



## Empire Yard Services Choose Smart Service

Smart Service helps make customer service outstanding for Empire Yard!

"Smart Service™ was great for us because of the volume of customers we have and the many services we offer." Julie went on to say, "We chose Smart Service™ because of the full integration with QuickBooks®."

<b>Name</b>	<b>Julie Warthe</b>
<b>Title</b>	<b>Owner</b>
<b>Company</b>	<b>Empire Yard</b>



### Case Study

#### Empire Yard Services Inc.

### AT A GLANCE

**Customer:**

Empire Yard Services Inc.

**Location:**

Alberta, Canada

**Industry:**

Lawn Care and Holiday Lights

**Business Challenge:**

Managing and scheduling multiple services for a large volume of customers.

**Solution:**

Implementation of Smart Service™

**Results:**

Continued growth and success.

### Customer Profile

Empire Yard Services Inc. has been in business for 11 years. They are located in Alberta, Canada. Due to the seasonal nature of their work their employee count varies. However, on average they have 15 employees on staff and 6 trucks running throughout the year. They provide Weekly lawn maintenance services, light landscaping, seasonal clean up services, and holiday lighting services.

### Business Challenge

As Empire Yards Services continued to grow it became extremely difficult to schedule and manage multiple services for so many customers. Julie also knew that they would need to cross market their different services to existing customers in order to continue their growth. This was no simple task with Excel spreadsheets and paper based solutions. Furthermore, once this was accomplished, all the data had to then be entered into QuickBooks® for invoicing and accounting purposes. The tasks were becoming too much.

### Solution Overview

Implementing Smart Service™ has created a process that electronically controls the task of scheduling a large number of customers. Smart Service™ has also provided a way to cross market existing customers quickly and easily, while offering customizable reporting and marketing features. Now everything Julie needs to know about each client is in one customer file. Finally, the integration of Smart Service™ and QuickBooks® solved many of the data entry issues that previously plagued Empire Yard Services Inc.

### Business Benefits

Since the implementation of Smart Service™, Empire Yard Services Inc. has continued to grow rapidly. Julie said their data entry times have decreased, due to the integration of Smart Service™ and QuickBooks®, which saves time and payroll. This has enabled her to focus on the marketing features in Smart Service™ to grow their business.

