



AWC Security discovers scheduling and billing efficiency through The HindSite Solution

HindSite takes the stress and complication out of managing field service work orders.

"I can honestly say I don't know if we could even operate anymore without HindSite. I don't know what the hell we would do."

Mike Miller
Owner
American West Coast Security



SUCCESS STORY

American West Coast Security

AT A GLANCE:

Customer:

American West Coast Security

Location:

Chino, CA

Industry:

Electronic Security

Business Challenge:

Working out of ledger books made office management difficult. Service calls and work done would be forgotten, which in turn led to a loss in profits.

Solution:

AWCS decided they needed a field service software system to solve their problems. The HindSite Solution became their answer.

Results:

Tremendous time and money were saved thanks to The HindSite Solution. Scheduled appointments were no longer forgotten, and work orders were being billed timely

Customer Profile

Since the late 1980's, American West Coast Security has been installing security systems for clients all over the United States with a primary focus on Southern California.

American West Coast Security is servicing customers with professionally trained technicians every day. They are preserving customer's peace of mind with the installation of alarm systems.

The company currently has four employees working in the field and three in the office.

Business Challenge

American West Coast Security (AWCS) lacked an efficient way to track the services they were providing out in the field.

They were using ledger books to record all of the data, but this led to unaccounted-for work.

Plain and simple, Mike Miller – Owner of AWCS - had a business to run. He couldn't put that on hold to fix the mistakes that kept happening in the books.

"We couldn't stop the business to catch up on all the book work mistakes, and work forgotten. So we kept doing what we were doing and kept losing money along the way," said Miller.

Miller's issues with efficient book-keeping also led to some forgotten service calls.

"We'd forget about calls we had. It was just a mess. Losing money left and right."

Due to a lack of efficient office management, American West Coast Security was unable to reach the level of efficiency and professionalism it required to run a successful field service business.



Solution Overview

American West Coast Security finally became fed up with lost and wrongfully recorded data. They decided it was time to find a solution.

The HindSite Solution offered AWCS a way to completely take back control of their office. The software contained many features that were useful to the company, such as efficient scheduling, routing, contact management, and field data collection.

A key feature that helped Miller get his business in line was the information on each work order delivered wirelessly to the field technician's mobile device. By having one place to store all of the information that was needed out at job sites, the techs were able to retrieve critical information quickly, instead of rummaging through paperwork.

And with the scheduling application, Miller's technicians would never forget or miss a service call again. The techs could check their schedule in the morning and throughout the day to make sure they were on track with jobs needed to be done.

Business Benefits

The HindSite Solution allows Miller and his employees to manage their business in a way they had never been able to before.

The software has saved immense amounts of time and money when it comes to managing the business. Instead of trying to read scratchy writing in the books, everything is simple and easy to read on the computer. Instead of forgetting service calls or forgetting to bill someone, all of the information can be recorded on job sites to ensure accurate data for every work order is in the system. This also allowed AWCS to increase the level of customer service they could provide.

Miller's technicians are also very pleased with the new system. "They love it. They can pick up all their work in the morning so they know where they are going and it's all laid out."

"It is the main backbone of how we do our service, installation, and estimates."



Mike Miller
Owner
**American West Coast
Security**

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www.HindSiteSoftware.com

Quick Books
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