EBOOK

4 Advantages of Field Service Management Software for Lowe's and PROs

Integrated project management is key to productivity, service, and customer experience

Executive summary

In the midst of a spike in home improvement activity and a shortage of skilled labor, Lowe's stores and PROviders are more focused than ever on improving productivity and protecting the customer experience. Everyone is being forced to do more with less, which can easily take a toll on customer service and as result, revenue. Innovative solutions are critical to help everyone work more efficiently and deliver the service customers expect.

For the Lowe's installed sales organization and its PROvider network, this means tight collaboration and seamless integration across installed sales processes. It means working together to provide customers with clear expectations, schedule timely measures and installs, communicate accurately and proactively, and deliver the right materials and services at the right times.

PROvider project management software, such as Cilio's Customer Installations Online (CiO), integrates directly with Lowe's IMS to make it easier to achieve this level of collaboration. When it comes to building successful PROvider and customer relationships, it makes all the difference to have proven tools that keep everyone organized and informed.

Know a PROvider who could use Project Management Software from Cilio CiO? Please introduce us!

IMS integration delivers real-time project visibility

What does it mean for a PROvider project management software to be "integrated" with Lowe's IMS? It means the software has a direct link to automatically download orders from IMS into the PRO's system. While the PROs manage their projects within their own CiO systems, all project information is automatically shared back to IMS, so Lowe's stores have real-time project insights.

That means measurements come back faster, project status is always up to date, and all project documentation is available at the click of a button. Non-integrated systems mean longer turnaround times and more tracking down paperwork.
The bottom line? It's easier for Lowe's and PROviders to work together.

Lowe's	PROs	Customers
• Accelerate project timelines • Get real-time visibility into project status and paperwork • Get clear, accurate Details faster	• Automatically download new orders and update IMS • Empower crews with detailed project information • Get paid faster	• Get faster answers to project questions • Get faster turnaround on project delivery

It's got the built-in scheduling and built-in invoices, you can take notes and pictures, and give all that information to the crews that are doing the job, and it's all downloaded on apps on your phone or tablet. That right there is one of the biggest benefits because it keeps me and my team from having to track down paperwork and run it around."

Matt Lamberth | Owner, CLP Renovations (13-year Lowe's PROvider)

Know a PROvider who could use Project Management Software from Cilio CiO? Please introduce us!

# Cilio CiO: Superior integration with Lowe's IMS

Cilio CiO award-winning project management software was built specifically for Lowe's installers, integrates with Lowe's IMS, and is uniquely aligned with Lowe's installation processes. That's why CiO is used by more than 150 PROviders to manage their work with Lowe's.
Check out the list of ways CiO is uniquely aligned with Lowe's IMS to give PROviders the most visibility, control, and customization of their Lowe's installation processes.

cilio

Delivering more visibility, control, and customization of PROvider projects

Learn How
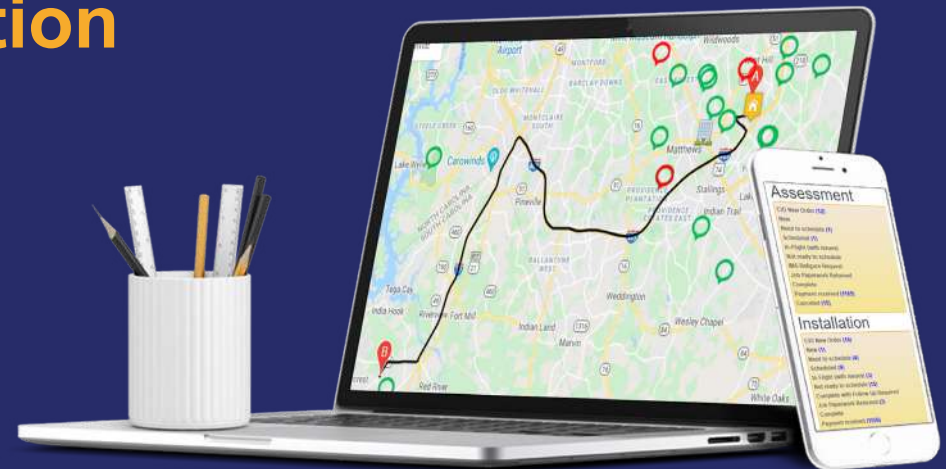
Excellent customer experience: anytime, anywhere

Thanks to the Amazons and Ubers of the world, customers now expect a highly personalized, convenient, and satisfying experience every step of the way. Integrated project management software paves the way for seamless collaboration between Lowe's and PROviders, enabling them to deliver a richer customer experience. Because much of the order management process is automated, orders and deliveries are more accurate, response times are shorter, and customer communication is better.

