SOLAR PV INSTALLATION PROGRAM

skybridge
Creating better communities

Large Solar PV retailers work in a highly competitive market. They demand a field services partner who understands the importance of customer service and can deliver rapid installation turnaround across Australia.

REQUIREMENTS

Our solar PV clients 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

- End user training, service commissioning and facilitation of payment

- Delivery of statutory documentation (including REC generation)

- Quality assurance

- Post installation assurance

- Program reporting and governance

Skybridge was appointed on the basis of our system development expertise, reach of our Contractor base and workforce management capabilities.

THE PROCESS

We configured Skybridge Information Management Online Network (SIMON) to provide the required functionality and prepared a delivery team to manage the installation program. This included a team of field installation Contractors to cover regions being serviced by our clients.

Skybridge and our client worked closely together to develop the program.

One particular area of focus for Skybridge has been improving the grid approval process. Conventionally, this has been managed manually which is prone to error. Skybridge has automated the submission process and developed a tracking mechanism to ensure that DNSPs responded in a timely manner.

THE RESULT

As a striking example of the Skybridge difference, one of our solar PV clients reported an improvement to their net promoter score from -28 to +30 within eight weeks of engaging us, as well as a 50% reduction in delivery time.

CLIENT TESTIMONIAL

Available upon request.