



# Faster Quotes, Faster Installs and Improved Customer Experience

For new gas connections, powered by Vyn's AI-powered SmartVideoNotes

## The Challenge

A major UK gas provider to more than a million homes needed to improve the customer experience for new gas connections.

It was taking too long to provide a quote, and engineers were unable to consistently deliver the installation the first time, requiring multiple visits to customer premises.

1. **Efficiency:** Improve project timelines, removing time-consuming paperwork leading to surveyor delays
2. **Cost-effectiveness:** Multiple wasted site visits with increased operational costs
3. **Customer service quality:** Longer waiting time for customers due to inconsistent evidence of required work

## The Outcome

Improved visibility and productivity, data evidence, and standardisation of workflows in the field.

### Up to 78% Reduction in Time to Quote

Standardisation of reporting using video has significantly improved the quality of surveyor site data.

### Substantial Cost Savings

Reduced admin and reporting times for surveyors and designers, between 2-3x ROI annually.

### Up to 70% Site Visits Saved

When the customer opts to self-survey, they save the need for a surveyor visit, and expedite the quote process.

# The Solution



**Vyntelligence AI-powered SmartVideoNotes** has been deployed with an **end-to-end approach**, which gives the gas provider's customers and surveyors richer site intelligence and simplifies data capture flow for faster actions.

## Connections for Customer Self-Service

- **Empowers customers** by giving them direct access to video tools, saving them from waiting on multiple calls and visits
- **Simple to use** as they are guided to capture a quick video detailing their issue or request
- **Faster quotes and service delivery** as Vyn® Agentic Video Intelligence transforms videos to become actionable data points, accelerating the end-to-end process
- **Improves customer satisfaction** by reducing the need for a surveyor to visit the site, saving substantial amounts of time and travel costs, while reducing carbon emissions

## Capital Delivery for Surveyors & Ops Teams

- **Empowers surveyors in complex scenarios**, where visiting the customer property is necessary, rich contextual site data can be obtained in just one visit, delivering First Time Right
- **Drives consistency and standardisation** ensuring all data is ready for the design team to quote for the customer's work,
- **Collaborative cross-team approach** by providing visibility for traffic management, property access and any potential site hazards or blockers to the planned work
- **Immutable site evidence** with time/date stamp obtained for proof of work
- **Major efficiency boost for scarce expert resources** by significantly reducing admin time for the surveyors and enabling them to dedicate time to more complex jobs

"Using Vyn AI SmartVideoNotes, we have seen a major improvement across the connections business. We've seen benefits that have led **up to 78% faster quotes for our customers**. Also our surveyors have benefited from a simplified approach that reduces their admin, allowing them **increased quality interactions with our customers**."

Head of Connections & Asset Records  
UK Gas Provider

