

Success Story

Company Overview

Royal Maid Enterprises is a maid services franchise headquartered in Tarpon Springs, Florida.

Industry: Maid Services

Year Founded: 1992

Number of Office Employees: 55 employees

Number of Field Employees: 300 employees

Business Challenges

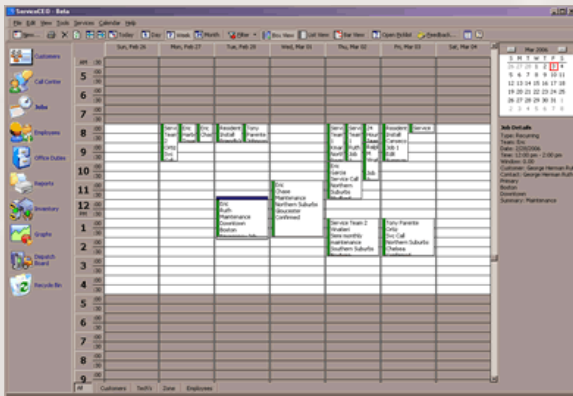
Owners Kevin and Sheila Jamieson opened a maid service in 1992. At that time, they used an old DOS program. When the Royal Maid Enterprises franchised in 1995, they realized the organization needed a more sophisticated program that could handle the franchise's day-to-day operations. Since then, the company has grown to 35 locations in Florida. The company cites ServiceCEO as playing a key role in the growth of the company.

Why ServiceCEO?

Royal Maid Enterprises conducted an extensive search and evaluation process of a number of business management solutions but according to company officials, "ServiceCEO was head and shoulders above anything else out there."

Key Feature - Job Scheduling

Prior to using ServiceCEO, job scheduling was tedious and very difficult to manage. According to the Jamiesons, "Job scheduling was a nightmare but ServiceCEO makes it so easy. As we teach new franchisees how to use it, I see how quickly people with even poor computer skills can easily pick it up."

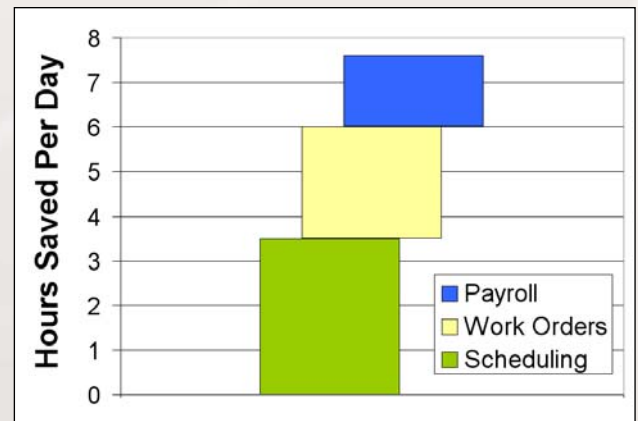


Royal Maid Enterprises

Industry:
Maid Services

"The program is simple to use at the outset but has added sophistication for the more demanding user as one's business grows. We will be going national this year with the help of ServiceCEO."

**Kevin and Sheila Jamieson
Owners**



Time Savings

Overall, ServiceCEO saves Royal Maid Enterprises about 7.5 hours a day. That's time that they've been able to use to grow the business to be largest maid services franchisor in Florida.

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