

A2Z Professional Services

Automated Coordination & Communication

Installer Testimonial

Overview

A2Z Professional Services is a Texas-based Lowe's PROvider managing installation services for a growing number of stores, with primary focus on millwork, kitchens, bathrooms, fencing, siding, and any lumber applications. Emad Alqadi and his brothers started the

company in 2008 when asked by one Lowe's store to help work through some installation issues. After clearing that store's backlog with rave reviews, that store's manager told his peers at other stores about A2Z, and the business spread from there. Part of A2Z's success from the start was their ability to use technology in scaling their operations. A2Z started using Cilio even before Lowe's rolled out their own Installation Management System (IMS) and have stayed ahead of the game since.

CASE STUDY



- A2Z Professional Remodeling
- Emad Alqadi, Owner
- Specialties: Kitchens, Millwork, Bathrooms, Patios, Fencing, Siding, Gutters
- Years in Business: 15
- Region: Texas, New Mexico

Seamless Communication for All Parties

One of the toughest challenges for installation companies is keeping customers up to date on the status of their projects. Poor communication, especially when customers are in the dark about project timing or when their product will be delivered is a leading cause of unhappy customers. It can be a major impact on the customer's Likelihood to Recommend (LTR) score for the job. Bad for the installer, and bad for the product retailer.

For A2Z, Cilio removes this problem by systematically automating the communication coordination between the head office, the field crew, the retailer, and the end customer. The end effect is that “Cilio presents a seamless experience to the customer on behalf of ourselves and the retailer,” says Tiffany Kleppe, the Area Manager at A2Z. In the absence of such coordination from the big box retailer, Cilio fills the gap.

This gives the customer a comfort level with the end-to-end installation experience. “If there’s any issue that comes up either on the part of the field crew, or the retailer, or the customer, Cilio makes it easy for everyone to be immediately informed”. Issue resolution can then come quickly.

Control Over Cycle Time

In working with the retailer, A2Z is not provided with a calendaring capability to track the multiple steps on the hundreds of jobs they have to manage. “Cilio steps in to provide a calendar that can go out to next week, next month or next year,” says Tiffany.

This enables the coordination team to have a clear plan and get each customer scheduled in a timely fashion. “I don’t need to wait for all aspects of the job to be figured out before scheduling the installation with the customer.” Cilio also enables the field team to flag job exceptions, such as missing product or problems with the initial order, which lets A2Z pause the retailer’s clock and protect the cycle time calculation from a problem outside the installer’s control. “All these features in Cilio allow the installer to easily transfer the job back to the retailer, even if they want to do it on their own.”

Running the Business with Cilio

Cilio handles the overall coordination for the job start to finish. As soon as the job comes in, the job is easily scheduled and assigned to the field installation teams. The field teams have direct access to the platform and can also schedule jobs or send texts directly to the customer.

The A2Z coordinators don't have to manually handle every job but can rather focus on handling customer issues, speak to those customers live, and deal with other exceptions like permitting or compliance issues. Exceptional situations get tracked in Cilio, which comes in handy when preparing for the quarterly business reviews with the retailer.

The boost in coordination that comes from Cilio gives A2Z a lot of latitude to hire more subcontractors, pay the existing coordinators more, and manage the business more smoothly and profitably.

Thoughts on the Cilio Team

Everyone at A2Z that has had interactions with Cilio raves about the hands-on presence of Cilio. Nancy, the lead coordinator, says "the Cilio team answers questions right away, and they even helped me find some documents I accidentally deleted." Tiffany chimes in that "any issues we can't get past, Cilio people are there to help." And Emad, the co-owner of the business, adds "you can feel the Cilio team are like friends, and really on top of everything!"

About Cilio

Cilio offers a secure, web-based platform to automate distribution and management of installed sales. Cilio helps installation contractors of all sizes manage every job from initiation through completion, save time and money, improve communications, and integrate seamlessly with Lowe's, Home Depot, and other home improvement retailer systems.

Cilio has been a leader in automating home installation business for over 20 years, with many retailer partnerships and over 20,000 monthly installer users. Don't hesitate to reach out to the experts at Cilio if you have questions about the tools that help field service professionals succeed in this competitive environment, or to see if our Cilio platform may be a fit for your team. You can find us by:

- Calling directly at 262-320-0480, or
- Seeking us out here: <https://www.cilio.io/contact/>