



Handyman Advantage Fixes Scheduling Woes

with QuickBooks and Smart Service Software

"The Connection with QuickBooks is very clean and effective...You capitalize on QuickBooks' strength. And you handle the things that QuickBooks doesn't, to make a total package for my business needs."

Pam Driscoll
Owner
Handyman Advantage



SUCCESS STORY

Handyman Advantage

AT A GLANCE:

Customer:

Handyman Advantage

Location:

Atlanta, Georgia

Industry:

Home Handyman Service

Business Challenge:

Pam needed to be able to disseminate information and work orders to employees along with pertinent customer information.

Solution:

Pam looked at multiple solutions and eventually found Smart Service to be the most fitting solution.

Results:

Pam claims a triple return on her investment and vastly increase efficiency and productivity.

Customer Profile

Quality. Responsiveness. Attention to Detail. That's what you'll get from Handyman Advantage Services. Pam Driscoll started her Home Handyman Business in 2004 with a single employee. For the first few years Pam got by doing all of her scheduling and inventory on paper and Excel spreadsheets. She was paying someone to do her accounting, and she used her Palm Pilot to schedule all of her one-time and recurring jobs with customers. This was not the most effective solution.

Business Challenge

The old system worked okay until Pam needed another employee. Her business was growing, and she found that when she left, all the information about scheduling, work orders and customers went with her. She tried writing it all down, but Pam's business needed a solution. She needed Smart Service's powerful scheduling and inventory management.





Business Benefits

Once Pam implemented Smart Service, the benefits were immediately obvious. The ease of the scheduling program started saving time and money right away. Schedule changes were instantaneous, as simple as dragging and dropping appointments around on the calendar. The time saved enabled Pam to be more responsive to clients and more flexible, which helped increase productivity and added value for her customers. In the first year alone, Pam claims almost a triple return on her initial investment simply because of Smart Service's flexibility and scheduling features. Since then Pam's business has grown exponentially, no doubt in part due to the time and labor saved by using Smart Service.

Solution Overview

Pam originally came from the software industry, so she knew exactly what she was looking for. Something simple and easy to use, but powerful and robust enough to satisfy her business needs. She researched many different solutions, from generic off-the-shelf offerings to software custom designed for companies like hers. In the end, Pam found Smart Service to be the right combination of powerful functionality, live QuickBooks integration and affordability for her business.

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**Pam Driscoll
Owner
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FOR MORE INFORMATION VISIT:

My Service Depot

<http://www.smartserviceinfo.com>

Quick Books

www.quickbooks.com

Our product and QuickBooks Financial Software work together to help simplify your business management. QuickBooks 2006 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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