Automating Processes and Growing Footprint

ClearVision AV

ClearVision AV is a global professional services company providing custom installation and integration services solutions for video conferencing, media management, streaming video, and digital signage. ClearVision provides services that make audio video solutions simple, easy to use and affordable for healthcare, education, enterprise, and government clients around the globe. Based in Noblesville, IN, ClearVision serves communities across the country with high-quality design, implementation, and support services for audio-visual solutions.

The challenge

ClearVision AV was spending up to two hours processing a single work order before being able to schedule a technician for dispatch to a job. The process involved several steps, including taking a work order request by phone or email and inputting it into a NetSuite accounting platform for tracking purposes. The work order was then emailed to the technician in a Word document alongside a set of instructions, all of which required a signature once the work was completed. This manual process was long-winded and cumbersome and involved emails, telephone calls, spreadsheets, and Word documents. It created a heavy burden on project coordinators and engineers, as well as being time and labor intensive and broadly inefficient. ClearVision was looking to streamline this process and simply get work to workers more efficiently and at a quicker rate, and without having to generate an individual project code for every work order. This would help contribute to the wider goal of growing footprint and revenue, while maintaining superior customer support. If they could find a way to process work more efficiently, they could easily grow their business.

The solution

One of the key requirements for ClearVision when considering how to address this challenge was that the solution needed to integrate with their NetSuite accounting platform. WorkMarket offered the perfect partnership, enabling project managers and project coordinators to work with just one enterprise platform that offers a single item of record.

WorkMarket's labor clouds enable ClearVision to build a bench of technicians for different purposes by creating different clouds with the firm's own set of requirements and parameters. This means that when an opportunity arises, the firm has immediate access to a relevant cloud of labor that has already been vetted and is populated with relevant staffing options. The platform negates the need for a separate vendor-relations team, or insurance requirements and accounting paperwork — processes that take time, energy, and money.

By developing labor clouds with specific skill sets, ClearVision is able to meet new opportunities as and when they come into the business swiftly and with the security of knowing that the pre-vetted technicians in the labor clouds have the skill sets, work order volume, solid order ratings, comments, deliverable percentages, and on-time arrivals ClearVision requires to bring them into the project.

This means identifying, verifying, and engaging talent with the right skills at the right time. And by automating this manual process through WorkMarket, ClearVision can respond more quickly to requests and move lead technicians into more prominent roles and projects, while not giving up coverage of crucial areas. This also enables them to tap into their experience and required skill set to continue to grow the business.

The results

ClearVision has grown its business 300% in the last four years. In that timeframe the firm has added just two employees. The WorkMarket platform allows the firm to have scalable and exponential growth with an extended workforce. ClearVision can consistently add additional volume and find the staff to fulfill that volume when necessary.

ClearVision has also grown the services piece of its business from 20% of revenue to almost 50%. Further, the firm has seen its SLAs hit 93% in terms of on-site arrivals and completions. Alongside this, ClearVision has been able to differentiate itself from its competitors by communicating almost immediately to clients if for any reason it can't meet an SLA upfront. This is because WorkMarket allows the firm to cultivate and manage its labor clouds of core qualified technicians in such a way that it builds direct relationships with technicians and can get immediate answers directly without having to chase anyone.

"Once we moved into the WorkMarket environment, we were able to expand the coverage to the secondary and tertiary markets, as well as add additional 1099 technicians throughout the country."
—Richard Clark, Director of Operations

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Having a single item of record, one place where my project managers and project coordinators could sign on, was a big deal for me." **Richard Clark, Director of Operations**

Labor clouds

Organize your extended workforce based on business requirements.

✓ Organize your talent pools of extended workers based on the different types of work and requirements of your business.

✓ Having a systematic approach allows you to reduce manual work and create scalable processes to become a more agile business.

✓ A system of talent pools you can create and configure to set up requirements or groupings of your extended workforce.

Intelligent labor clouds

Document/agreements

Performance ratings

Compliance

ADP®
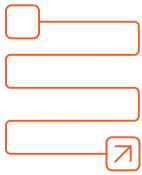
workmarket by ADP®

Why WorkMarket

WorkMarket by ADP is an end-to-end platform that helps you realize the full potential of independent contracting today — so your business can take on tomorrow.

A single platform for managing your independent contractors

We help you attract, recruit, onboard, manage and pay your independent contractors easily, efficiently and compliantly.

Onboarding & verify

Manage work assignments

Pay

Organize talent

Compliance support

Integration & automation

Our automated tools and workflows will help you:
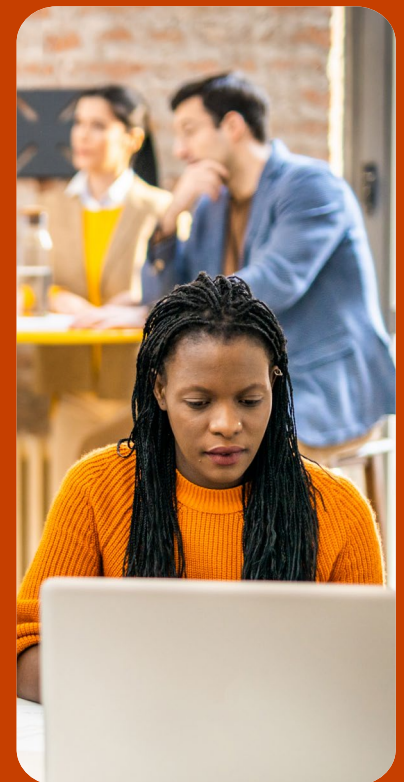
✓ Attract and retain top-tier talent

✓ Engage contractors quickly to meet customer demand

✓ Scale your business fast

✓ Improve compliance and mitigate risk

✓ Gain real-time visibility into your contractor workforce

✓ Reduce costs — automated processes save time and money

Interested in learning more about WorkMarket?

Explore our self-guided demo to see how you can efficiently and compliantly onboard, verify, manage work assignments, and pay your contractors.

Access interactive demo

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