



Smart Service Shreds the Competition with Ease of Use and Outstanding Customer Service

"I am very happy with your product. It has more than met all of my expectations."

Kathy Cornell
President



SUCCESS STORY

Absolute Shreds

AT A GLANCE:

Customer:

Absolute Shreds

Location:

Auburn Hills, MI

Industry:

Onsite Secure Shredding

Business Challenge:

Managing customer data, supplying work orders to drivers and invoicing

Solution:

Smart Service fully integrates with QuickBooks allowing for efficient management of work orders and customer data.

Results:

Smart Service has more than paid for itself with the hours per week of time it saves. And the Customer Service is outstanding!

Customer Profile

As proper destruction of confidential information and preventing identity theft has come to the forefront of priorities, Absolute Shreds has grown to meet the rising demands. Started in 1997, this onsite secure mobile shredding company now services the entire state of Michigan. Their services include shredding all types of confidential documents, hard drives, video tapes and CDs. They have even assisted the government in shredding counterfeit items.

In an effort to reduce waste and help the environment, Absolute Shreds recycles all the paper products they shred.

Business Challenge

As President of Absolute Shreds, Kathy was faced with the daunting tasks of

trying to manage her customer data, invoicing and creating of work orders for her drivers. Her solution was a combination of Microsoft Access and QuickBooks, along with ACT. However, this solution was less than desirable and required hours of data entry each day. Just supplying work orders for the day required an hour and a half of data entry into Access. With no way to batch this data into QuickBooks, Kathy was faced with entering all the information a second time.

She had become comfortable with QuickBooks and was happy with their solution, so when Kathy started thinking of a way to manage her tasks more efficiently, she knew that the solution had to integrate seamlessly with QuickBooks.





Solution Overview

Kathy started her search for a software program to eliminate the duplication in her data entry and help her manage customer data more efficiently. This turned out to be a two-year process! She reviewed all types of software, including some specific to the shredding industry. Prices ranged from several thousand to about fifty thousand dollars and many solutions required a computer genius to install and operate. She even traveled out of state for some product demos. For Kathy the timing couldn't have been better for receiving a Smart Service flyer. Smart Service, a My Service Depot product, was just what Kathy needed and once she saw the demo she was very comfortable selecting Smart Service as her solution. The product had a clean interface and seemed very user friendly. She felt it would be easy to train her staff on Smart Service as well, some of whom had very little computer experience.

Business Benefits

Kathy says she is very happy with Smart Service and it has more than met her expectations. It integrates seamlessly with QuickBooks and has freed up several hours each day that she can now focus on other tasks. Managing customer information couldn't be easier and supplying work orders to her drivers is simple too!

However, Kathy says perhaps the best thing about Smart Service is the people at My Service Depot. "Your customer service is outstanding. I get more and more frustrated dealing with business service companies that give terrible customer service, from my credit card company to my internet service provider. I sometimes feel I have done battle with these people at the end of the day. I never feel that way about Smart Service. I always feel good after dealing with your people."

"More than anything, I am happy with your people. Your customer service is outstanding and that is really hard to find from companies these days."

Kathy Cornell
President
Absolute Shreds

FOR MORE INFORMATION VISIT:

My Service Depot
www.myservicedepot.com

Quick Books
www.quickbooks.com

Our product and QuickBooks Financial Software work together to help simplify your business management. QuickBooks 2008 Financial Software helps you get more done faster, with a new Home page, simplified Customer and Vendor Centers, and sophisticated business planning tools.

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