

CLIENT:



Cenova is an East Coast exterior service provider specializing in snow and ice removal and landscaping services.

**SOLUTIONS
HIGHLIGHTED:**

- Service Verification
- Invoice Automation
- Manage by Exception Capabilities
- Weather Forecasting with NOAA

100
FPO
sites viewed
Monthly
(Up from 2)

PROUD MEMBER



How **CENOVA** increased business development by spending less time on subcontractor management.

Client Overview

Originating in 2004, Cenova has over a century of combined experience in providing exterior services enabling them to deliver quality service consistently. Clients include some of the largest commercial, industrial, institutional, and retail property brands including worldwide industrial leaders, Fortune 500 companies, and leading retailers with multi-location portfolios.

Client Challenges

Cenova was using an outdated service management system that didn't provide real-time visibility into the work being performed by their subcontractor network. This sometimes resulted in unpleasant client experiences as it was challenging for Cenova to understand whether their client location had been serviced in the time required. Furthermore, during the invoicing phase after a storm event, Cenova encountered challenges with their existing system, necessitating subcontractors to manually record the services rendered across all locations affected by the storm. This proved to be a highly labor-intensive process for the subcontractors, demanding a substantial investment of time for completion. Consequently, this delay significantly impacted Cenova's ability to promptly issue invoices to their clients, as Cenova lacked real-time insight into the services performed at client locations until subcontractors manually entered this information into the system, which could occur days, weeks, or even months later. This dependency on subcontractor input introduced a considerable delay in the payment cycle for Cenova, creating a substantial bottleneck that needed to be addressed promptly.

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Number to Highlight

FPO

**SUBCONTRACT
SMARTER WITH
AUTOMATION**



Client Objectives

Cenova was hoping to find a technology partner who could help it obtain visibility into the work being performed by subcontractors in real-time so they could continue to deliver quality client experiences. They also wanted to invoice clients after a given snow event without relying on subcontractor input.

Solutions We Delivered

Cenova onboarded its subcontractor network onto the UtilizeCore platform, empowering them with a mobile app to leverage in the field during snow events. By providing their subs **with a mobile app**, Cenova effectively manages client locations via a map view that delivers a holistic understanding of sites being impacted by storms showing whether they have been serviced or not. Cenova subcontractors are not only required to geo-fence check-in / out of the location, but it's mandatory for them to select the services they performed, taking before/after photos to ensure quality of service. All of this is captured on the platform.

During the invoicing process, the subcontractor is mandated to specify the services executed in the field. Consequently, Cenova is no longer reliant on waiting for vendor invoices to be sent before invoicing their clients. This expedites the payment cycle, allowing for a more timely receipt of funds that can be effectively utilized. The efficiency gained on a storm-by-storm basis has empowered Cenova to strategically allocate time to Business Development initiatives, fostering the expansion of their business while concurrently sustaining their current workforce.

Benefits Summary:

- Service verification
- Invoice automation
- Manage by exception capabilities
- Weather forecasting with NOAA
- Enhanced customer experience with a client portal
- Vendor COI / W-9 management

About UtilizeCore

UtilizeCore brings over 60 years of experience creating software for commercial contractors and their clients. Our Service Automation platform helps teams deliver subcontracted services more efficiently, effectively, and profitably.