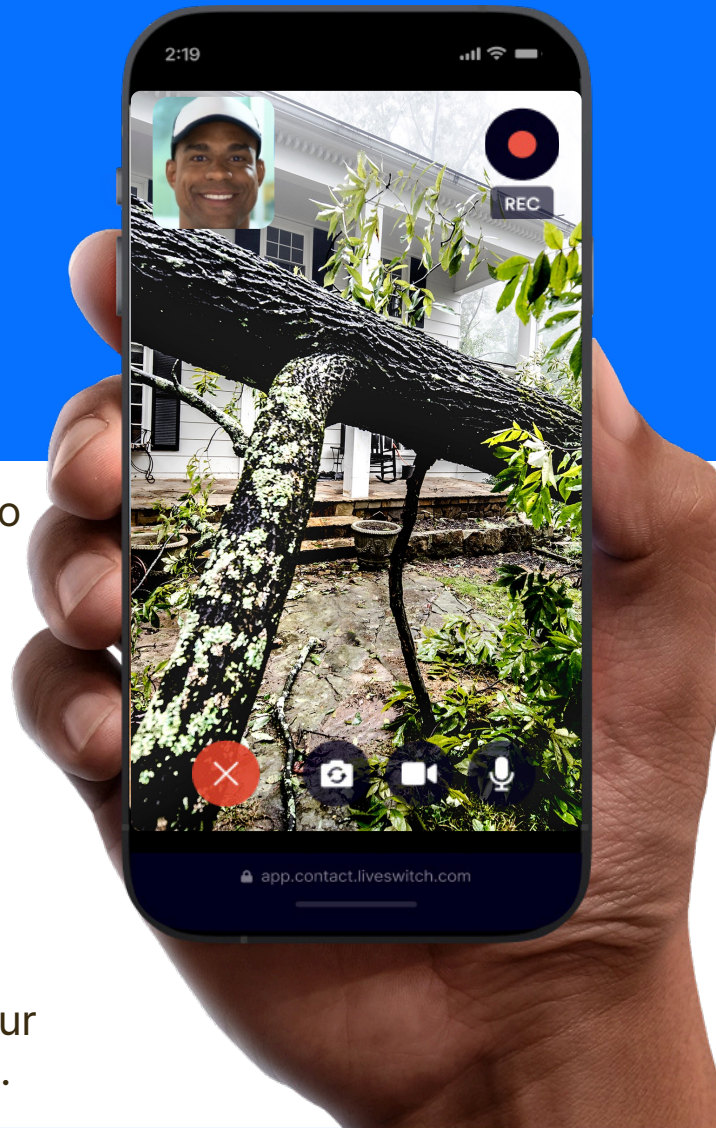


## SERVPRO Teams Work Smarter from Intake to Close-Out with Instant Video

Reduce trips, streamline estimates and improve job visibility — all through a single video link.

LiveSwitch is a simple, browser-based video platform that helps SERVPRO franchises work faster, reduce travel and improve customer service — no app downloads required.

Franchise teams use LiveSwitch for virtual intake, job site documentation, team coordination and customer communication. Whether you're dealing with a storm, a fire loss or water damage, LiveSwitch keeps your team and customers connected in real time.



✓ **Live Video Calls for Intake and Triage:**  
Text customers a video link during intake to see damage immediately, pre-qualify leads and reduce wasted trips. One owner says, **"It gives us an idea how to instantly prepare for what we're facing and it puts the customer at ease."**

✓ **Support Marketing & Sales:**  
Use QR codes on mailers, trucks or site signage so customers or third parties can quickly scan and send a video of an issue — creating instant engagement. Dispatch notes, **"We could use this in presentations, even to connect our mitigation lead on a live call with a property manager."**

✓ **Job Site Documentation:**  
Record walkthroughs, snap photos and document progress — even without internet. Everything uploads to LiveSwitch and can be organized by project. **"It's very helpful for seeing the condition of the home at the start of the loss and through different phases of the job,"** says a Project Manager.

✓ **Avoid Extra Trips & Callbacks:**  
Supervisors can ask field staff or subs to send a video update from the job site — no need to drive out to check in. An owner uses LiveSwitch to communicate with team members: **"Show me the work you completed today and save me a trip to the job site."**