



## Critical Metrics Support Business Decisions

Company uses Results CRM to centralize their data, providing an instant 360 degree view of the business relationship – from sales & marketing to service delivery to invoicing.

*"Our staff has immediate access to all critical information to handle every single call from sales, to detailed account information, to billing. Even our QuickBooks invoices & payments automatically appear in Results CRM."*

**Greg Buchner**  
**President**  
**CleanOffice, Inc.**

### Customer Profile

CleanOffice is a full service commercial cleaning company serving Washington, DC and the surrounding communities.

CleanOffice's mission is to deliver high-quality commercial cleaning services for Class-A Office Buildings.

The company maintains a hands-on ownership approach to working with their large client base. CleanOffice brings the most modern "Fortune 500" business practices to a very traditional industry.

They have relied on Results CRM to provide them with up to date information on their clients. Greg Buchner, President of CleanOffice, says "Results, with the QuickBooks integration, puts all of our account information right at our fingertips."

### Solution Overview

Results CRM is the ideal solution for businesses that want to enhance their customer relationships, continuously measure their performance, make educated decisions, and reduce operational costs.

Whether you need a way to manage individual departments or your entire organization, Results delivers a 360-degree view of your operation. Results provides a complete and flexible approach to business information management and business process automation for sales & marketing, service delivery, project management, timesheets, time-billing, invoicing, order tracking, and payment history.

Results synchronizes customer, vendor, employee, invoice, payment, and inventory data with QuickBooks. It provides full visibility into the financial status of each customer – regardless of whether you enter the data in Results or QuickBooks.

## SUCCESS STORY

**CleanOffice, Inc.**

### AT A GLANCE:

**Customer:**

CleanOffice, Inc.

**Location:**

Virginia

**Industry:**

Building Services

**Business Challenge:**

Need to consolidate disparate information sources to manage customer relationships and provide the data necessary to make sound, logical business decisions.

**Solution:**

For several years, CleanOffice has relied on Results CRM Business Suite to run, manage and grow their company.

**Results:**

CleanOffice can focus on providing great service now that their data is organized and metrics are available to help make business decisions.



## Business Challenge

As this company grew, it became difficult to manage customer relationships with disparate information. Information was spread across multiple spreadsheets, documents and programs, including QuickBooks.

**Communication.** Information had to flow seamlessly from customers to managers, to jobsites, and back to managers.

**Metrics.** Management and staff needed up-to-date information on job profitability, job requests and their workforce to make appropriate business decisions.

**Consolidation.** Information needed to be in one, central location where everyone in the company could retrieve it. Only then could efficient management begin.

## Business Benefits

CleanOffice found Results CRM Business Suite solved all of their Business Challenges. They have been using Results for several years to run, operate and grow their company.

**Comprehensive Package.** CleanOffice can now quickly and easily track and manage critical Sales, Service Orders and Inspection activities.

**Flexibility.** Every activity can be tracked and managed remotely or from within the main office.

**Ease of Use.** CleanOffice can track essential data from one affordable, easy to deploy, application. Users get free training to help get them up and running quickly.

**QuickBooks Synchronization.** CleanOffice was able to consolidate customer information using the QBI module. Since Invoices, Payments, and Customer records can be updated in either Results or QuickBooks, management always has a complete view of their clients and accounts.

*"As a business-owner, I'm in the driver's seat. Results gives me a "dashboard" from which I can monitor all of our business activities!"*

**Greg Buchner**  
**President**  
**CleanOffice, Inc.**

## FOR MORE INFORMATION VISIT:

**Results Software**  
[www.Results-software.com](http://www.Results-software.com)

**Quick Books**  
[www.quickbooks.com](http://www.quickbooks.com)

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