

Efficient contracted workforce. Total compliance. One platform.

As the service industry's leading risk mitigator, we turn compliance chaos into confident control—keeping your contracted network in check, your reputation protected, and your operations efficient.

With a powerhouse network of 79,000+ vetted contractors across North America in HVAC, plumbing, electrical, and more—our end-to-end solution empowers organizations to scale efficiently, operate intelligently, and elevate the end-customer experience.

Field Service Management Capabilities



Dispatch



Customer Self-Service



Contractor Reimbursement



Work Order Management



Contractor Management



Analytics



Vision AI



30,000

individuals enrolled in
continuous criminal
monitoring program

100,000

service companies
monitored

99%

Accuracy on insurance
& license data

3.4

days average completion
time for background checks
with criminal checks back
in an average of 1.5 days

Contractor Compliance Features

Background Screening

- Criminal background checks
- Motor vehicle reports
- Drug testing and verification through network of nearly 5,000 collection facilities
- Uses National Criminal Databases, federal courts, statewide repositories, individual county courthouses, Department of Justice Sex Offender Search

Continuous Criminal Monitoring

- Detects criminal issues between standard two-year rescreen cycles
- Ongoing monitoring to receive alerts on criminal activity in network, including DUI, assaults, theft, and more to reduce company risk and liability
- Notice within 24 hours of arrest, booking, or incarceration activity
- Over 30,000 individuals enrolled, ensuring ongoing compliance

License Monitoring

- Real-time tracking of necessary state and local licenses and certifications
- Handles different state and local requirements
- Verifies and monitors license status against state agency databases to ensure validity of current licenses and no lapses in expiration

Certificate of Insurance (COI) Management

- Ensures accreditations are up to date

Tax Identification Numbers (TIN) Matching

- Eliminates costly 1099 reporting errors with TIN
- Ensures compliance with IRS through verification of tax ID information to eliminate fines

Badging and Credentialing

- Establishes credibility with electronic and hard badges
- Compatible with CheckMyBadge.com



Trusted by leaders in home & extended warranty, retail, and all major OEMs.

Results



73 NPS

world-class customer satisfaction



40%

increase in first-time fix rates



30%

increase in completed service calls per day



70%

reduction in call center volume



15%

reduction in travel costs