

BATTERY INSTALLATION ROLLOUT

Like all Skybridge clients, customer experience is of paramount importance for battery retailers new to the Australian market and highly protective of their brand and reputation.

Skybridge has been commissioned to deliver installation services (including customer service) on behalf of battery manufacturers. Through close partnership between Skybridge and battery manufacturers, we have refined commissioning processes to enable high volume trouble-free national rollouts.

REQUIREMENTS

Battery distributors and retailers require the following services:

- Management of grid approval process
- Customer scheduling
- Australia-wide logistics management including warehousing and stock tracking
- On-site assessment and quote generation
- Customer communication throughout engagement
- Installation services delivered safely and within tight service levels
- On-site commissioning
- Delivery of statutory documentation
- Quality assurance
- Post installation assurance services
- Program reporting and governance

Batteries sold into customer homes need an installation partner with the geographic reach and technical expertise to service any location in Australia. Our proven capabilities in rural installation rollouts, combined with the real-time visibility we provide clients through our Skybridge Information Online Network (SIMON) system, makes Skybridge the installation partner of choice for battery manufacturers and retailers.

THE PROCESS

Skybridge has configured SIMON to provide the required functionality and prepared a delivery team to manage battery installation programs. We have also developed a training program for our network of installation Contractors to ensure they are skill-ready to undertake installations at customer sites.

THE RESULT

Skybridge is delivering battery installation services on behalf of multiple battery manufacturers, ready to meet evolving customer demand across Australia without compromising on safety, quality and customer service.

CLIENT TESTIMONIAL

Available upon request.