CiO gives PROviders the tools to automate and customize communications to schedule, reschedule, and remind customers of appointment times. This has saved our clients dozens of hours per week of phone time, freeing up their resources to serve more customers and grow their businesses.

Lowe's	PROs	Customers
• Trust that the PROvider will serve your customers well • Answer customer questions on demand • Increase customer loyalty	• Automate customer contact to reduce phone time and last-minute cancellations • Minimize demands on resource time • Increase favorable reviews by automating customer feedback process	• Enjoy convenient text communications • Get more frequent project updates • See detailed project information, including photos

" *Using this system, we can provide better customer service. It's faster, the scheduling process is faster, updates are faster, it's all seamless."*

William Reardon | CEO and founder, Reliable Services USA (20-year PROvider)

Know a PROvider who could use Project Management Software from Cilio CiO? Please introduce us!

Customers are asking for automated communications

It's time for services contractors and installers to add automated text to their toolkits. According to Learn Hub, 83% of consumers would like to get appointment reminders by text and 60% want to text about support issues.

Learn more in our infographic: 5 reasons to start texting your customers.

Five reasons to start texting your customers

Hint: they want you to!

If you're a services contractor or installer, it's time to add automated text to your toolkit. In fact, **70% of people** say that text messaging is a good way for businesses to get their attention.[1] Here are five ways to use text to interact with your customers.
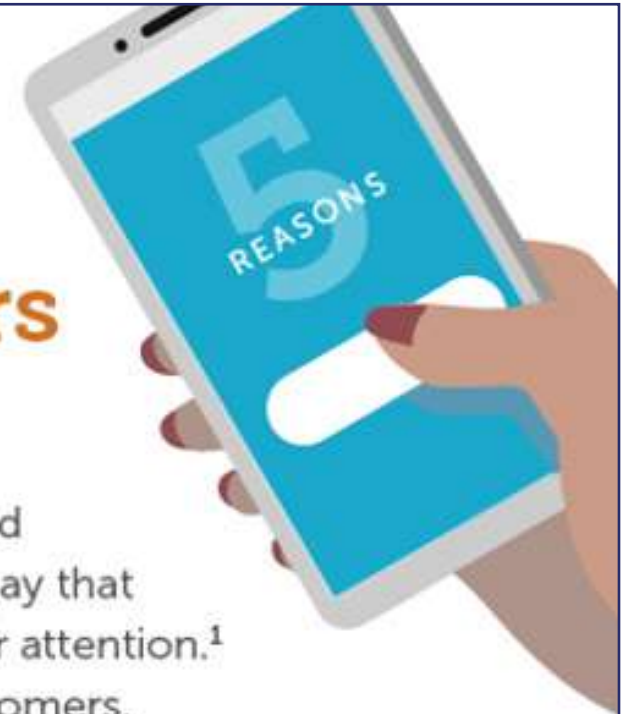
Know a PROvider who could use Project Management Software from Cilio CiO? Please introduce us!

Maximize productivity every step of the way

Whether you're on the retail or PROvider side, one of your key goals is to maximize the profitability of your business. That means working more efficiently to get more done in less time at lower cost, without sacrificing quality or service. That's a tall order!

Integrated project management software improves productivity throughout the entire project lifecycle: from order intake to COC and invoicing. CiO enables PROviders to significantly reduce manual data entry, increase order accuracy, accelerate scheduling, digitize paperwork, simplify payroll, and streamline the invoicing and payment processes. CiO automatically updates the project data in IMS, so the Lowe's team also has immediate access to project information and spends less time tracking down installers.

