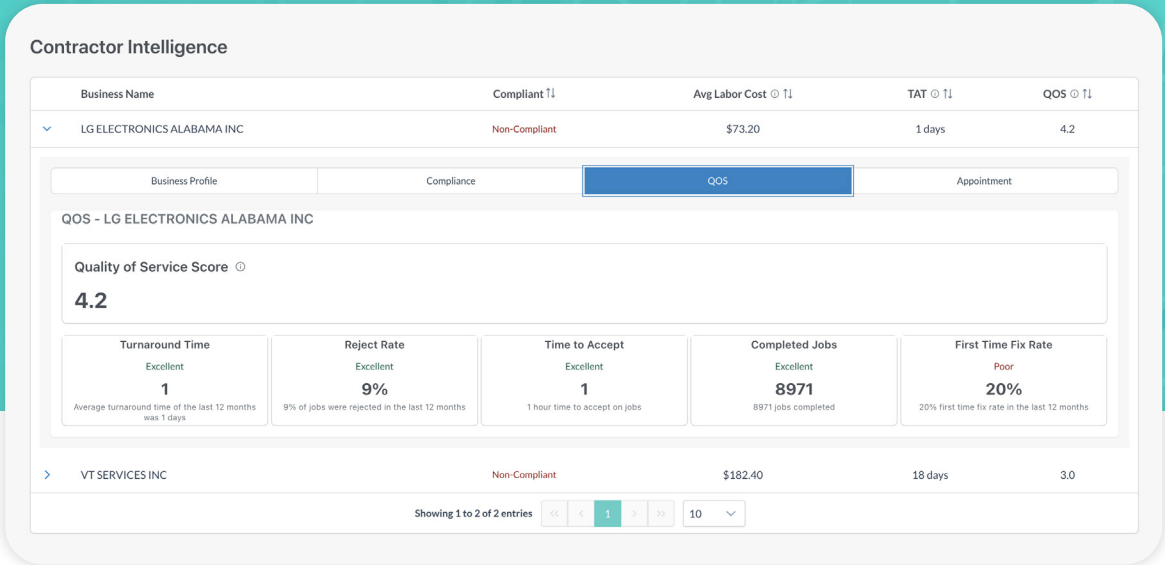
ServicePower

CONTRACTOR INTELLIGENCE

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



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

Benefits to Customers

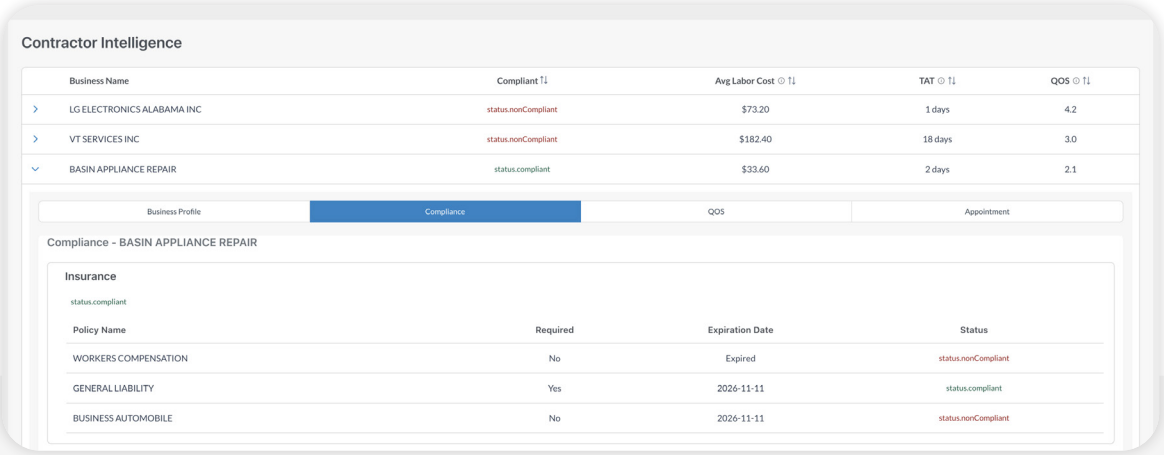
- Prevents lost revenue by filling jobs that would otherwise go unassigned
- Reduces service disruption when in-network capacity is constrained
- Maintains quality standards by selecting contractors based on proven performance
- Improves first-time fix rates through better contractor-to-job matching
- 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



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