



**“Saving time and improving accuracy”**

“WorkTrack’s compatibility with QuickBooks was the key to our decision to implement the system—it definitely saves us time and improves the accuracy of our costing and invoicing.”

**Mary Roberts**  
**Office Manager**  
**KLS Facilities Maintenance**

**SUCCESS STORY**  
**KLS Facilities Maintenance**

**AT A GLANCE:**

**Customer:**

KLS Facilities Maintenance

**Location:**

Fresno, CA

**Industry:**

Facilities Maintenance

**Business Challenge:**

KLS Facilities Management is currently experiencing significant growth and their paper based system made it difficult for to manage their growth.

**Solution:**

WorkTrack Service Management’s work order management and seamless integration with QuickBooks significantly reduced the time spent on administration allowing them to focus on growing their business.

**Results:**

KLS no longer loses work orders, their invoicing is more accurate, saving them both time and money.

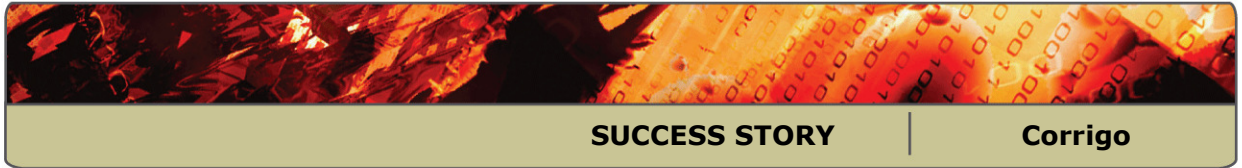
**Customer Profile**

KLS Facility Maintenance is a provider of janitorial, maintenance and gardening services based in Fresno, California. The company employees 25, and provides services to commercial property owners and managers. KLS handles approximately 1,000 work orders per month. Five field supervisors manage service teams that perform work at customer sites.

**Solution Overview**

KLS purchased and deployed WorkTrack Service Management from Corrigo. The system gives the office staff an easy-to-use dispatch board so scheduling and assigning work orders is fast and easy. Using wireless devices to communicate with the supervisors, KLS can easy reschedule work to handle priority service requests. And because WorkTrack seamlessly integrates with QuickBooks, accounting processes have been streamlined and information on labor and parts used is much more accurate.





## Business Challenge

- KLS was using a paper-based system for taking service requests and scheduling and assigning work orders to the field, creating a lot of administrative work in the office
- As many as five work orders were being lost each week, making it difficult to maintain service quality. In addition, office staff would spend several hours per week finding and re-assigning lost work orders.
- Paper work orders were closed with incomplete information, making accounting and invoicing for above-standard work difficult and inaccurate.

## Business Benefits

- Lost work orders are no longer a problem. Office staff now has all work order information at their fingertips, along with service history and asset history, so they can keep field service teams on track.
- WorkTrack's built-in reports have saved office staff 4-5 hours every month that used to be spent pulling and manipulating data from their old system.
- KLS is confident that they can scale their business up using WorkTrack Service Management as a foundation for their service operations.

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**Office Manager**  
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## FOR MORE INFORMATION VISIT:

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