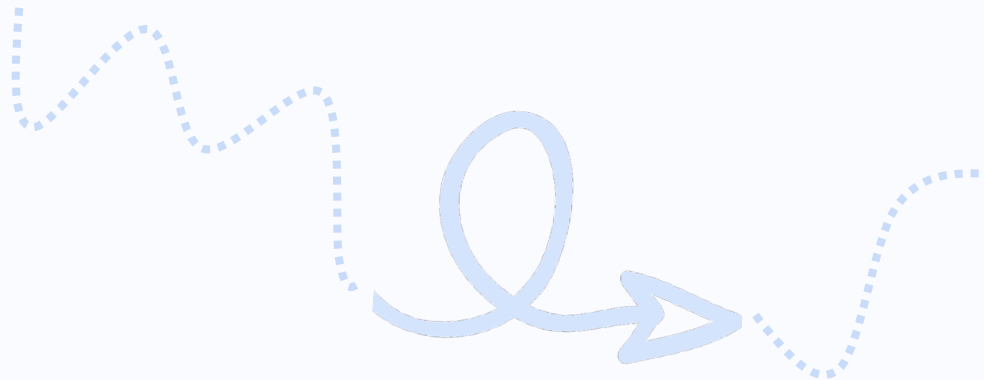
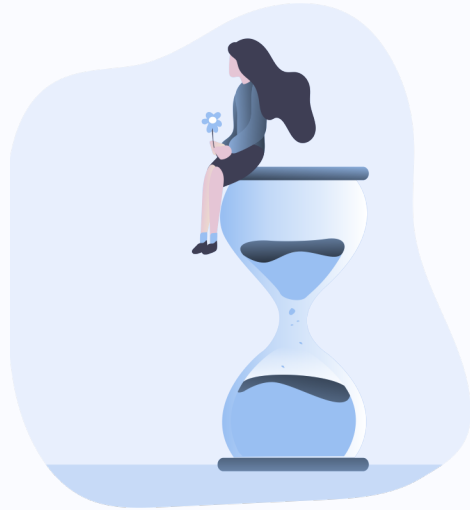


Hacking Operational Efficiency

How a Casana freelance developer built an app and boosted efficiency by 200%



Problem



Back-office data doesn't match reality

Our client's product required a service visit to customers. For this, technicians got specs from the back-office. After arriving though, they often saw that the data is imprecise.

Average service visit takes 3 days

To align with the back office, technicians had to use various tools and even return to customers several times to finish the set up.



Solution

The Casana developer had a two-fold task:

- 1) Combine various service data for the back office,
- 2) Facilitate technician and back-office communication.

After reviewing all data sources and tools, the Casana developer in collaboration with the client's team started to build an application. Firstly, it integrated the different data sources. Secondly, it enabled communication via direct messages, property updates, and image uploads.



CASANA

Outcome

The application MVP developed by the Casana developer resulted in:

- One source of truth for service data,
- Simplified communication between the back-office and field technicians,
- The average visit by the technician now takes 1 day instead of 3 days.



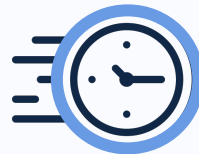
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