

Connect Critical Infrastructure Solutions Limited

Eliminated Inefficiencies, Improved Audit Compliance,
and Doubled Productivity

SERVICEBRIDGE™
by GPSINSIGHT





Company Profile



Company:

Connect Critical Infrastructure Solutions Limited

Industry:

Critical Infrastructure Support and Systems

Location:

Kingston 10, Jamaica

Website:

ccisja.com

Company

Connect Critical Infrastructure Solutions Limited, founded in 2018 and operational across Jamaica, specializes in maintaining critical power and cooling systems for government entities and businesses.

Challenge

With technicians dispersed across the island, the company faced insurmountable challenges using paper-based processes. Their home office is a 4+ hour drive away from the farthest technician making paper processes and supply management nearly impossible to manage same-day emergencies and visits. The COVID-19 pandemic exposed critical vulnerabilities in their manual system.

We were forced to not be at the office as often as we would like... We had to find a solution that could be accessed remotely.

—Dwayne Watson

Founder,
Connect Critical Infrastructure
Solutions Limited

Technicians wasted hours retrieving paper work orders, while customers like the Port Authority of Jamaica demanded auditable digital records for compliance. QuickBooks Online integration was non-negotiable. "Whatever solution we saw, it had to have that. You guys were one of the very few solutions that offered anything even close to that in terms of a native solution," Watson said.

Solution

In 2020, Connect Critical made the switch to ServiceBridge, drawn by its strong reputation and familiar roots in ServiceCEO (a legacy system that Dwayne had trusted in the past). The shift was nothing short of transformative. With the adoption of mobile digital work orders and asset tracking, field teams began using their devices to manage real-time dispatching seamlessly.

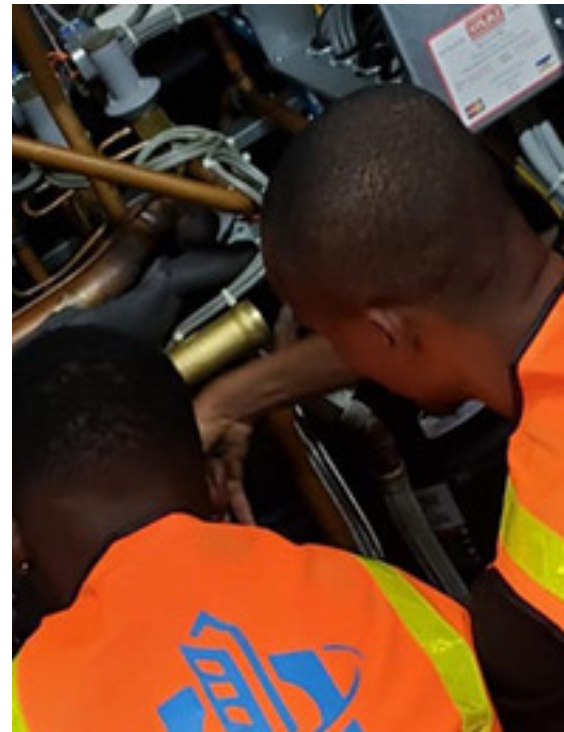
This is a no brainer.

—Damaine Watson
Connect Critical Infrastructure
Solutions Limited

As Damaine Watson explained, the new workflow quickly became second nature. Damaine said, “We use it practically every day[...] Once we touch equipment, a work order is created and linked to that asset.” Technicians now document issues with photos and notes during site visits, even when the visit isn’t billable, creating a more complete and transparent service record for the company and customer alike.

That transparency extended to their clients through the customer portal, which quickly became a standout feature, especially for major accounts like the Port Authority. Dwayne shared a recent moment that captured the impact, saying “[They] literally just called me saying he now has access to the service portal, and he was like, ‘Yeah, I really, really love this.’ He likes that he can see who signed and when and it makes everything easier. It’s great!” Clients now enjoy clearer communication and instant visibility into service activity.

Beyond operational efficiency and transparency, the system brought cost-saving benefits, particularly through real-time inventory tracking. Technicians can now review service history and asset details before ever stepping into a vehicle. As Damaine put it, “It saves us that extra trip[...] We pull up the asset history and see the last notes. I know what parts to bring before driving 4 hours.” What once required a return visit or guesswork now happens in one well-prepared service call, cutting down time, mileage, and frustration for both technicians and customers alike.



"The data is there."

– Dwayne Watson



Highlights

- Driving Business Growth
- Enabling Smarter Decisions
- Standout Support Experience
- Essential to Daily Operations
- Measurable Business Outcomes

Results

Since implementing ServiceBridge, Connect Critical has experienced a major increase in day-to-day productivity. Damaine described the impact as transformational, saying, "It saves time, man hours, and money. It's incalculable." By eliminating unnecessary office stops and reducing redundant travel, technicians are now able to complete 40% more jobs per day. What was once lost in transit is now being put directly into serving customers.

Driving Business Growth

The customer portal, originally implemented to improve transparency, has also become an unexpected sales asset. Clients have responded so positively to the real-time visibility that it's actually helped close new business. "It's given us a lot of business because it's so different," Dwayne explained. "Customers say: 'How is this not standard?'" The seamless customer experience sets Connect Critical apart and has become a selling point in its own right.

Enabling Smarter Decisions

ServiceBridge has also given leadership access to smarter, more actionable data. The reporting functionality allows managers at Connect Critical to track time usage and performance trends with precision. "We pull reports to see where bulk time is spent," Dwayne said. "Last quarter's data showed we needed refresher courses on specific tasks." That kind of insight empowers the team to refine training, reallocate resources, and make informed decisions that drive continuous improvement.

Standout Support Experience

Beyond the software itself, the team at Connect Critical points to ServiceBridge's customer support as a critical advantage. "The support team is always there," said Dwayne. "Most problems are resolved in hours. [Our customer service representative] even calls me in Jamaica to troubleshoot. That's invaluable." The reliability and responsiveness of the support team has helped the company feel confident and cared for, even in high-stakes moments on a different continent.

**"We know it saves us time,
man-hours and money."**

– Damaine Watson



Product Links

- [GPS Tracking](#)
- [Field Service Management](#)

Essential to Daily Operations

For Damaine, ServiceBridge has become an indispensable part of running the business. "We use it literally every day. Every day," he emphasized. "Our two main software that we can't live without? QuickBooks [Online] and ServiceBridge." From job creation to asset tracking to final reporting, the platform plays a role in nearly every step of the service process and integrates with their other critical software seamlessly.

Measurable Business Outcomes

That consistent usage has led to impressive business results. Connect Critical now boasts 100% audit compliance for government contracts, a 60% reduction in customer complaints, and double the technician productivity. What started as a solution for scheduling and tracking has become a cornerstone of the company's ability to operate smarter, faster, and with greater confidence.

About ServiceBridge

Founded in 2004, GPS Insight has the experience you can trust. We have built solutions to make your business thrive. Through innovation and creativity, we make powerful tools that meet your most pressing needs.

In 2020, GPS Insight acquired ServiceBridge to make sure that mobile workforces have the tools they need to execute at every level, from headquarters to field technicians.

With the combined power and expertise of ServiceBridge and GPS Insight—two leading innovators in fleet and field service management—we deliver best-in-class service, solutions, and technology that offer more value to our customers by connecting operations across organizations.

We do it all with energy, care, and an unwavering desire to make your lives easier and safer. We do it all—because we care.

ServiceBridge

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