

HindSite Software

Overall Rating

9.0

Product Name

HindSite Software

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Summary:

HindSite Software is a powerful workflow software solution which will enable any service business to obtain better management over their workflow and fulfillment processes -- beginning with order taking from the customer service representative to taking the guess work out of field installation, eliminating lost revenue opportunities, and following all the way through to the accounting department for invoicing. HindSite Software has been designed specifically for service businesses to enable an organization to manage all details of every function.

Strengths:

The power of HindSite software is its flexibility. Field workers can simply use their wireless PDA or Laptop, and within a few clicks can notify the home office of tasks to be done or if a job has been completed, keeps inventory current, view all jobs assigned to them, enter time, billing, and mileage, and can identify urgent or unresolved instances that need immediate attention.

Limitations:

There are no limitations other than the licensing requirement for the initial software purchase and additional user costs. Prices are easily found on the developer's website.

Wish List:

This product addressed so many different levels of business processes and workflow, in fact, so much so that it is too voluminous to even begin listing, and quite frankly, I didn't find anything that was missed. This product was designed by a proprietor who has lived and breathed the challenges associated with operating and managing a service business that was losing revenue due to inefficiencies, and these issues have been addressed and eliminated by the functionality of this product. This product addresses the business owners pain points and resolves these issues seamlessly and painlessly.

Product Ratings	Rating
<p>Setup and Installation: I did not perform the set up of the application. HindSite did it for me. This is typical of their implementation policy, as they will do for the customer what they did for me. In fact, they will not even ship the software until the customer commits to their first training lesson to ensure the client properly sets up and proceeds correctly with the product. Installation will be dependent upon the computer set up at the client site and will vary whether it is a stand alone PC, Peer to Peer Network or Client Server Network, and the company ensures that the set up is accurate for the customer environment. They deserve high scores for their oversight and execution.</p>	9.0
<p>Interface: QuickBooks responds to your initiating the syncing function to either add a customer to the QuickBooks database that had been added into HindSite, or commence the customer invoicing process after a job has been completed in HindSite. Customer set up and billing is amazing, linking with QuickBooks is impeccable.</p>	9.0
<p>Features: HindSite has been designed specifically by & for service businesses. It is a fully integrated software package with a single point of entry reducing redundant tasks and improves accuracy & communication. It's Field-Based PDA's eliminates paperwork and closes the loop on work orders quickly which results in improved cash flow due to quicker and fully integrated billing capabilities, and within QuickBooks generates invoices immediately and automatically posts time and costs and produces status reports.</p>	9.0
<p>Ease of Use/Service and Support The product is really easy to use and is very robust. HindSite provides a series of training opportunities to ensure the client is successful in implementing the product.</p>	9.0
<p>Data Security Security is determined at the user level within the application under the group maintenance tab. The client will determine access levels.</p>	9.0
<p>Integration with QuickBooks Integration with QuickBooks is completely seamless. Population of data, and the number of integration points with QuickBooks may just be the most robust of all the various applications that I have reviewed over the last two years.</p>	9.0

Ratings Definitions

- 10.0 (Perfect):**
This exceedingly rare score is reserved for a product that is as perfect as it could be.
- 9.0 to 9.9 (Spectacular):**
A product that receives a rating in this range succeeds at meeting all of its intended users' needs and has no meaningful drawbacks.
- 8.0 to 8.9 (Excellent):**
A product that receives a rating in this range is superior in so many ways that its relatively few drawbacks are not very important.
- 7.0 to 7.9 (Very good):**
While the strengths of a product scoring in this range certainly outweigh its weaknesses, it has some minor faults that certain users should be aware of.
- 6.0 to 6.9 (Good):**
This range represents a product that is above average. Its strengths slightly outweigh its weaknesses, making it good for most uses but not a standout.
- 5.0 to 5.9 (Average):**
A product that scores in this range is functional but unremarkable.
- 4.0 to 4.9 (Mediocre):**
Products in this range are below average. They fall in the middle of the pack for most features, but suffer from a few additional major flaws.
- 3.0 to 3.9 (Poor):**
A customer should probably not consider purchasing a product in this range or lower. There may be one or two specialized circumstances, however, that could justify the purchase of this product for a very low price for a specific demand.
- 2.0 to 2.9 (Terrible):**
A product that receives a rating in this range does not satisfy any of its intended users' needs and has no meaningful strengths.
- 1.0 to 1.9 (Abysmal):**
A product in this range should never have been produced. This product has no redeeming qualities and worse, may actually harm the user or the user's productivity.