

## CASE STUDY

### PAIN POINTS:

- Decrease marketing spend
- Increase monthly RO count and service revenue
- Automate communications to customers through multiple channels
- Boost customer retention

### HOW DID WE HELP?

Signing on to the OneCommand communication platform resulted in:

- Surge in service revenue and RO count
- Reduction in internal costs
- Streamlined marketing strategy and lowered spend
- Increase in customer retention and database count

### STATISTICS TO SHOWCASE

**24%**

Increase in  
Customer Database

**34%**

Increase in  
Service Revenue

**18%**

Increase in  
RO Count

### RICH DiGRAZIA Service Director



“OneCommand's wide variety of services was exactly what we were looking for. It's great to have the automated calls and texts, and the simplicity of sending emails. The whole package is perfect and very cost effective. When we signed on, we saw an immediate 10-17% increase in customer pay and a definite increase in customer retention. Our customers love the reminders. Everything from the sales to the service side is great. OneCommand is a fantastic company and it's been a great experience since we signed on. They are phenomenal!”