

# Why us?

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Date

**June 2026**

Website

**[www.installers-connect.com](http://www.installers-connect.com)**

E-mail

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# The Problem We Solve

Running a busy trade business means juggling jobs on site while the phone keeps ringing. It's frustrating knowing that every missed call could be a lost job, a missed quote, or a customer calling the next installer on the list. We're sure you've been offered AI call or booking systems that promise convenience, but they remove the human touch your customers trust. When someone has a leak, a fault, or an urgent repair, they want to speak to a real person who understands the situation, not a robot that gets it wrong. Hiring extra office staff is expensive, and you should not have to choose between getting the work done and winning new jobs. Installers deserve real support that protects revenue and keeps every enquiry connected.



# What's Broken in Today's Market

## 01.

### Missed enquiries mean lost work

Installers are on the tools, not at a desk. Calls go unanswered, voicemails pile up, and customers move straight on to the next tradesperson who picks up.

## 02.

### AI and automation fail when urgency matters

Bots cannot judge urgency, explain availability properly, or reassure a stressed customer. When jobs are time-sensitive, automation creates frustration instead of trust.

## 03.

### Office support costs too much to scale

Hiring admin staff is expensive and inflexible. Small and growing trade businesses are forced to choose between paying overheads or losing new work.



# Market Opportunity

## A Growing Demand for Human Connection

83%

of UK customers say they prefer speaking to a real person rather than a chatbot.” \*A

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£129,600 annually

that's how much an installer loses in annual turnover on average when 1 call a day is missed, considering the average installer job in the UK is worth £150. (because the front desk is inattentive or overworked).\*B

78% of home service customers

go with the first company that responds to an inquiry (whether by phone or rapid initial contact). D\*

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# Our Solution, Reimagined



## Cost-effective alternative to hiring

Installers get full call-handling and booking support without the pressure of wage increases, recruitment, or managing office staff.



## Human-first booking & call support

Every call is handled by a trained receptionist who understands trade enquiries, protects job revenue, and keeps customer conversations human.



## Stress-free operations

Your team stays focused on the job on site, while we handle bookings, enquiries, scheduling, and customer follow-ups seamlessly.



# Introducing the Installers Connect Platform



## Installers Connect Platform

Installers Connect is a real-human call-handling and job-management service that keeps your business connected, captures every job opportunity, and relieves the pressure of answering calls while you're on site. Designed to be seamless, scalable, and tailored to trades, it grows with your workload while ensuring every customer speaks to a professional who gets their enquiry the first time.



# Key Features

“Our service is built to keep installer businesses running smoothly, capture every enquiry, and support sustainable growth. Every feature is designed for simplicity, real human support, and making sure you never miss a job opportunity again.”



## Real receptionists in your business' name

We answer every call as part of your team, representing your business professionally and keeping every conversation human.



## Endless availability capabilities

We cover peak times, lunch breaks, and after-hours so no enquiry ever goes unanswered.



## Enquiry handling and job capture

We qualify enquiries, capture job details, and manage follow-ups so real work turns into confirmed jobs.



## Instant updates and reporting

Clear daily summaries give you full visibility of calls, job enquiries, and saved opportunities.

# What Early Users Are Saying



*“Our customers love that they always reach a real person. It protects our reputation and keeps the jobs flowing, even during our busiest periods.”*

**Daniel Gallego**  
Plumber



*“Onboarding was smooth and fast. Installers Connect immediately understood where we were losing work and fixed it from day one.”*

**Andy Gray**  
HVAC Installer



*“We saw a 56% increase in confirmed jobs in the first month. It just makes sense. Every call answered, and no more jobs slipping away.”*

**Pedro Fernandes**  
Managing Director

# A hybrid booking model.

We work the way your trade business already operates. If you have an existing job management or booking system, we integrate seamlessly and update it in real time, so nothing changes for you or your customers.

If you do not have one, we set up a simple, organised system tailored to your services, pricing, and availability. Whether you are fully digital, still using notebooks, or somewhere in between, Installers Connect adapts to your setup and keeps enquiries and jobs running smoothly from day one.





