

Bravida

Smarter Service Through Digitalization

Bravida has taken an important step in digitalizing its service business by using the Handyman Customer Portal. The result? Fewer emails and phone calls – and better overview and flexibility for both employees and customers.

Today, more than 400 of Bravida's regular service customers use the web-based Handyman Portal to create service requests themselves. They can attach photos and documents, choose the correct location, and follow the status of their cases – without having to contact Bravida by email or phone.

"We wanted to give our service customers a tool where they could take control themselves, without depending on getting hold of us by phone. It makes things easier and saves time for everyone,"says Sebastian Leneklint, Service Manager at Bravida in Sweden.

More Structure, Fewer Errors, and a Better Customer Journey

A large share of Bravida's service collaboration now runs through the portal. This means that requests are complete and accurate from the start, allowing Bravida to act quickly.

"When the customer selects the location, adds a description, and uploads photos while creating the request, the whole process becomes more precise. We avoid a lot of follow-up questions. It's a big advantage for us that the job comes in the right way, to the right place, with the right information."

the benefits are also clear internally. Employees receive fewer emails and phone calls, and administrative work becomes easier to manage. This frees up time for what matters most: delivering high-quality service on site.

"Our service coordinators can process orders faster. There's less need to ask the customer for additional details because they're already included in the request submitted through the portal. Everything becomes more structured and efficient."

Features That Create Real Value

Bravida highlights several portal features as especially valuable:

- Order creation with attachments – ensures complete and detailed requests from the start
- Notifications – customers receive updates automatically
- Status overview – full insight into ongoing and completed cases, including history
- Multiple locations per customer – ideal for companies with many addresses
- Access to invoices and service reports – everything gathered in one place
- 24/7 access – customers can book jobs and report issues outside office hours

bravida

About Bravida

Bravida is one of the leading providers in the Nordic region of complete solutions for service and installation of electrical, plumbing, ventilation, and other technical building systems. The company has more than 13,000 employees across Denmark, Sweden, Norway, and Finland.



Customers Quickly See the Value

A key reason for the portal's success is that it is easy to use and easy to navigate – for both Bravida and their customers.

"We haven't had any problems getting customers onboard. They quickly see the value. Many say they use the portal internally to keep track of their tasks and prioritize what's most urgent,"says Sebastian Leneklint.

The portal is used by large corporate clients, property companies, and organizations with their own internal operations teams. For many of them, the portal has become a natural part of their daily processes.

"It's especially valuable for customers with many locations or many service tasks. They appreciate having structure and being able to follow progress. And I believe the more you use the portal, the more value you get from it."

Bringing More Customers on Board

Bravida is continuously working to introduce more customers to the portal and make it a natural part of new partnerships from the beginning.

"We want even more customers to use it. We try to make it part of the onboarding process when starting with new clients. At the same time, we keep looking at how we can improve usage and create even more value. We're still early in the journey, but we can already see that it works very well."

A Digital Solution That Strengthens Competitiveness

Every year, the portal handles thousands of service cases that were previously managed manually. While not all benefits can be measured in exact numbers, the impact is clear.

"We save time – both by reducing phone calls and emails and by starting tasks faster. It also gives us an advantage compared to competitors who still rely on manual processes. Offering an easy-to-use digital solution creates a more professional impression. It shows that we respect our customers and their time. Internally, it also gives us more structure and fewer daily interruptions. That's clearly an advantage – especially when bidding on new projects or customers."

Easier and More Efficient Collaboration

For Bravida, the customer portal has become a digital link between the company's internal systems and customer needs – strengthening the relationship in the process.

"It's not about hiding behind a screen. It's about making collaboration easier and more efficient. The portal helps us do exactly that,"says Sebastian Leneklint, adding:

"We present the portal as a supplement to normal communication. We don't want to stop talking to our customers or remove email contact. Instead, it's an additional channel and a self-service option.

If a customer wants to speak with us, of course they can. More channels simply make it easier for the customer."

How the Handyman Portal Works in Practice

When a customer has a service request, they log into the portal from their computer or mobile device. They select the location, describe the issue, and attach relevant documentation. The portal then generates a service order that Bravida can immediately plan and assign to a technician.

"We quickly receive the information we need to dispatch a technician. That shortens response time and reduces back-and-forth communication,"says Sebastian Leneklint.

The customer can follow the status of the case and receives notifications when updates occur. This significantly reduces the number of calls asking about progress.

Facts: Bravida's Use of the Handyman Customer Portal

Used by a growing share of Bravida's corporate customers, especially recurring service clients

Customers can create service orders, upload photos, and follow case status

Saves time by reducing manual communication

Enables more relevant and focused customer dialogue



GSGroup Deutschland GmbH Selkamp 12
44287 Dortmund

T: 0231 222 456 9-0
E: info@gsgroup.de
W: handyman.gsgroup.de

Handyman by GSGroup