CUSTOMER STORY · VENDOR CHECK-IN

How Branded Group kept coordinators focused on the work that matters

> "Our coordinators used to stop what they were doing dozens of times a day to take vendor check-in calls. spryggAIVR made check-in the part of our day we no longer think about. Every visit is verified and every team is updated in real-time."
>
> MICHAEL KURLAND, CEO, BRANDED GROUP

THE CHALLENGE

Check-in calls kept interrupting coordinators.

Each check-in call cost a coordinator 3–5 minutes: answer the phone, update the internal CMMS, update the client's CMMS. Dozens of check-in calls a day added up, especially for smaller after-hours and weekend teams.

THE SOLUTION

spryggAIVR answers the call.

Vendors now dial a dedicated check-in number. spryggAIVR verifies the work order number and vendor PIN in real time, then updates the CMMS. About 80% of calls to spryggAIVR end in a completed check-in without coordinator involvement. Each one saves a coordinator 3–5 minutes and one interruption.

THE RESULTS

4,000+

vendor check-in calls handled

80%

of calls to spryggAIVR complete a check-in without a coordinator

HOW SPRYGGAIVR WORKS

01

The technician calls one number.

Vendors dial a dedicated check-in number from their own phone. No app, no login.

02

spryggAIVR verifies the job.

spryggAIVR checks the work order number and vendor PIN in real time.

03

Vendors check out by talking and texting.

The technician calls back and says what they did. spryggAIVR turns it into a ready-to-file completion report.

04

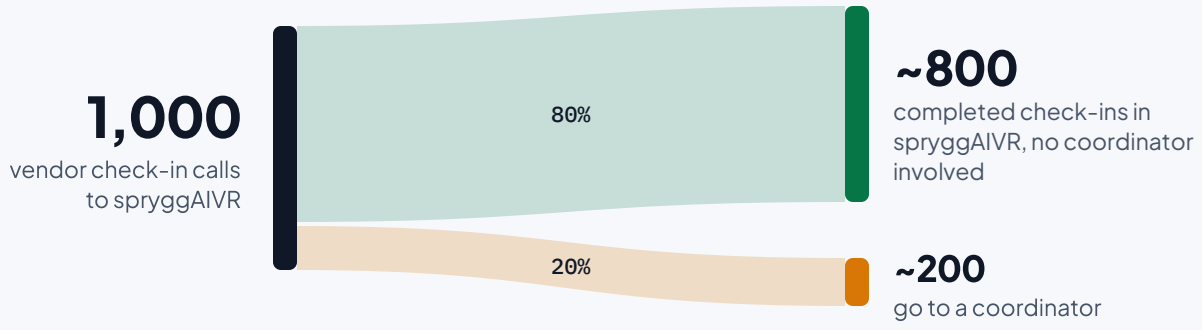
It syncs to the CMMS.

Check-in and check-out land in the CMMS without a coordinator typing them.

WHAT THIS MEANS FOR YOUR TEAM

Fewer interruptions. More time for the work that matters.

For every 1,000 vendor check-in calls to spryggAIVR, about 800 are completed without a coordinator. That means less context switching and more time for impactful work. Multiply by your monthly call volume to see the time spryggAIVR could return to your team, especially after hours and on weekends.



For every 1,000 vendor check-in calls, spryggAIVR can return up to **67 coordinator hours**.

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