

NEWS RELEASE

HindSite Software
55 East 5th Street
Suite 1150
St. Paul, MN 55101
www.hindsitesoftware.com

Contact: Grace Hertel
Office: 888-752-5978
Cell: 651-528-0836
graceh@hindsitesoftware.com

For Immediate Release

MOBILE TECHNOLOGY LEADS TO SURVIVAL AND GROWTH

Had it not turned to a new, simple technology for streamlining its daily business, Quality Services of North Ridgeville would not have survived.

Faced with a crippling economy over the last few years, Quality Services employed mobile technology to rid the business of virtually all paperwork and maximize its employees' time on the job.

“By simplifying and going paperless, we’ve solved efficiency issues and saved money,” said John Newlin, not only the president of Quality Services, but secretary of the Ohio Irrigation Association and Vice Chair of the Irrigation Association’s Contractor Common Interest Group.

Office workers had been spending countless hours completing invoices. Field technicians struggled to accurately bill time and charge out parts. HindSite Software, a St. Paul, Minn. field-service software company, streamlined the company’s data entry and eliminated paperwork. The removal of tedious, time-consuming elements allowed the staff to focus on business.

As a result, the lawn health and sprinkler service business expanded its services, customer base and sustainability during an era of cutbacks and closures.

The HindSite service, called the HindSite Solution, enables workers "out in the field" to record all service data -- parts ordering, time on the job, etc. -- on smartphones and netbooks. No more clipboards. No more hard-to-read scribbling for office workers to read late into the evening.

“If we hadn’t made this move four years ago, we wouldn’t have gotten through the economic
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downturn," said Newlin, who began Quality Services in 1992. "HindSite allowed us to go from an installation company under constant pressure to compete on price, to an efficient all-purpose service company."

Customers now receive complete lawn service beyond the basic irrigation installation. Lawn health care, low voltage lighting and dog fence repair all are provided, using LED landscape lighting, less water and fewer chemicals.

"John Newlin is a progressive contractor and a model for irrigation specialists," said David Crary, president and founder of HindSite Software. "We were able to improve his business by eliminating paperwork and revolutionizing office-field communication."

HindSite Software is field-service management software designed for the small contractor or dealer, of which there are more than 300 HindSite customers in the U.S. and Canada.

The software was created by Crary in 1998 after many frustrating years struggling with paperwork for his irrigation company. The HindSite Solution integrates field and office operations into a single paperless work-order result, which usually raises revenues for its users.

An example of efficiency from HindSite's repair-service clients:

Because the software precisely measures time on the job, revenue rises. The average increase is one billable hour per day for each worker. Assuming a service charge of \$75 an hour, that's \$1,500 a month in added revenue per worker.

HindSite works with multiple industries, from electricians to car-wash repair companies.

For more information on HindSite Software, call Grace Hertel at 1 (888) 752-5978 or email her at graceh@hindsitesoftware.com.

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