



Success Story

Customer

Coast To Coast, Inc.

Industry

Cleaning Contractor

Location

San Clemente, CA

System

Sage PFW ERP

The Challenge

High transaction volume overwhelmed entry-level accounting software and forced company to perform vital task manually.

The Solution

Sage PFW expertly implemented by AIM eliminates many manual processes.

The Result

Savings of at least two person-days labor each week; no increase in staff required despite 65 percent increase in sales.

Coast To Coast, Inc., a San Clemente, California-based cleaning contractor, provides full-service cleaning and maintenance services to many of the nation's retail apparel chains, including: Guess, Lucky Brands, and Foot Locker through a network of local subcontractors.

Despite the company's successes, trying to manage a nationwide network of subcontractors while maintaining growth, and the administrative work that comes with it, was becoming an increasing challenge.

Spotless Solution

"When you're spending more time moving paper across your desk than generating new business, something's really wrong," says Bob Hancock, president of Coast To Coast. "I wanted to invest in a solution for the longer term. We needed business management software that was state of the art—dynamic and flexible enough to meet our needs."

When Advanced Information Management (AIM), a Sage Software Business Partner, demonstrated Sage PFW ERP for Coast To Coast, Hancock knew he had found that solution. "It clicked right away. AIM immediately understood what we were trying to do, and showed us precisely how Sage PFW could work for us."

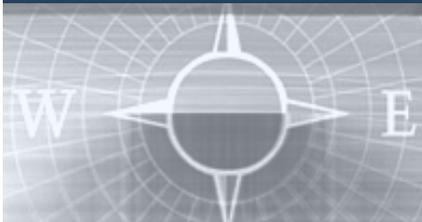
Cleaning House



After Coast To Coast's subcontractors perform their services at the stores, they send a work order to Coast To Coast requesting payment. Coast To Coast uses that work order to create a customer invoice. Ensuring each work order was billed—and billed at the correct rate, and each vendor paid—and paid at the right rate, required two and a half work days every week.

AIM took a simple, yet ingenious approach to the problem. By setting up Coast To Coast service offerings as inventory items, both the price and the cost of the service are easily stored and maintained. A separate set of items is maintained for each customer, allowing Coast To Coast to vary both the cost, which is dependent on the vendor, and the price, which may vary by customer.

Coast To Coast processes over 1,000 work orders each week, and the efficiency realized with the solution AIM implemented has shaved two full days of processing time out of each week. "We're



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Advanced Information Management, LLC (AIM)

provides complete accounting technology solutions and services for small to mid-sized businesses in the financial, distribution, manufacturing and service industries.

For over 20 years, our experienced team has been successfully helping companies like yours throughout the United States.

From needs analysis to software selection; infrastructure to implementation; training to ongoing technical support; AIM will be there to help you too.

saving at least 16 person-hours a week, while at the same time doing 65 percent more business than before," says Hancock.

AIM added two new fields to the invoice form to hold the vendor identification number and the work order number.

AIM also designed a custom report that isolates invoices within a specified date range. The reports includes the vendor number, vendor work order number, and the calculated cost of the items on the invoice.

The staff then enters accounts payable invoices based on the report's data. "We'd simply be buried in paperwork without the tools AIM has given us," says Hancock. "With 500 subcontractors and over 1,000 work orders a week, we'd do nothing but play catch-up."

Better Business Decisions

In addition to streamlining billing and payables processing, Sage PFW provides Coast To Coast with informative reports about sales and cost of goods sold. Sales and inventory reports detail the services sold by customer and by period and include the profit amount and percentage for each. Information like this helps Hancock make informed decisions about how to price his company's

services.

Improved Cash Flow

The company's cash flow has improved dramatically as well. The old cash-based accounting software provided no payment terms for accounts payable invoices. When an accounts payable invoice was entered, it was expensed. Subcontractors were paid at the same time customers were billed. Cash flow was unpredictable and slow. With Sage PFW, Coast To Coast can set appropriate payment terms for each subcontractor, such as Net 30. With the payment terms clearly stated, the payments come in sooner and the cash flow is more predictable.

Hancock credits AIM for the efficiencies his company now enjoys. "AIM is a tremendous asset to us. They have detailed knowledge of the software and of accounting principles, and really understood how to put Sage PFW to the best use for us."

AIM has delivered a comprehensive solution for Coast To Coast, allowing the company to grow its business and increase revenue — without increasing its staff.

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