

Connecting with Customers

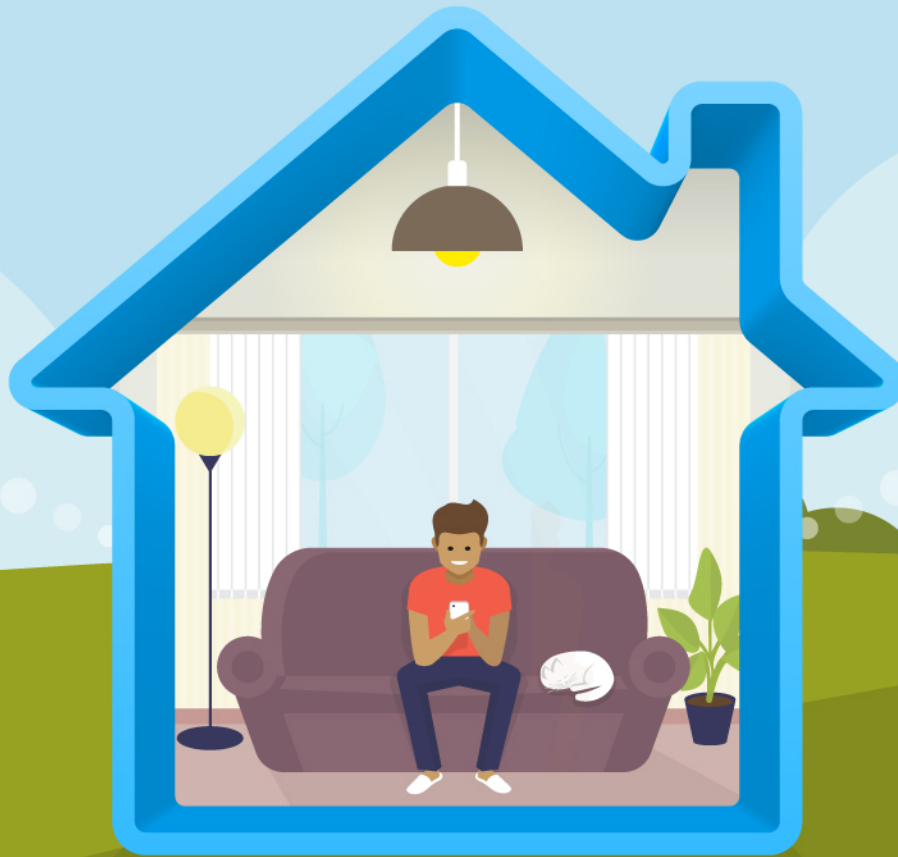
How Mobile Technology Will Help Keep Service Industries Moving in 2018

79% of customers expect service professionals to be tech-savvy

2 in 3 customers won't rehire a technician who isn't tech-savvy



61%
of truck drivers believe that connected vehicles provide an immediate return on investment



92%
of heating, ventilation & air conditioning workers increased productivity through mobile technology



89%
of plumbers believe that using mobile technology on the job should be a top priority for their businesses in 2018



As a result of mobile technology*:

63% of construction workers experienced an increase in customer satisfaction

53% of construction workers experienced an increase in sales



4 in 10 landscapers are concerned they would lose customers without the ability to provide text updates to clients

This information was gathered by KRC Research through an online survey of 506 service professionals conducted from September 28 to October 9, 2017. At least 100 professionals were included in each of the five industries. The online survey of 1026 American consumers 18 years or older was conducted from November 2 to November 6, 2017.

*Mobile technology denotes any software or application on a phone, tablet or laptop.