



As proper destruction of confidential information and preventing identity theft has come to the forefront of priorities, Absolute Shreds has grown to meet the rising demands. Started in 1997, this onsite secure mobile shredding company now services the entire state of Michigan. Their services include shredding all types of confidential documents, hard drives, video tapes and CDs. They have even assisted the government in shredding counterfeit items.

As President of Absolute Shreds, Kathy was faced with the daunting tasks of trying to manage her customer data, invoicing and creating of work orders for her drivers. Her solution was a combination of Microsoft Access and QuickBooks, along with ACT. With no way to batch data into QuickBooks, Kathy was faced with entering information a second time.

When Kathy started thinking of a way to manage her tasks more efficiently, she knew that the solution had to integrate seamlessly with QuickBooks.

The search for a software program to fit her needs turned out to be a two-year process! She reviewed all types of software, including some specific to the shredding industry. For Kathy the

timing couldn't have been better for receiving information about Smart Service. Smart Service, a My Service Depot product, was just what Kathy needed. The product had a clean interface and seemed very user friendly. She felt it would be easy to train her staff on Smart Service as well, some of whom had very little computer experience.

Kathy says Smart Service has more than met her expectations. It integrates seamlessly with QuickBooks and has freed up several hours each day that she can now focus on other tasks. However, Kathy says perhaps the best thing about Smart Service is the people at My Service Depot. "Your customer service is outstanding. I get more and more frustrated dealing with business service companies that give terrible customer service, from my credit card company to my internet service provider. I sometimes feel I have done battle with these people at the end of the day. I never feel that way about Smart Service. I always feel good after dealing with your people."

What Kathy Cornell, President of Absolute Shreds, says about Smart Service:

"I am very happy with your product. It has more than met all of my expectations. More than anything I am happy with your people. Your Customer Service is outstanding!"

