

More Hands

MoreHands is a family-owned business that provides cleaning and errand services. They needed a reliable Salesforce partner to help them build their business into the platform to provide better customer experiences and help streamline their internal operations.



The challenge

Back in 2018, the MoreHands cleaning service team was trying to build their business into Salesforce, but they were wary of frustrating past experiences with other technology partners. As such, they were left with a barely functioning system.

They needed a cost-effective partner to join their team, evaluate their Salesforce instance, untangle it, and open it up to possibilities of new features that would streamline their business operations.

The solution

Modelit started off by evaluating and understanding the system. Once we had clarity on the situation, we dove into Custom Development to resolve errors and build out the MoreHands platform.

- We simplified the customer experience by integrating tip-giving into the client feedback form using **FormAssembly**.
- We created a **custom employee app** that integrates with Salesforce — making everything accessible right from employee's phones.
- Using **Google Translation API**, we set up customer feedback to translate automatically into Spanish, the preferred language of the MoreHands cleaning crew.
- With **Google Distance API**, we were able to estimate accurate ETA's for cleaning teams, and automatically send ETA text messages.

How we help

At the end of this process, MoreHands got:

A long-term technology partner in Modelit. We've been able to work on all kinds of exciting projects together, including a custom mobile app for customers.

Daily
Streamline Operations

20
Increase Customer Satisfaction

2x
Collected Analytics and Data