

Impact Cleaning Switches to Accelerator CC:



A SUCCESSFUL TRANSITION

IMPACT CLEANING

"We made the transition to Accelerator because it has a lot more flexibility and customization, and provides real-time cleaning data and metrics." Yiannis Boutsalis, Project Manager - Impact Cleaning

Executive Summary

Impact Cleaning wanted to stay ahead of the curve and see the big picture while maintaining their competitive advantage. They had struggled with software companies that over promised and under delivered. Their legacy system wasn't giving them all the information they wanted and they didn't see an opportunity to grow with them. They wanted an advanced level of automation and field connectivity. Transitioning to Accelerator CC gave them:

- Advanced, on-site quality assurance inspections
- A flexible, custom solution with real-time data and metrics
- Honest and personalized customer service

Challenges

Before switching to Accelerator CC, Impact Cleaning was using competitive software for quality assurance inspections. They were trying to automate this process and make it easier for supervisors to monitor their buildings. However, the software wasn't providing enough of the information they wanted.

Ease of use was another challenge they faced. The mobile applications were generic, required scrolling through areas that didn't apply to every building, and gave irrelevant inspection information.

What they really needed was useful data and metrics. They wanted to be able to quickly retrieve pertinent data to make critical decisions regarding each part of their business. Impact was finding it difficult to access this information and were still doing part of the process manually.

How Accelerator CC Helped

The team at Accelerator worked closely with Impact, helping them identify their main pain points and goals for the inspection process. Together, they forged a plan and implemented it across the organization.

Custom templates were set-up for each building they service and an automated work flow was implemented. Field staff were trained to use the [mobile applications](#) and track data relevant to them. They received work orders on their mobile devices and were able to instantly communicate results to the office.

Office staff learned how to filter data pertinent to their departments and run KPI reports. It became easier for them to see what was happening in their buildings, automatically inform field staff of deficient areas, assign corrections and report results to property managers.

Accelerator has sped up their processes and made it easier to access applicable data. When in the field, staff can pull up whatever information they need, which gives them the ability to quickly respond to requests.

"I feel like I have a dedicated team ready to help me anytime. It's been a very positive experience." Jeff Applewhite - Manager, Quality Assurance - Impact Cleaning

Results and Future Plans

Previously, reports had to be sent to the office where they were printed by an assistant and distributed across the team. This process took a lot of time and resources. Information was sometimes lost or sent to the wrong person.

Now, with everything automated and completed in the field, supervisors have an easier time doing their jobs. Managers can use the Accelerator apps to complete inspections customized for their buildings and assign work orders for corrections. The process is now much simpler and quicker.

With streamlined processes in place, Impact and Accelerator plan to work together and keep improving data delivery. They will continue to implement enhancements that fit with Impact's processes and advance best practices so Impact can get more out of their software and improve customer satisfaction.

"We don't like to change often and like to stick with companies we trust and grow with them as partners. We like what Accelerator offers and plan to grow together." George Boutsalis - Director of Business Relations - Impact Cleaning