



# CASE STUDY

YOUR OPERATIONAL EXECUTION PARTNER FOR **PE-BACKED** HVAC, PLUMBING & TRADES

Built inside ServiceTitan®. Proven in the Field.

## Why PE Firms Choose World Connection

World Connection is the performance engine behind leading HVAC and trades platforms. We execute the front-line and back-office operations that drive revenue, reduce costs, and scale margins—while preserving the identity and experience of each brand in your portfolio. We’re experts in ServiceTitan, trusted to book jobs, manage customer interactions, and deliver measurable outcomes across 20+ brands.

**We’re experts in ServiceTitan, trusted to book jobs, manage customer interactions, and deliver measurable outcomes across 25+ brands driving \$11M in sales.**

| PE Value Lever          | How We Execute  | Impact Delivered  |
|-------------------------|---|---|
| <b>Revenue Growth</b>   | <ul style="list-style-type: none"> <li>• Save 500–600+ missed calls/month via overflow optimization</li> <li>• Promotional outreach to upsell memberships &amp; tune-ups</li> </ul> | <ul style="list-style-type: none"> <li>• +200 booked jobs/month</li> <li>• \$200K–\$300K monthly lift</li> </ul>              |
| <b>Cost Reduction</b>   | <ul style="list-style-type: none"> <li>• Shared CX and back office across brands</li> <li>• Lower AHT, hold, and wrap time = lean agent ops</li> </ul>                              | <ul style="list-style-type: none"> <li>• Reduced admin overhead</li> <li>• Increased efficiency per agent</li> </ul>          |
| <b>Margin Expansion</b> | <ul style="list-style-type: none"> <li>• 85%+ utilization across team</li> <li>• Centralized QA + CSAT tracking</li> <li>• First-contact resolution focused</li> </ul>              | <ul style="list-style-type: none"> <li>• Higher accuracy</li> <li>• Fewer callbacks</li> <li>• SG&amp;A stays lean</li> </ul> |

### Our PE Service Suite

- Inbound / After-Hours / Overflow
- 24/7 Multi-brand CX on one platform
- Promo Outreach & Retention focus
- Invoicing, Payroll & Data Input
- Order Processing & Documentation
- QA, Wrap Code & CSAT Monitoring

### Pain Points We Solve for PE

- Centralize CX across brands
- Preserved brand identity
- Recover revenue from off-hours
- Offload admin work from field
- Launch new acquisitions
- Maximize investments