



McDonough Sewer Service, Inc. Improves Customer Service Through Better Organization.

McDonough uses HindSite's work order management features to keep customer information organized, accurate, and easily accessible.

"Our techs save on time. At least 4 hours a day. And we have increased to 2-3 more jobs a day because now we have more time to help more customers."



Barb Deetz
Office Manager
McDonough Sewer Service, Inc.

Customer Profile

For over 20 years, McDonough Sewer Service, Inc. has been providing drainage and septic services for commercial, residential, and industrial clients.

McDonough's does everything from drain cleaning and water jetting to industrial vacuuming and optical inspection.

With its 14 employees, McDonough's provides their services to those in the greater Minnesota and upper Midwest area.

Business Challenge

One main challenge for McDonough Sewer Service was technicians' handwritten work orders, which Barb Deetz, Office Manager for McDonough Sewer Service Inc., and her coworkers would have to try and decipher. Dealing with the poor handwriting wasted a lot of time that could have been better spent on other office work.

Deetz and her coworkers struggled not only with reading the work orders written out by techs, but also receiving the actual papers. The office was housed in a different location than the shop.

"Sometimes it would be like two days before I'd get the paperwork," said Deetz.

These delays required McDonough to limit the number of service calls they could make in one day. If they took on too many, then the paperwork would become overwhelming and take even longer.

Overall, McDonough was inefficient with their time. Hours were wasted on simple tasks made difficult by illegible handwriting and separate locations for the office and the shop. The company was also losing out on potential jobs, which meant they were losing significant amounts of potential revenue.

SUCCESS STORY

McDonough Sewer Service, Inc.

AT A GLANCE:

Customer:

McDonough Sewer Service, Inc.

Location:

Lakeland, MN

Industry:

Drainage Services

Business Challenge:

Illegible and unorganized work orders caused McDonough to struggle communicating efficiently with customers

Solution:

The HindSite Solution offered features to better manage customer information in a simple and well organized system

Results:

McDonough saved time and is better able to serve their increasing customer base, thanks to The HindSite Solution



Solution Overview

McDonough Sewer Service, Inc. needed something to make their office management easier. They were losing out on potential customers and struggling to keep up with daily paperwork. So while searching online they found The HindSite Solution and have never looked back since.

HindSite offered McDonough a way to ensure that the issue of legible paperwork was never an issue again. With the work order management features, every bit of information is available on the computer. Technicians just fill in inventory, estimates, time records, site notes, etc., and it syncs back to the computers in the office.

And by having everything synchronize with the office, Deetz never had to wait two days for work orders. She stated, "I'm not waiting until the end of the day and can answer customer's questions right away instead of having to say 'I'll call you back'."

Business Benefits

HindSite has allowed McDonough Sewer Service, Inc. to become extremely efficient. Instead of spending many hours in the day sorting through and figuring out paperwork, the company has been able to get more done in one work day.

Even though Deetz says HindSite has made them busier as a company, she is not complaining. "Now we are just busier. We can take in more jobs and work flow goes a lot smoother. I'd say we are definitely more efficient since installing HindSite."

This increase in office efficiency has allowed McDonough to focus on their customers instead on focusing on paperwork. Profits have risen, and can be tied directly to better customer service, better communication, and a dramatic decrease in office chaos.

"We love it! We will never go back to paper."



unclogdrains.com
McDonough's

Barb Deetz
Office Manager
McDonough Sewer Service, Inc.

FOR MORE INFORMATION VISIT:

HindSite Software
www.HindSiteSoftware.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.

QuickBooks and the QuickBooks logo are trademarks of Intuit Inc., displayed with permission.