

Driving Efficiency and Growth for Solar Energy Companies.

ClearSource offers specialized business process outsourcing (BPO) services for the renewable energy sector, focusing on delivering seamless customer care and technical support for solar energy companies.

Our services help streamline the solar installation, supporting companies from initial customer interest through post-installation follow-up.

Our approach combines expert sales support, project management, and comprehensive back-office services, allowing solar companies to focus on sustainable growth and operational efficiency.

Key Services for Renewable Energy Providers

Sales Support



- Provides trained agents to guide potential customers through the initial phases, answering inquiries, and building trust from the outset.
- Ensures that solar companies present an informed, customer-first approach, increasing the likelihood of conversion.

Solar Project Design and Engineering



- Expert teams assist in creating customized solar solutions, from layout to energy calculations, tailored to specific residential or commercial needs.
- Reduces the burden on companies' technical staff, ensuring designs align with industry standards and customer expectations.

Permit Documentation



- ClearSource handles all necessary paperwork, ensuring projects meet regional codes and compliance requirements.
- Simplifies the regulatory process for companies, minimizing delays and expediting project timelines.

Proposal Generation



- Generates compelling, data-backed proposals to present to potential clients, showcasing financial benefits and energy savings.
- Enhances the sales team's effectiveness by providing precise, accurate data and predictions that appeal to environmentally and financially conscious clients.

Project Management



- Manages project timelines, resources, and vendor communications from installation to completion.
- Provides renewable energy companies with centralized oversight, preventing costly errors and promoting smooth project progression.

Post-Sale Customer Service



- Delivers dedicated support for billing inquiries, system troubleshooting, and ongoing maintenance needs.
- Aids in customer retention by addressing post-installation concerns, and reinforcing trust and satisfaction with the renewable energy provider.

Why Choose ClearSource?

ClearSource provides end-to-end support solutions that free up companies in the renewable energy sector to focus on their core operations, confident that their customer care, technical support, and sales activities are fully managed.

Operational Efficiency

By outsourcing non-core functions, companies reduce costs and enhance overall project efficiency.

Customer-Centric Service

High-quality customer service and technical support boost customer satisfaction and retention.

Scalable Growth

Companies can scale quickly without sacrificing the quality of customer interactions or technical precision.

CASE STUDY:

ClearSource BPO Reinvents Solar Back-Office Support

Traditionally, solar companies outsourced back-office tasks offshore for cost savings, keeping BPOs at arm's length from critical operations. ClearSource redefined this model by embedding quality and expertise into the solar back-office function, transforming the BPO-client relationship.

Challenges

- Delays in project diagram availability for prospects.
- High volume of customer inquiries during and post-installation.
- Pressure on sales agents to manage both sales and support.



Solution

ClearSource implemented an end-to-end, high-touch support model

- **Industry Experts:** A former solar designer was brought in to lead renewable energy support.
- **Comprehensive Training:** Created a Solar University with specialized training for engineers.
- **Tiered Support Teams:** Added specialized teams across three tiers:
 - **Tier 2:** Permit Designs, Civil Engineering, Sales Support.
 - **Tier 3:** Business Analysis, Diagnostics, Case Management.

Design and Quote Support

Engineers work alongside field sales to streamline quotes and contract reviews.

Permitting and Project Management

This position oversees permits, manages installations, and troubleshoots remotely, providing full-cycle customer and technical support.

ClearSource operates as an outsourced, in-house team, supporting each step

RESULTS:

Quality and Efficiency Gains

Sales Support Quality increased from 81% to 92%

↑ 92%

Average Handling Time improved by 23%.

↑ 23%

Contract Review Quality achieved 99% (vs. 95% goal)

↑ 99%

Business Growth

Renewable Energy team expanded 10X

10x

Supported Lines of Business grew from 6 to 24.

6 to 24

New geographical support added to scale capacity

Geographical Support

Testimonial from Solar Partner

"ClearSource has always felt like they are a part of our team. It has been refreshing to have a partner who is unmatched in their focus on driving quality and continual improvement. They have become a trusted partner and we look forward to continuing our relationship for years to come."

– VP of Operations at Project Solar