Lowe's	PROs	Customers
• IST sees better and more consistent updates in IMS, meaning far less "chasing" installers • Serve more customers with existing PROviders	• Reduce phone time by up to 40 hours per week • Maximize crew availability with optimized scheduling and routing • Find project paperwork faster – it's all in one place • Automate and accelerate repeatable processes	• Spend less time managing appointments • Get projects completed faster

" *It simplified the scheduling process, and it also saves time and money without the need to hire more staff. The software streamlines everything and is very easy to navigate."*

Derek Holgate | CEO and Founder, Premier Services Group (18-year PROvider)

Know a PROvider who could use Project Management Software from Cilio CiO? Please introduce us!

Cilio Technologies is named a SaaS Award finalist for CiO installer software

——

Best SaaS for Productivity

The SaaS Awards

> " *We're thrilled to be named a SaaS Awards finalist for our field service software, CiO. Productivity improvements, such as process automation, are essential for our clients to grow their businesses in the competitive home services and installation market. Cilio CiO gives them the digital tools to automate business processes in a very customized way and connect all stakeholders in their sales and delivery channels.*"

David Brass | Executive VP of Operations, Cilio Technologies

Know a PROvider who could use Project Management Software from Cilio CiO? Please introduce us!

Installer optimization: helping PROviders scale their businesses

As Lowe's continues to optimize its PROvider network, large corporate PROviders are taking on installations for entire regions or districts. This changes their business models too, requiring them to quickly ramp up their resources, team with subcontractors, and serve new geographies – often in a short amount of time.

Automated project management software makes it easier for these PROviders to quickly bring on new resources, align them with their existing business processes, and seamlessly assign and track projects. CiO allows multiple contractors to link their CiO accounts so they can easily distribute orders and share project information with each other and with Lowe's IMS. This makes it much easier for a PROvider to absorb new districts or regions with minimal administrative headcount.

Lowe's	PROs	Customers
• Improve success of PROvider optimization program	• Grow your business efficiently • Collaborate seamlessly with subcontractors and affiliates	• Continuity of service from the same company - present and future • Larger PROviders who are more vested with Lowe's often provide higher level of service • More consistent communication and visibility to job progress

Know a PROvider who could use Project Management Software from Cilio CiO? Please introduce us!

CiO Linked Accounts help Mega Plumbing grow its Lowe's business

When Mega Plumbing took on installations for more than 100 Lowe's stores, they teamed up with former Lowe's installers to manage the work. Cilio helped them link their CiO accounts so they could automate order distribution and tracking, while integrating all jobs with Lowe's IMS.

Learn More

With CiO, installers automate interactions with retail portals and subcontractors

Lowe's, Home Depot, Costco, IME, Handy Services & More

Lowe's IMS   PROvider CiO System   Subcontractor CiO Systems

Know a PROvider who could use Project Management Software from Cilio CiO? Please introduce us!

Protect customer data

Security is an ongoing battle of planning and preparing for 'what if' scenarios and increasingly common attacks. Customers want to know that their vendors are doing everything they can to protect their data and their identity. Lowe's holds technology providers to high security standards in terms of policies and procedures, physical and environmental security, network and system security, access control, incident management, and more.
In addition to our own strict security standards, we welcome opportunities to team with companies like Lowe's for audits and evaluations that further challenge our commitment to security.

Know a PROvider who could use Project Management Software from Cilio CiO? Please introduce us!

About Cilio CiO

CiO project management software delivers time-saving automation, real-time project insights, and superior integration with Lowe's IMS. When your installers use CiO, you get better collaboration between PROviders, Lowe's stores, and Lowe's district management than ever before. CiO automates the installation process, enabling PROs to:

- Integrating directly to IMS to capture orders
- Managing and updating project information and paperwork
- Scheduling and routing crews
- Automating customer communications
- Providing their Lowe's team and customers with up-to-the-minute project insights

If your PROviders are looking for a new technology to manage their projects, please consider introducing them to CiO: https://www.ciliocio.com.

Know a PROvider who could use Project Management Software from Cilio CiO? Please introduce us!