

# Success Story



## Company Overview

Headquartered in Edmonds, WA, Top Notch Window & Gutter Cleaning provides professional and reliable window and gutter cleaning services to the greater Washington area.

**Industry:** Window and Gutter Cleaning

**Year Founded:** 1997

**Number of Office Employees:** 3 employees

**Number of Field Employees:** 7 employees

## Business Challenges

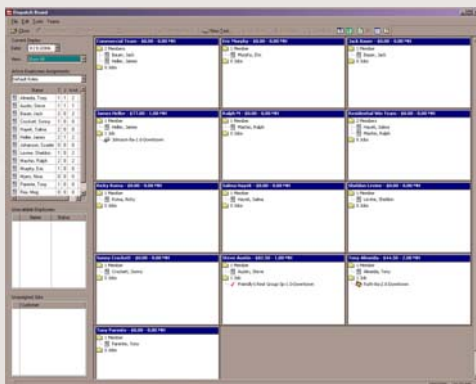
Top Notch Window & Gutter Cleaning was regularly losing income in large part because of the difficulty the company had in tracking recurring customer schedules. Employees spent too much time typing daily route sheets. In addition, they needed the ability to have a snapshot of what jobs they had and where they were located on a daily, weekly and monthly basis.

## Why ServiceCEO?

The company tried using CLIP software but found it to be too limiting. Top Notch eventually turned to ServiceCEO because the program met the company's needs for scheduling and could also be easily integrated with QuickBooks for accounting.

## Key Feature - Dispatch Board

ServiceCEO's Dispatch Board helps Top Notch manage the company's entire day from a single screen with drag-and-drop capabilities and integrated mapping and driving directions. With ServiceCEO's Dispatch Board, Top Notch employees can quickly and easily rearrange and change jobs from one day to another.

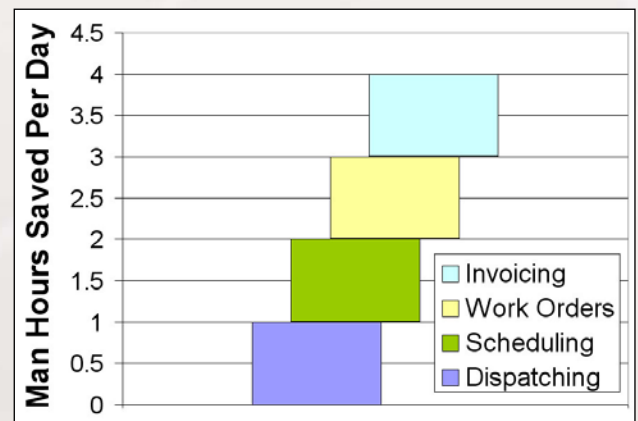


## Top Notch Window & Gutter Cleaning

Industry:  
Window and  
Gutter Cleaning

*"The training resources, especially the online classes, are very helpful. They really helped us get up and running quickly and allowed us to get the most out of the software."*

**Kevin Hammond**  
President



## Time Savings

Overall, ServiceCEO saves Top Notch Window & Gutter Cleaning about 4 manhours a day. This time savings enables the business to focus on providing better service to customers and growing the business.

ServiceCEO's tools for managing and tracking customer needs and schedules and for quickly providing daily route sheets also contributes to time savings and increased revenue.

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