



## *Weeks to Hours. Streamlined Scheduling with Field Service Lightning*

Industry: Services

Application: Field Service Lightning

Leaf & Limb is an environmental service organization whose mission is to increase the health and population of trees to overcome pressing environmental issues and restore the balance of life on Earth.

### **The Challenge:**

- Scheduling for a over a dozen service crews with different skills and equipment was a manual process managed via Google calendars, requiring >8 hours per week.
- Clients scheduling notifications were also manual, and were too often inaccurate.
- Weather-related rescheduling required an additional 2-3 days of manual effort.
- Field Service reps struggled to communicate job overages and estimate travel times.

### **The Solution:**

- Leveraged standard, out of the box Field Service functionality to establish crews and facilitate scheduling.
- Built automation for scheduling services with seasonal availability, weather-related rescheduling, dependencies, and follow-up appointments.
- Enabled the use of iPads to communicate appointment directions and travel times, and log work completed and time tracking.
- Automated customer scheduling notifications with a custom "Client Services Page" that allowed customers to review completed and upcoming appointments.

### **Benefits:**

- Enabled automated client email or SMS schedule notifications, nearly eliminating cancellations and reschedules.
- Reduced the time required to schedule all crews from weeks to hours. Weather-dependent rescheduling was also greatly simplified.
- Leveraged appointment analytics to improve estimated appointment durations and incentivize sales reps to deliver more accurate proposals.

***"Cloud Giants used their problem-solving skills, creativity and technical know-how to build us a scheduling solution that has literally saved us countless hours of administrative work."***

**-Basil Camu, Chief Vision Officer**

