



## The HindSite Solution Turns Advance Carwash Solutions into a Paperless, Efficient Business.

*HindSite Software delivers a solution for overwhelming paperwork and scheduling issues.*

"HindSite is the only software of its kind to have everything I need. From scheduling to payroll, it's all there. And they're always upgrading the system with new features.

**Will Klumb**  
Company Operations  
Advance Carwash  
Solutions



### Customer Profile

Advance Carwash Solutions is a full-service distributor for thirty car and truck washes across the Front Range of Colorado, from Fort Collins to Pueblo. After installation, Advance Carwash continues to service the washes with new supplies and parts.

Since launching in 2007, Will Klumb has overseen the company and employs four field technicians and one salesperson. Advance Carwash consistently made strides to progress, but was restrained due to out-of-date business practices.

In 2009, while most small businesses were suffering from cut backs, the company saw an opportunity to correct its multiple inefficiencies and improve from within.

### Business Challenge

Without a regular office worker, duties such as scheduling, billing and payroll fell on Klumb's shoulders. Spending extra time in the office meant less time to work in the field and focus on the whole business.

Time is extremely precious for a small business. For Advance Carwash Solutions, paperwork consumed employees' valuable hours.

By doing work orders entirely by hand, each field technician had to drive to the office in order to begin processing. For many employees, that added ninety minutes to their commute. Time they could be spending onsite was spent on the highway. Faxing proved inefficient for Advance Carwash and consequently, paperwork piled up.

Every Monday, Klumb took on the previous week's work orders, undertaking excessive office work. The completed invoices were sent out after three days. The company ordinarily received payment after another week.

As a result, Advance Carwash took weeks to complete billing when it could be accomplished in days.

"Every night I had to sort out billing. It was a crazy amount of work," said Klumb.

### SUCCESS STORY

**Advance Carwash  
Solutions**

### AT A GLANCE:

#### Customer:

Advance Carwash Solutions

#### Location:

Englewood, CO

#### Industry:

Full-service car & truck wash distributor

#### Business Challenge:

Employees were overloaded with paperwork, causing delayed billing and wasted work hours.

#### Solution:

Advance Carwash uses HindSite to organize scheduling, work orders, time sheets and billing. This creates a completely paperless, efficient work day.

#### Results:

Implementing HindSite Software with QuickBooks eliminated an office staff position and increased productivity.



## Solution Overview

Klumb knew there had to be a better, simpler way to run the business's scheduling and billing. Already a QuickBooks customer, he needed a compatible software solution. Through the QuickBooks website, Advance Carwash found its answer.

HindSite Software, a St. Paul, Minn. field-service management software company, restructured not only the company's work order process, but the entire work day. The field technicians now synch their netbooks to the office to view their schedule, work orders, parts needed and even the day's weather forecast. Also, the technician times in and out using the software, giving Klumb a clear idea of how his employees spend their workdays.

Incomplete work orders are organized by pending, incomplete and reoccurring in order to simplify invoicing. Advance Carwash went from needing three weeks to bill customers to only three days.

Employees quickly adapted to the software and found many benefits. With HindSite, they no longer need twenty different books to find proper parts. The necessary part can be researched, ordered and recorded all onsite.

## Business Benefits

"Using the HindSite Solution gives me peace of mind that my employees are working hard and we are being compensated for a job well done. There's no more guessing," explains Klumb.

The company now handles more service jobs since going paperless, although Advance Carwash could not bypass the economy's recent downturn and reported decreased revenues. Fortunately, HindSite Software is affordable for even small companies who, like Advance Carwash, cannot afford to customize field service software.

"This software has provided us with the tools to expand," said Klumb. "I hope to develop my business and have major growth in the coming years."

"HindSite's customer service is excellent. Their team is always courteous and caring about solving problems. And by becoming more efficient, we've been able to improve our own customer service."

**Will Klumb**  
**Company Operations**  
**Advance Carwash Solutions**

## FOR MORE INFORMATION VISIT:

**HindSite Software**  
[www.TheHindSiteSolution.com](http://www.TheHindSiteSolution.com)

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

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