Avalon Master Builder & IrisCX: Centralizing MultiFamily Service

avalon

Overview

Avalon Master Builder has led Calgary's new home construction market for over 40 years, building comfortable, affordable, and energy-efficient homes. With IrisCX, they streamline the warranty process, enabling homeowners to submit high-definition visual service requests 24/7. This approach improves issue assessment, speeds up triage, and reduces the time to close warranty claims.

Challenge

Like many multifamily managers, Avalon struggles with traditional maintenance management via forms, phone, and email. Incomplete or unclear information leads to repeated follow-ups, while trade partners often lack the full context needed to act. As a result, in-home assessments are required before work can begin, adding further delays to the warranty process.

Solution with IrisCX

How IrisCX Transformed Avalon's Service & Warranty Process

Avalon adopted IrisCX to streamline service & warranty management, making the process faster and more efficient for both customers and trade partners. Key improvements include:

- **24/7 Self Service Service Requests:** Homeowners can submit smart video recordings anytime, no app, no logins. .
- **Detailed Service & Warranty Claims:** Clear, high-resolution videos provide Avalon's team with better context, improving accuracy and transparency.
- **All-in-one:** All requests are stored in one system, eliminating the inefficiencies of emails, phone calls, and forms.
- **AI-Powered Triage & Service Tasks:** IrisCX's AI extracts key service details from video submissions, speeding up claim reviews. Secure sharing options ensure trade partners receive only relevant information, reducing triage time.
- **Advanced Analytics & Reporting:** Real-time insights help Avalon optimize operations, track trends, and improve overall efficiency.

Impact

How IrisCX Transformed Avalon's Warranty Process

Avalon's adoption of IrisCX has streamlined and improved their warranty operations. In just three months, they achieved:

- **Reduced Costs:** Efficient, 24/7 Intake: Over 350 service requests were submitted, with an average submission time of just 5 minutes.
- **Reduced Effort**: AI-Driven Task Management: IrisCX AI automatically extracted and categorized 500+ service tasks and work orders, reducing review and triage time.
- **Reduced Error**: Task Standardization: Tasks are created in real time with no manual effort required from service coordinators.

Avalon's Perspective

"IrisCX has transformed our warranty and service process, creating **a seamless experience for everyone.** Homeowners get **faster resolutions with less hassle**, trades receive the **right information upfront** to work more efficiently, and Avalon benefits from a streamlined workflow that r**educes delays and boosts customer satisfaction**."
— Mariam Ali, **Manager Customer Experience**

Conclusion

By adopting IrisCX, Avalon Master Builder enhanced their warranty process, delivering faster, more efficient, and visually enhanced service. This integration has improved response times and streamlined claim resolution. IrisCX plays a key role in helping Avalon maintain exceptional service standards while enhancing homeowner trust and loyalty.