



## Self-Assessment Questions:

1. **Billing and Payments:** Are your invoices automated, or are you manually chasing customers and reconciling payments?

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2. **Customer Support:** How quickly are support tickets resolved? Are your customers satisfied with the speed and quality of service?

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3. **Field Operations:** Do your techs have real-time scheduling and updates, or are you using paper schedules and phone calls?

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4. **Reporting and Analytics:** Can you track key metrics like revenue, churn, and service uptime in real-time—or do you rely on outdated static reports when you review them?

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5. **Data Visibility:** Are your systems connected, giving you a complete view of customers and operations? Or is your data scattered across multiple platforms?

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6. **Scalability:** Can your current processes handle 10x growth, or will they buckle under the pressure?

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