

CASE STUDY

Fewer Missed Appointments

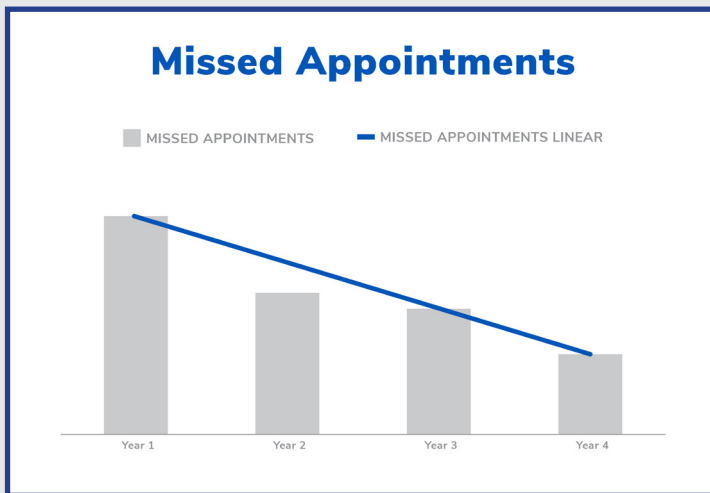
GOCare™

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Sometimes customer issues require a technician visit. But in those cases, **up to half are unnecessary** due to the problem being resolved or needing to be rescheduled. Furthermore, the same customers rarely take the time to cancel the appointment leading to increased costs for your company.

The GOCare Advantage

GOCare makes the process of cancelling an appointment easy by simply texting **CANCEL**, saving your company time and money in what would be an unnecessary truck roll.



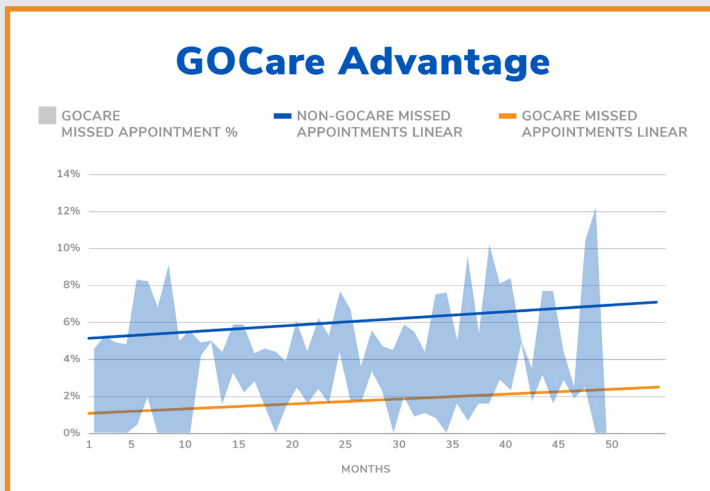
A high performing subsidiary of a major MSO. Their starting point for missed appointments was an impressive 6%.

REAL-WORLD SCENARIO 1

Over four years, GOCare reduced our partner's missed appointments by a staggering 63%.

Results

- Fewer Truck Rolls
- Reduced Operating Costs
- Greater On-Time Performance



REAL-WORLD SCENARIO 2

Since GOCare is an "opt-in" service, not all customers will receive GOCare messaging. Below is a comparison between GOCare customers who Opt-In and those who don't. Opt-In Customers missed an average of just 1.6% of appointments whereas NON Opt-IN Customers missed well over 6%.

BOTTOM LINE: NON Opt-IN Customers are 3.75x more likely to miss an appointment.

What sets GOCare apart?

- 2-way messaging originated by either the Subscriber or Company
- Time or Event Driven (appointments, on-the-way, outages, payments, etc)
- Automated messages triggered through back-office systems. No need for human intervention.

Contact sales@gocarecx.com for more information or to schedule a demo.