

Faster Quotes, Faster Installs and Improved Customer Experience

For new gas connections, powered by Vyn's Al-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
- Cost-effectiveness: Multiple wasted site visits with increased operational costs
- 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.

Vyntelligence Confidential Case Study

The Solution



Vyntelligence Al-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

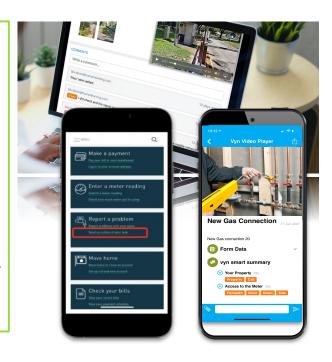
- **Empowers customers** by giving them direct access to video tools, saving them from waiting on multiple calls and visits
- Simple to use as they are guided to capture a quick video detailing their issue or request
- Faster quotes and service delivery as Vyn® Agentic Video Intelligence transforms videos 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



www.vyntelligence.com

Capture. Connect. Close the loop.