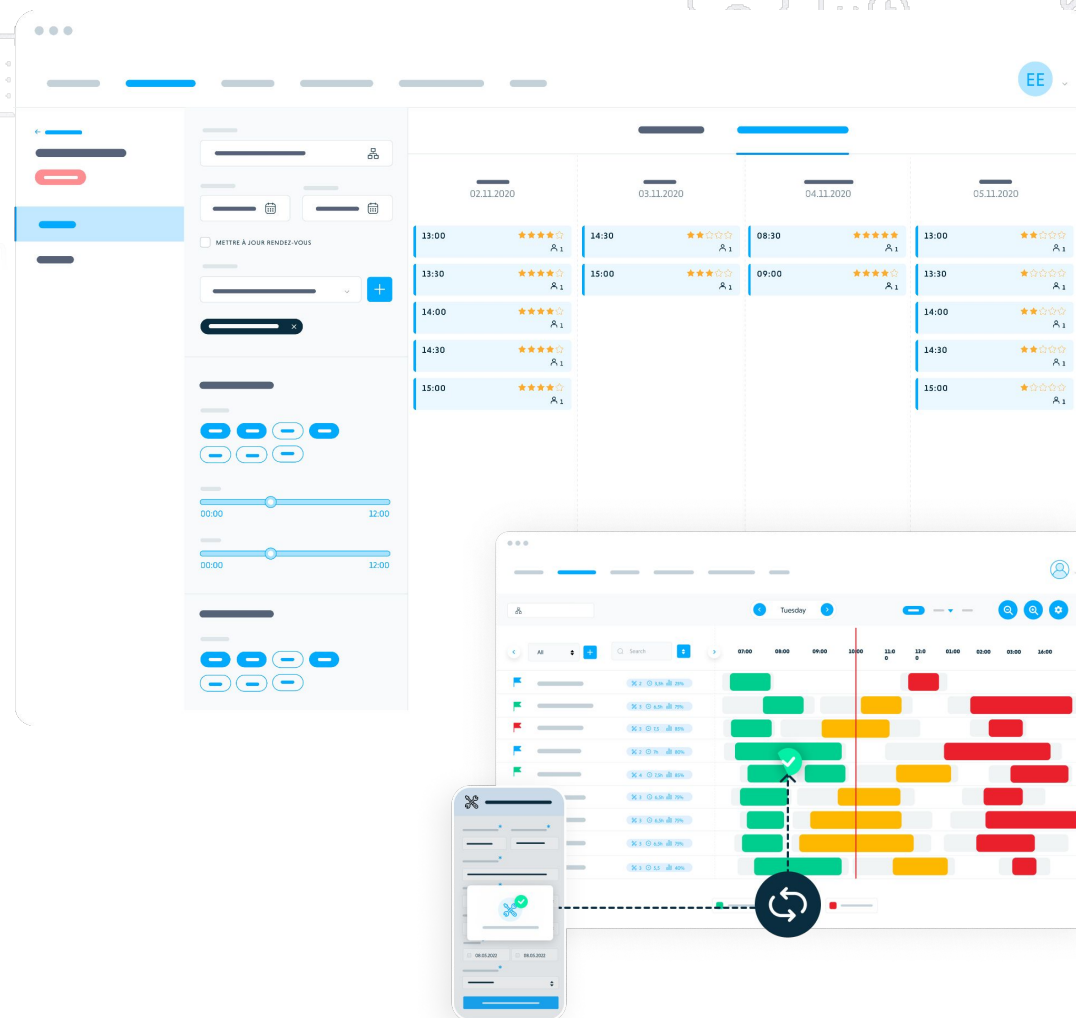
Adoption Strategy: Focus on clear communication and continuous training to get buy-in.



Praxedo Automated Scheduler (PAS) Implementation: We started configuring the AI with our specific business rules, skills, and priorities.



Adoption of PAS: Helping team shift from hands-on scheduling to an oversight role. Strategy centered on showing how AI is a powerful assistant that will boost efficiency and lead to better work-life balance.



AI in action

Before Praxedo

Technicians: Received paper schedules or phone calls from dispatch.

Dispatchers: Manually created routes, reacted to calls as they came in, and struggled with inefficient travel paths.

With Praxedo AI

Technicians: AI-optimized routes that reduce drive time and boost productivity. The system instantly adapts to traffic, rescheduling, and sick days.

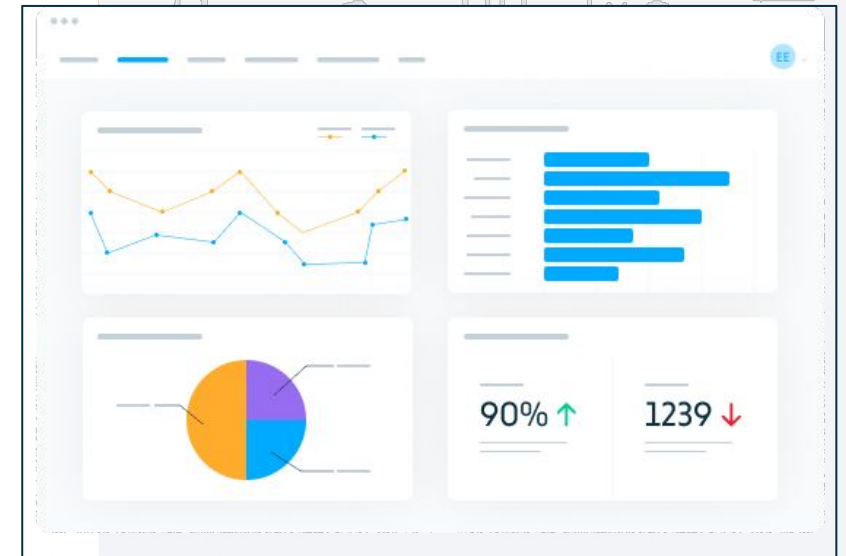
Dispatchers: The AI handles scheduling, freeing up dispatchers to focus on high-value tasks and strategic problem-solving.

Quantifiable impact

15 installs a week to 15 a day

Key Metrics & Benefits:

- **Jobs Per Day:** Significant increase in jobs completed per technician.
- **On-Time Arrival:** Major improvements in on-time arrival rates, leading to higher customer satisfaction.
- **CSAT Scores:** Improved CSAT scores due to punctuality and predictability.
- **Reduced Overtime:** Projected reduction in overtime hours and cost per job due to optimized routes and technician utilization.
- **Stress Reduction:** Technicians report reduced stress from more logical routes and less time in traffic.
- **Efficiency:** Dispatchers are freed up from constant manual scheduling and can focus on more strategic tasks.



Lessons learned and best practices

- Start change management early
- Solve a specific problem
- Choose a scalable solution
- Demonstrate quick wins
- Secure internal champions





Looking ahead

Maximize Our AI Investment: Fully leverage the **Praxedo Automated Scheduler** to transform daily operations.

Explore Next-Gen Features:

- **AI-Powered Photo Analysis:** Technicians can take a photo of an installation or damaged part, and the AI will analyze it for quality, compliance, and even suggest repairs.
- **Project Management Suite:** Implement tools to manage customer requests directly, creating a "best-of-breed" solution.

Expand AI Beyond Scheduling:

- **Predictive Intelligence:** Move from reactive scheduling to predicting equipment failure and customer needs.
- **Preventive Maintenance:** Use AI to analyze usage data and predict when infrastructure will need maintenance.
- **Proactive Customer Communication:** Enhance customer experience with personalized, proactive updates.

**Thank you for
your attention**

praxedo

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