



## Trade Businesses Use **Instant Video** Save Time, Improve Estimates and Increase Customer Satisfaction

Cleaning, electrical services, HVAC and landscaping businesses, among others, trust LiveSwitch to provide virtual estimates, project walkthroughs and customer service; no downloads or software required.



"Our industry requires a lot of in-person estimates and one of the cool things about LiveSwitch is that I immediately get value out of it. I send them a text, they click on the link and now I have a live feed of the project. So, in a 10-minute call, we can have the pricing in their hands, which in our industry is pretty unheard of. I saw instant results and that was pretty cool."

Kaleb Smith | Sod Smith

# The Challenge

Trade businesses often face significant time challenges. Traditional estimates require in-person visits that consume precious time and fuel. This results in a loss of productivity and creates scheduling problems for both the service provider and the customer.



"We were having to set up face-to-face meetings or we were relying on the customer to take a good picture and to know exactly what to take. To say the least, it was very frustrating."

Ron Seeley | Perrysburg Landscaping



"We are so busy right now that we don't have enough staff to keep up. Rather than pulling one of my guys out of the field to do an in-person estimate, it's more profitable to keep them in the field and have the prospect walk around with the video to show us their windows. We can judge everything from that video. It saves us time, effort and money."

Solomon Ruiz | Napa Valley Window Cleaners

# The Solution

The LiveSwitch instant video platform enables businesses to perform estimates and provide consultations without the need to be on-site and reduce callbacks.

For Judson Clements of Go Green Electric, using LiveSwitch has eliminated the need for long-distance travel: "I can conduct estimates for people on the other side of the state that are five and six hours away. If I didn't have LiveSwitch, I'd be driving for 10-12 hours to do the same job."

# Use and Impact

✓ **Live Video Calls:**  
Instantly start live video calls with clients on any device or browser—no apps, no downloads.

✓ **Snapshot capture:**  
Take snapshots from video sessions to highlight key areas of the job.

✓ **Review Videos Anytime:**  
Every video session is automatically saved and stored in LiveSwitch.

✓ **Request a Video Recording:**  
Collect video recordings using a texted link, QR code or website form.

"I send a text link, and the client can instantly provide me with a live video feed."

Kaleb Smith | Sod Smith

"I can record project walkthroughs and share them with the team. This ensures that they are aligned with the client's needs without requiring me to be present."

Ron Seeley | Perrysburg Landscaping



## Cost and Time Savings:

- Sod Smith saves ~**\$160 per day** in fuel and labor.
- Perrysburg Landscaping saves **10-15 hours per project**.
- Go Green Electric saves **50 - 60 hours each month**.
- System 4 IPS saves **\$2,500 in fuel costs per year**.



## Improved Efficiency:

- Vancity Electric handles **50% more projects** each month.



## Increased Customer Satisfaction:

- Sod Smith is able to provide a smoother experience for customers, **securing 20% more leads** that previously fell through.