

Application Case Study SAV Digital Environments

Domotz RMM helps SAV Digital Environments deliver premium customer service to customers, near and far.

The land around Yellowstone National Park is world-renowned for its natural beauty and outdoor recreation opportunities. People flock to Yellowstone, Jackson Hole, and the Grand Tetons to escape their busy daily lives and immerse themselves in a wonderland of skiing, snowmobiling, hunting, fishing, hiking, horseback riding and more. Even in this outdoor playground, people still love to come home to the modern convenience and entertainment experiences the custom installation industry provides. With three offices in the area, SAV Digital Environments specializes in offering their customers the best of these experiences.

A Challenge and The Solution

As you might imagine, taking care of customers scattered across a region of wilderness the size of Rhode Island can present a few challenges—especially when those customers expect the very best experience from their investments in home technology. SAV built their business by overcoming these challenges, so nobody understands them better than Eric Knez, SAV's Client Services Director.



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With the proliferation of powerful, yet complex software-based systems, we know equipment doesn't work right sometimes. It's inevitable, actually. Sooner or later, something is going to need to be reset or restarted. Domotz RMM helps the team at SAV get ahead of those kinds of problems. “Domotz allows us to take a far more proactive approach to servicing our clients,” said Knez. “If all goes well, we can remedy a problem before the customer realizes there was a problem.” How cool is that?

Additional Challenges

We all know it's inconvenient when equipment stops working. But, how about when it's the client's whole-house lighting processor? How about when the customer is 40 miles from the office? "Normally that would create a full-blown panic situation. We would pull a tech off another project, drop everything and drive out to the house." Unnecessary truck-rolls cost real money and valuable time. Fortunately, it doesn't always have to be that way. "Right from my desk, I was easily able to see what processor was down, power-cycle it, and within five minutes I had the client's lighting back online and working." With RMM in their corner, resolutions are easier, cheaper, and the customer was happy nobody had to visit the house.



Enhanced Customer Relationships

Clearly, RMM helps SAV solve problems more efficiently. But, how does it help improve the relationship with their customers? "By being ahead of the service curve rather than behind it." Says Knez. "We can identify and fix a problem immediately right from the office chair without the customer having to wait for an opening." The SAV team isn't just delivering customer service to their customers, they're delivering convenience and peace-of-mind.

Even with RMM, we all know you might still have to roll a truck sometimes. Eric says the SAV team can often benefit from RMM even in that situation. "We can give the in-field tech more information so he arrives onsite with a decent amount of info." he says. "That way, he can be more targeted on where to start troubleshooting, rather than just shooting in the dark."

Advice for Integrators

Eric had one final piece of advice for any fellow integrators who might be on the fence about whether they should employ RMM as part of a customer service program. His response was pretty unequivocal. "Do it. Service is absolutely where the future of our industry resides. Now is the time to start setting your company apart from the 'other guys'. If you don't do it now, someone else will."

We couldn't have said it better ourselves. Ultimately, RMM is just a tool, but it's a tool everybody should be using to their advantage—to be more efficient and to deliver an unprecedented level of service to your customers.

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