



CASE STUDY



PRIVATE EQUITY

OVERFLOW OPTIMIZATION FOR MULTI-BRAND HVAC PLATFORM

A growing HVAC, plumbing, and electrical services platform—backed by a leading private equity firm—was facing missed revenue opportunities due to inbound call overflow during peak hours and seasonal surges. With 20+ brands in its portfolio and operations on ServiceTitan, overflow delays exceeded 90 seconds, resulting in dropped calls, unbooked jobs, and operational inconsistency across brands.

THE CHALLENGE

Imagine a future where every customer call is answered promptly—regardless of brand, location, or time of day. A centralized service delivery model powered by World Connection ensures that overflow and after-hours calls are routed, answered, and booked in under 5 minutes, helping brands capture jobs, improve customer experience, and increase profitability without expanding fixed overhead.

World Connection's Solution

World Connection deployed a high-speed recruiting and onboarding strategy tailored to real estate support. WC aligned agent profiles to client expectations, integrated real-time workforce planning tools, and set clear performance baselines before Day 1. Leadership reinforced cultural alignment and maintained hiring pace without compromising agent quality.

In real estate and property management, scale means nothing without quality. WC helps teams grow fast—with the right people, right training, and right operational oversight.

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

(Fully Integrated with ServiceTitan)

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