



## Case Study: CLEAResult & IrisCX Solution for Inspection

# CLEAResult®

## Overview

CLEAResult is the largest energy efficiency consulting firm in the USA dedicated to helping utilities, businesses, and homeowners reduce energy consumption and carbon footprints. CLEAResult leverages IrisCX live-service video solution to perform remote energy efficiency inspections, delivering innovative, sustainable, and cost-effective services nationwide.

## Challenge

CLEAResult's clients face industry challenges such as growing demand for energy efficiency, limited resources, and rising operational costs. Logistical and financial barriers, especially in remote areas, make onsite inspections inefficient. Adopting remote inspections improves accessibility, reduces costs, and streamlines operations.

## Solution with IrisCX

CLEAResult adopted the IrisCX platform to scale their service delivery through technological innovation. IrisCX delivers enhanced efficiency and precision in home energy audits and installation inspections for clients and homeowners:

1. **Universal Web Browser Experience:** Homeowners quickly connect with the CLEAResult team via SMS link, joining a live call without the need to register and account or download an app, providing convenient real-time service.
2. **Visual Inspection:** IrisCX in-call tools facilitate visual interaction with homeowners. Embedded features such guides, markup tools, file sharing, chat, and screen capture with optical character recognition (OCR) enhance the quality of the interaction and standardize the capture of data.
3. **Recorded Interactions, Improved Transparency:** Recorded interactions enable CLEAResult to maintain accurate records, ensure quality control, and revisit inspections for training or review. Images with date & timestamps, and encoded geo-location enable trust and transparency.
4. **Industry Standard Security & Compliance:** Using a SOC 2 compliant video service ensures CLEAResult meets strict data security and privacy standards, building trust with clients and safeguarding sensitive information.
5. **Analytics and Reporting:** IrisCX analytics and reporting helps CLEAResult gain actionable insights, optimize operations, and track key performance metrics. This data-driven approach enhances decision-making and demonstrates measurable value to clients.

## Impact

Integrating IrisCX has driven repeatable results in CLEAResult's operational efficiency and service delivery.

- **Reduced Operational Costs & Emissions:** 3,800+ visual inspections have been initiated to date, 55% being completed on first contact. The result is an estimated 100K USD in cost savings for onsite trips and significant reduction in Greenhouse Gas emissions.
- **Increased Efficiency:** The average call handle time averages 18 minutes, allowing CLEAResult to complete 2x inspections per day compared to traditional methods.
- **Enhanced Customer Satisfaction:** With faster response times, the Customer Satisfaction Score averages 9.6 out of 10 and Net Promoter Score sits at 91 out of 100.

## Expert Insight

*"The IrisCX program has transformed how we conduct inspections, enabling us to deliver accurate, efficient, and scalable energy solutions while fostering greater transparency with our clients. It has elevated the customer experience and redefined our operations."* – Eli Caudill, CLEAResult.

## Conclusion

IrisCX enhances CLEAResult's approach to home audits and installation inspections, enabling efficient remote interactions and increasing transparency. This technology sets a new benchmark for energy efficiency solutions, showcasing the transformative impact of innovation in the home efficiency industry.