

Critical Metrics Support Business Decisions

Case Study: CleanOffice, Inc.

CUSTOMER

CleanOffice, Inc.

INDUSTRY

Building Services

FOUNDED

1990

KEY CRM NEED

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

RESULTS PRODUCT

CRM Business Suite

ABOUT CLEANOFFICE

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. 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.

BUSINESS CHALLENGES

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.

WHY RESULTS?

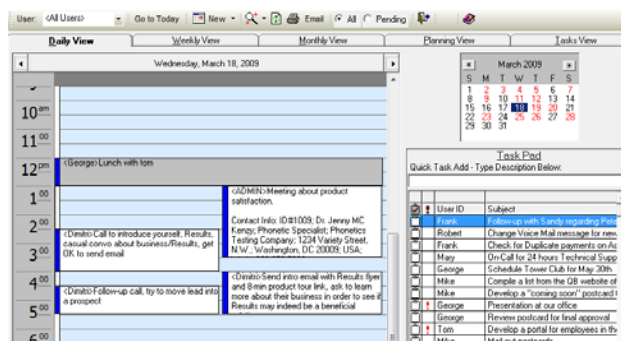
Comprehensive Package. CleanOffice can now quickly and easily track and manage critical Sales, Service Orders and Inspection activities.

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.

FAVORITE RESULTS FEATURE

CleanOffice uses the Results integrated workgroup calendar to schedule Service Orders for their Service Team and activities for their management and office personnel. The Results calendar allows them to view the entire company's schedule. It also provides a way to link client information and documents to assignments, ensuring proper follow-up on all open items. Monitoring business activities has never been so efficient.



"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

Results Software

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