

CONTRACTOR INTELLIGENCE

Real-time contractor discovery, booking, and recruitment to expand network capacity.

Contractor Intelligence

Business Name	Compliant ↑↓	Avg Labor Cost ⚡↑↓	TAT ⚡↑↓	QOS ⚡↑↓
LG ELECTRONICS ALABAMA INC	Non-Compliant	\$73.20	1 days	4.2
<div style="display: flex; justify-content: space-around;"> <div>Business Profile</div> <div>Compliance</div> <div style="background-color: #0072BD; color: white; padding: 2px;">QOS</div> <div>Appointment</div> </div>				
QOS - LG ELECTRONICS ALABAMA INC				
<div style="display: flex; justify-content: space-between;"> <div>Quality of Service Score ⚡</div> <div>4.2</div> </div>				
<div>Turnaround Time</div> <div>Excellent</div> <div>1</div> <div>Average turnaround time of the last 12 months was 1 days</div>	<div>Reject Rate</div> <div>Excellent</div> <div>9%</div> <div>9% of jobs were rejected in the last 12 months</div>	<div>Time to Accept</div> <div>Excellent</div> <div>1</div> <div>1 hour time to accept on jobs</div>	<div>Completed Jobs</div> <div>Excellent</div> <div>8971</div> <div>8971 jobs completed</div>	<div>First Time Fix Rate</div> <div>Poor</div> <div>20%</div> <div>20% first time fix rate in the last 12 months</div>
VT SERVICES INC	Non-Compliant	\$182.40	18 days	3.0

Showing 1 to 2 of 2 entries

Instantly connect schedulers with qualified external contractors when capacity falls short with ranked, vetted options that protect quality and control.

Benefits to Customers

- ✓ Prevents lost revenue by filling jobs that would otherwise go unassigned
- ✓ Reduces service disruption when in-network capacity is constrained
- ✓ Maintains quality standards by selecting contractors based on proven performance
- ✓ Improves first-time fix rates through better contractor-to-job matching
- ✓ Extends operational capacity without permanently expanding your fixed workforce
- ✓ Supports contractor recruitment to grow long-term network capacity

Benefits to Dispatch and Operations Teams

- ✓ Delivers faster job assignments during capacity shortfalls
- ✓ Provides clear, data-backed contractor comparisons instead of manual outreach
- ✓ Reduces turnaround times and prevents lost or unassigned work orders
- ✓ Ensures external contractors meet performance and compliance standards

Features

- Instantly discover and source qualified contractors outside your existing network
- View contractor performance metrics including cost, turnaround time, and quality of service
- Compare contractors using data-driven ratings and historical outcomes
- Book out-of-network contractors fast and directly to fill service gaps

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VT SERVICES INC	status.nonCompliant	\$182.40	18 days	3.0
BASIN APPLIANCE REPAIR	status.compliant	\$33.60	2 days	2.1

Business Profile Compliance QOS Appointment

Compliance - BASIN APPLIANCE REPAIR

Insurance	status.compliant		
Policy Name	Required	Expiration Date	Status
WORKERS COMPENSATION	No	Expired	status.nonCompliant
GENERAL LIABILITY	Yes	2026-11-11	status.compliant
BUSINESS AUTOMOBILE	No	2026-11-11	status.nonCompliant

Business and Strategic Impact

Contractor Intelligence transforms capacity shortfalls into growth opportunities by combining real-time contractor discovery with performance, quality, and compliance insights — so organizations can:



Prevent jobs from stalling when in-network resources fall short



Avoid lost revenue caused by unfilled or delayed work orders



Maintain customer expectations even during capacity constraints

By enabling smarter external contractor engagement directly within Dispatch, organizations can:



Complete more jobs and reduce service delays



Expand their contractor ecosystem with confidence



Maintain control, service quality, and a differentiated customer experience