# Onboarding Roadmap



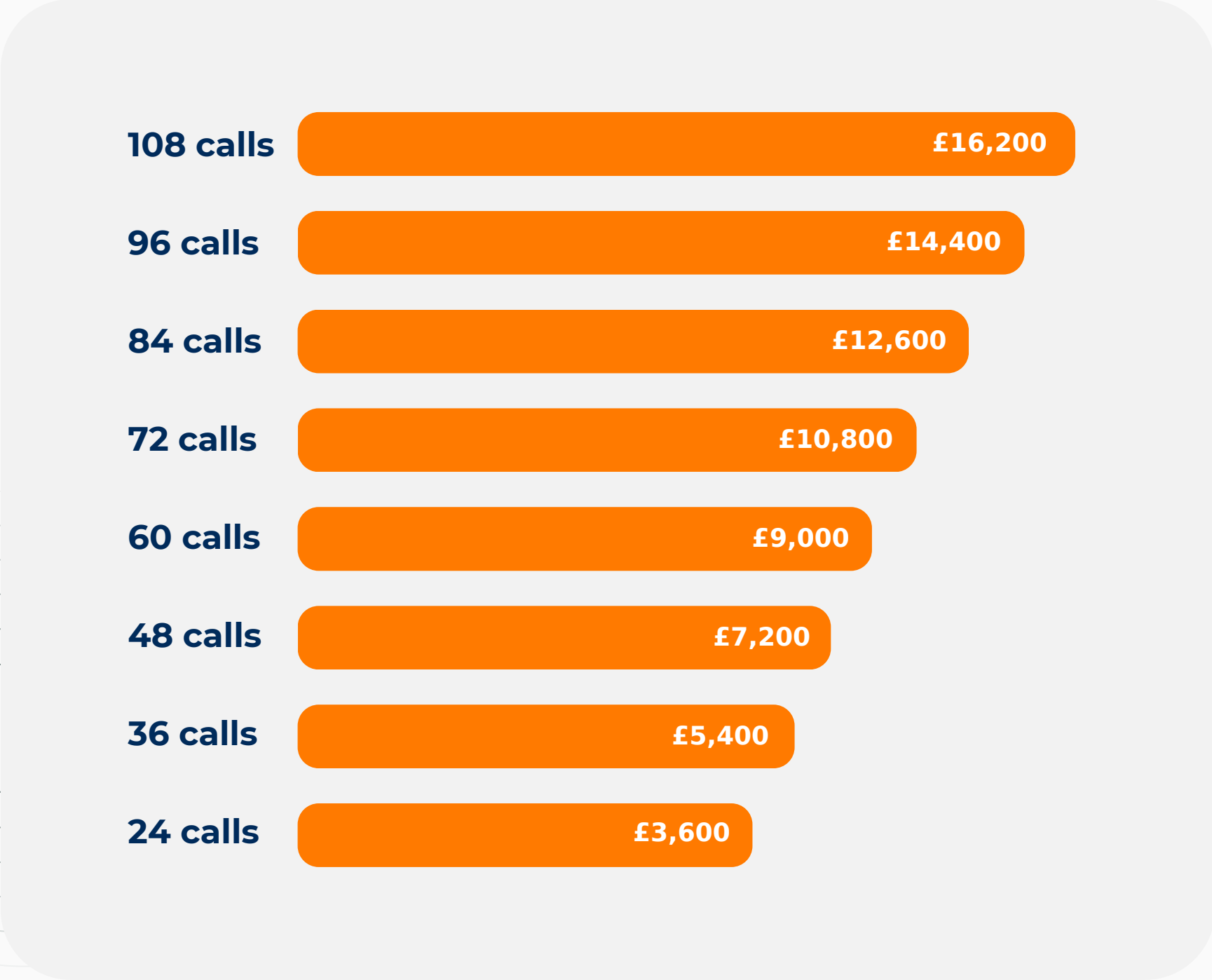
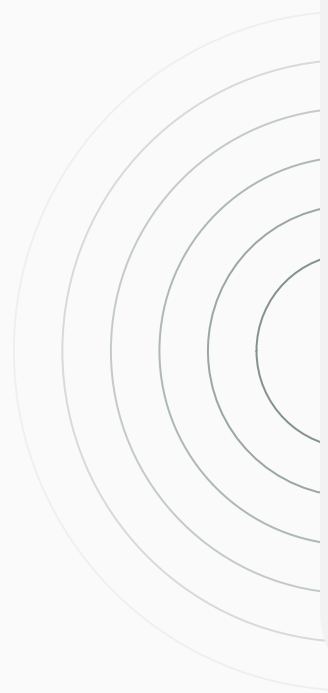
# How much are missed calls costing Installers per month?

