

# THE HINDSITE SOLUTION

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## Case Study: Espresso Midwest

**ESPRESSO MIDWEST**



**BEVERAGE SOLUTIONS**

*"In a 40 hour work week I'd say we have probably saved 20 hours' worth of office time. We had to do all of the note entry manually so it would take forever."*

- Heidi Loffler, Service Dispatcher, Espresso Midwest, Inc.



# At A Glance...

## Customer Profile

Espresso Midwest has been in business for 19 years, providing and servicing coffee and espresso machines. They are located in Burnsville, MN and currently employ 12 employees in Minnesota, North Dakota, and Wisconsin.

The company's technicians do everything from machine replacement to preventative maintenance. They also provide the parts needed for service calls.

While technicians were doing great work out in the field, they were also recording all the data done in the field manually. This caused the office staff to waste time on unproductive work (reading scratchy handwriting, organizing work orders, entering information into the database, etc.).

Faced with the challenge of field service management, Espresso Midwest turned to HindSite Software. HindSite helped them efficiently organize all of their information in to one location.

The result?

Data was no longer recorded manually from job sites, saving both techs and the office staff time. In fact, HindSite saved Espresso Midwest 20 hours worth of office time in a 40 hour work week.



*“Having met David and Mike, I think it is a very close knit family at HindSite, and they all work together to get us the answers we need.”*

- Heidi Loffler, Service Dispatcher, Espresso Midwest, Inc.

## The Challenge

Espresso Midwest was faced with the challenge of field service management. Hassles came from recording and organizing work orders from technicians.

“I would get a sheet of paper from the techs and I’d have to enter it all manually,” said Heidi Loffler, Service Dispatcher for Espresso Midwest, Inc.

With information having to be manually recorded on the computer, Loffler and the office staff had to spend hours of office time trying to decipher what was written on the work orders.

“It was frustrating. There was a lot of paper. We had paper stacks everywhere.”

Once the data was finished being recorded, it then needed to be entered into the computer system. This took up even more time to make sure all of the information was entered correctly.

In the end it was clear that Espresso Midwest was focusing too much time on simply reading and recording their data, and not enough time managing the business as a whole.

## Finding The Solution

Espresso Midwest knew there had to be a simpler way to manage their business instead of doing everything manually. They looked online and soon came across The HindSite Solution.

The HindSite Solution contained everything the company needed to get their office running simpler and more efficient.

The biggest selling point for Espresso Midwest was the paperless nature of the field service software. They no longer dealt with stacks of paper everywhere. Techs were able to use mobile technology out in the field instead of scribbling down paperwork. This saved the employees in the office time because they no longer had to manually enter the information.

The HindSite Solution also was able to sync directly to QuickBooks. This meant that Loffler and the other employees no longer had to manually enter information. Instead, it was automatically transferred with a few clicks of a button.

## Key Take-Aways

1. Espresso Midwest gained back almost 20 hours worth of office time since using HindSite.
2. HindSite's field devices allow techs to record information straight from the field. More materials tracked means less money lost for Espresso.

## The Benefits

Espresso Midwest has gained back almost 20 hours of office time thanks to HindSite Software. Loffler said, "Just having the information on a screen instead of digging in a box to get an old work order was a huge saver of time and searching."

Besides saving office staff time, money was also saved thanks to better field service management. Techs now entered and received all information via their mobile technology. This meant nothing would be forgotten because all of the data was entered on site. This also meant the technicians had to check in and record what they did at work sites. This made tracking materials easier and more efficient for Espresso Midwest.

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