

THREE WAYS CLOUD COMMUNICATIONS CAN BENEFIT THE CONSTRUCTION INDUSTRY

IMPROVE CLIENT RESPONSIVENESS, EMPLOYEE PRODUCTIVITY, AND OPERATIONAL EFFICIENCY – ALL WITH ONE COMMUNICATIONS PLATFORM

Every day, the construction industry plans, designs, and builds structures and infrastructure in expeditious, cost-effective, and environmentally friendly ways.

A fully integrated cloud communications platform has helped many construction companies – and their dispersed, on-the-go teams – deliver projects more efficiently, accurately, and quickly, while also supporting excellent client service. Empower your employees to engage with clients, architects, engineers, subcontractors, and each other from any location through any channel. They'll spend more time getting projects to completion and less time worrying about technology.

DELIVER EXCEPTIONAL CLIENT SERVICE

Engage with clients in real time.

Expectations for construction companies are high. Your clients anticipate on-time, accurate, and cost-effective project completion. To provide the best client service, you need to quickly and effectively manage interactions – and also send proactive updates and document communications.

Our fully integrated cloud communications platform, untethers your teams from old technology, letting them interact with clients across multiple channels, supported by integrated phone, chat, text messaging, SMS, video conferencing, screen sharing, and more. Send updates with completion status and the latest delivery dates. Communicate with clients more efficiently and effectively while archiving all communications to access them later for dispute resolution and meet regulatory compliance – all within one platform.



Benefits

Get closer to clients by engaging in any channel

Bring employees, clients, and subcontractors together to collaborate – no matter where they're located. All digital channels are always available to clients, and employees can easily manage all channels to better serve clients.

Provide proactive client support

Use AI for sentiment analysis that alerts you to an issue within a project or communications by flagging words such as "change order" and "delays" for further review and follow-up.

Prioritize and answer calls quickly

Route calls by client type (commercial, residential, infrastructure, or industrial) and department (sales, billing, scheduling, or permitting), making it easy for clients to reach the best person for help. You can also prioritize calls so that your most-important clients receive care first.

MAXIMIZE EMPLOYEE PRODUCTIVITY

Work from wherever with integrated, mobile communications.

You want your employees at their most productive, whether they're answering client calls or walking the jobsite. This means empowering them to connect with clients, subcontractors, and each other – on any device, through any channel, from any location.

An integrated cloud communications platform lets your team easily connect with clients, colleagues, and stakeholders. Move seamlessly between text messaging, video chats, and phone calls as you go from the office to the construction site. Thanks to our feature-rich set of tightly integrated and intuitive cloud solutions, your team can easily manage call queues, transfer clients, and discuss and document important project details.

Benefits

Connect from anywhere

Enhancing accessibility, our mobile app goes wherever work happens, facilitates troubleshooting, and enables seamless collaboration across multiple sites. With our solution, all modes of communications can happen whenever you need them, wherever you are.

Work smarter, not harder

Spend more time helping clients and less time on admin tasks. For example, use AI to transcribe and summarize meeting notes so your employees can spend more time focused on listening to the client during virtual meetings. Archiving also helps complete recordkeeping by documenting specific communications regarding change orders and quotes..

Improve responsiveness and collaboration

Site supervisors can use presence sync to quickly check the availability of project managers and other team members before trying to contact them. With chat channels, team members can collaborate on design documents, quotes, and projects. Within shared workspaces, teams can make notes, add comments, and include files that are instantly visible to all.



IMPROVE OPERATIONAL EFFICIENCY

Flexible, real-time communications help speed project completion.

Just as landline home phones are relics, legacy on-premises phone systems for the construction industry are outdated, expensive to maintain, and limited in features.

Investing in a cloud communications platform dramatically increases flexibility and operational efficiency across your organization. With real-time communications, you can get critical information to the field faster and more accurately. And as your jobsites change or you add employees, cloud communications makes it easy to scale in a budget-friendly manner with the same set of tools for each new account.

Benefits



Communicate in real-time

Real-time communications and collaboration help improve the efficiency of everything from jobsite approvals to change orders. Easily and seamlessly move between channels (from voice to text to video), coordinating with stakeholders all in the same app.



Drive revenue

Use automated text, email, and voice notifications to send promotional offers and invoice reminders. And use webchat to engage with website visitors and increase conversion rates.



Save money

Say goodbye to dated, hardwired phone systems that underperform and are expensive to maintain. Employees can use their own mobile devices as you manage geographically dispersed communications needs with one cloud-based system.

Contact us today to find out how a fully integrated cloud communications platform can help your construction business thrive and grow.

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