Portfolio company of WhitneyWilder Drives 10% increase in revenue in 16 days by using AI from Aible to optimize field service delivery

WhitneyWilder
A Family Office

Company Profile

WhitneyWilder is an investment firm with a specific focus in building products, construction, and real estate service companies

Industry

Construction, real estate and home services

Region

US

Challenge

A portfolio company of WhitneyWilder aimed to leverage the operational and customer data to optimize service delivery of field technicians and drive bottom line growth. Their primary goal was to predict overtime and unused service hours to increase the overall number of completed jobs and billable hours.
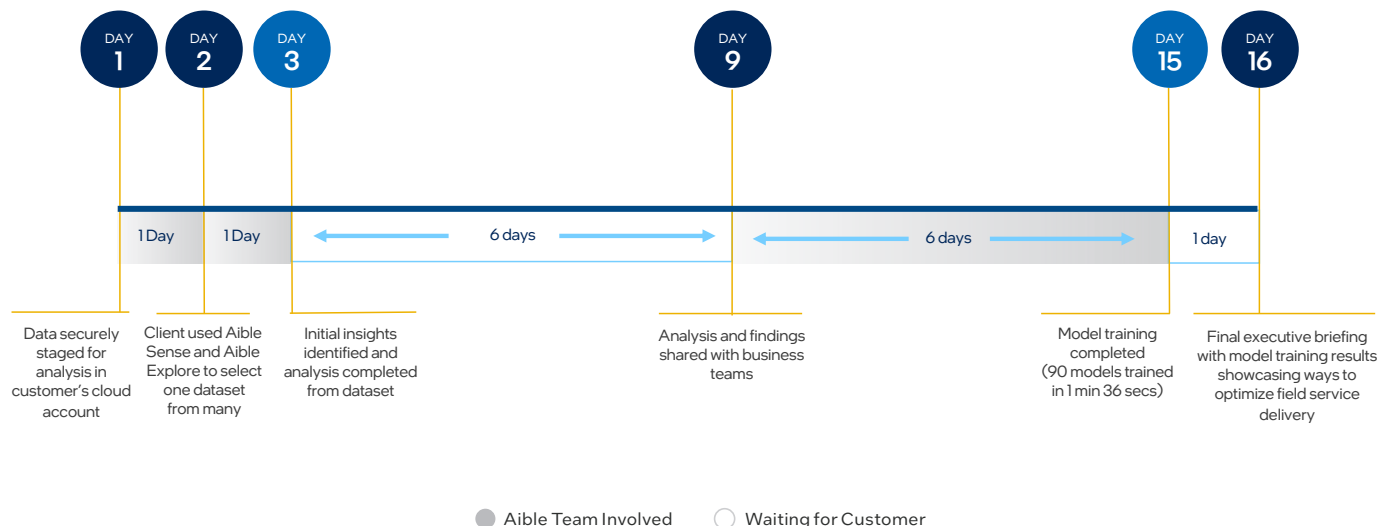
Solution

Aible identified specific patterns with service calls that highlighted a need to shift how jobs are scheduled in a given day. This allowed the team to schedule shorter jobs in the morning and defer longer jobs to later in the day. This arrangement helped increase the number of jobs completed in a week and contributed towards higher revenue.

Use Case & Project Details

- **Use case analyzed:** Predict and optimize field technician service delivery

- **Potential Project Results:** 10% increase in service revenue

- **Time from data provision to project completion:** 16 days

- **Elapsed time from start of model training to completion of 90 models on serverless infrastructure:** 1 min 36 secs

Outcome

10% increase in service revenue.

DAY 1	DAY 2	DAY 3		DAY 9		DAY 15	DAY 16
1 Day	1 Day	← 6 days →			← 6 days →		1 day

DAY 1 — Data securely staged for analysis in customer's cloud account

DAY 2 — Client used Aible Sense and Aible Explore to select one dataset from many

DAY 3 — Initial insights identified and analysis completed from dataset

DAY 9 — Analysis and findings shared with business teams

DAY 15 — Model training completed (90 models trained in 1 min 36 secs)

DAY 16 — Final executive briefing with model training results showcasing ways to optimize field service delivery

● Aible Team Involved   ○ Waiting for Customer

"The Aible analysis will help us schedule smarter and drive more efficiency/revenue in a key portfolio company. We're also very excited to leverage Aible for better informed due diligence in many subsequent acquisitions."

- Tom Birchard, President of Home Services