£150

the average home service job value in the UK. \*B

72

calls go unanswered by installers. \*E



# Time to take advantage of the market.

## Growth & Revenue

**42%**

of customers contact plumbers and installers during evenings, weekends, or while at work, exactly when calls are most often missed. Capturing these out-of-hours enquiries means more quotes accepted and more jobs booked.

**£1,500+**

With an average installer job worth £150, saving just 10 missed calls a month can recover £1,500 in additional revenue. The service does not just pay for itself, it generates profit. \*B

**83%**

of UK consumers prefer speaking to a real person rather than a chatbot for customer service. While others rely on automated systems, you win work by offering what customers actually want: a human who understands their problem.

\*D

**£24,000+**

With up to 85% of missed callers never calling back and the average job worth £150, Installers Connect can rescue £24,000 or more per year in lost revenue for a single trade business by answering calls that would otherwise go unanswered. \*B



# The team you deserve.

Our team become a genuine part of your business. It feels as if we're sitting in your office, chatting with your team about today's jobs and keeping customers reassured while you get the work done on site.



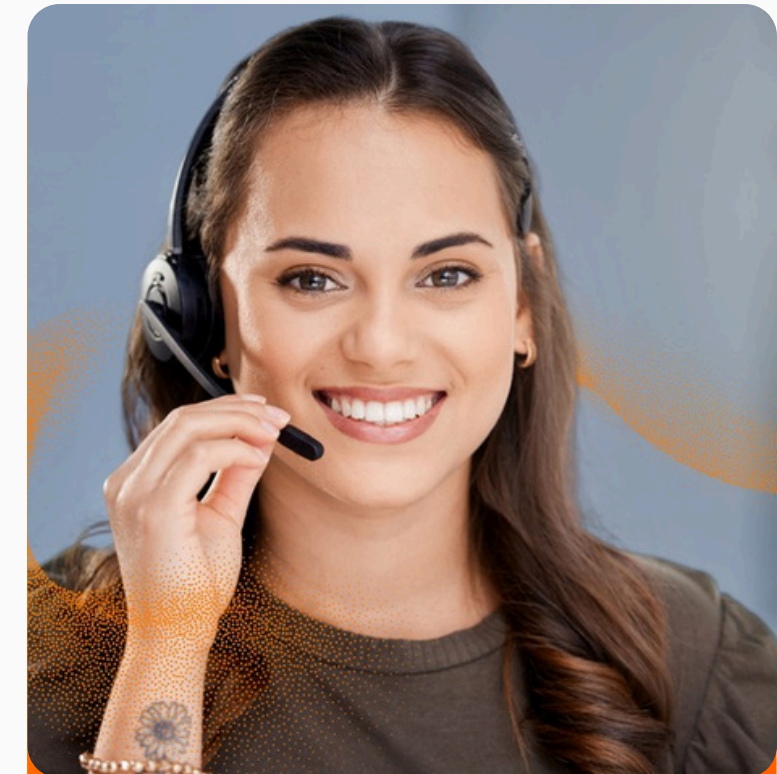
## Warm, Personal Service

Every call is answered with genuine care and a friendly, professional tone, so customers feel valued and reassured from the very first interaction.



## An Extension of Your Business

We mirror your branding, tone, and way of working, so our team feels like a true part of your business, not an outsourced service.



## Flexible to Your Way of Working

Whether you already have a job management system or need one set up, we adapt to your processes, peak hours, and day-to-day workload with ease.



**installers  
connect**

**CONTACT US**

# Let's Build the Future of Installers Together

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# References

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