

# CASE STUDY

Casper Fire Extinguisher Service, Inc., founded in 1945

Valorie Fischer is the office manager for Casper Fire Extinguisher Service, Inc. Valorie had originally called My Service Depot in the first quarter of 2007 looking for something to organize her office. Things were becoming unmanageable; they were losing jobs, she had to spend hours trying to create reports for her boss in QuickBooks® and excel spread sheets, and she was in need of HELP!

Valorie analyzed several solutions before she decided on Smart Service™. She had spent a great amount of time on the Smart Service™ website watching the videos. There were videos that showed her exactly how Smart Service™ links to QuickBooks®, how companies use equipment tracking, the reports she needed, etc. Everything she needed to know was right there in front of her. By the time she called My Service Depot, she had made her mind up. The videos online had showed her enough of what she needed to make the big decision in her office. She bought Smart Service™ and immediately began re-watching the videos in preparation for the arrival of her new scheduling software.

The day that Valorie received her Smart Service™ package, she installed the program, linked it to QuickBooks® and realized that it WAS as easy as it looked. Within minutes she was scheduling her jobs! Valorie opted to forgo any formal training that My Service Depot offered her and took the driver's seat on her own. Within a few days she had completely caught up on the whole years worth of work, and could create the reports that her boss needed in a matter of a few clicks.

A do-it-yourselfer, Valorie has managed to successfully implement Smart Service™. With some technical support from My Service Depot to fine tune everything and a desire for change, Valorie now keeps her boss happy, her technicians on time, and herself....a little more relaxed.



**"I truly appreciate Smart Service™**

Overall Rating: ★★★★★

**Q: What is your #1 "can't Live without" feature of Smart Service™?**

A: "We cannot function if we are not able to recur service work. Our customer's depend on us to keep track of the service schedules, so they do not have to think about them." Smart Service™ has endless combinations for recurring services. **"I am very happy with Smart Service, it is making a huge difference in time management and our customers are even noticing the difference."**

Valorie Fischer - Casper Fire Extinguisher

