

# LevelUp

LEVEL UP YOUR HOME

Field Service Lightning  
Implementation enabling mobility of  
service technicians.

## COMPANY PROFILE:

Level Up Your Home was started by the former head of the professional services division of Bose, Jen Kelmer. With a solid background in the industry, the conception of the business was derived from the founder's time with her former company. Level Up Your Home converts your living space into a smart space built around your vision. This includes but is not limited to, building a world-class visual and auditory space for high-end consumers.

## THE CHALLENGE:

In order to build customized smart homes for their clients, their technicians would have to be out on the field completing work. The company anticipated the challenge of communicating with their field service workers. They immediately sought solutions that would reduce friction within the customer journey and aide in the delivery of a world-class experience.

A thorough examination of solutions led them to attend demos in pursuit of understanding the different products available on the market. They found that other solutions possessed limitations in terms of scalability and other platforms were point solutions- meaning that these platforms only aim to solve one specific issue. In addition, other solutions examined at the time did not possess the skills-based routing capability that Field Service Lightning would. Level Up Your Home sought out a solution that would streamline their communication and work with their field technicians allowing them to spend more time providing world-class experience to their customers.

## THE SOLUTION:

The appropriate solution to address the challenges would be a Field Service Lightning implementation featuring a mobile component, electronic signatures, project management, email integrations and Shopify integrations.

## THE RESULTS:

Now, Level Up Your Home can manage field technicians, schedule technicians based on their skills, and pull up reports and dashboards from anywhere at anytime. They have a streamlined business process and transparency exists between departments which allows them to access and analyze information. Automation has allowed them more time to focus on delivering a world-class luxury experience right to their customers' homes.