

# GRANITE CITY WINDOW CLEANING, INC.

## CASE STUDY

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**What Darryl Schaeter, President of Granite City Window Cleaning says about Smart Service:**

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“Smart Service’s ease of use and customer service is second to none. The response time from your Customer Service is awesome.”



Granite City Window Cleaning was founded in 1995. Located in St. Cloud/St. Joseph, MN they provide window cleaning services to a 50/50 split of commercial and residential customers. They have 4-5 employees depending on the time of year.

Darryl Schaeter, President of Granite City Window Cleaning, says that scheduling was his biggest challenge before purchasing Smart Service from My Service Depot. Prior to Smart Service he was using Quick Books for invoicing and accounting and a Microsoft Outlook calendar for all of his scheduling.

Darryl discovered Smart Service at the IWCA convention. He had looked at many other products, many of which were high priced and had more features than he really needed. Another window cleaning company that also uses Smart Service was at the IWCA convention. Darryl talked to the owner of the company and upon hearing his success and satisfaction

with the product decided to try it for himself.

The biggest selling point for Darryl was the fact that the interface was so clean and that it seamlessly integrated with Quick Books. Scheduling has now become much easier and in addition, Darryl can use Quick Books to track all of his advertising and marketing campaigns. By simply running a report he can track where his dollars are being spent and how much revenue is coming in as a result of each campaign.

Regarding the service that My Service Depot provides, Darryl says that the speed of response time is awesome. Easy integration and great customer service sold Darryl and he is very happy with the decision to purchase Smart Service!

**GRANITE CITY WINDOW CLEANING, INC.**

**BIG OR SMALL, WE WASH ‘EM ALL!**