

HOFFMAN CAR WASH/JIFFY LUBE

Going Green – In Both Senses of the Word

The “green movement” isn’t just about recycling and water conservation anymore. Cutting paper use is often a goal – one Hoffman Car Wash accomplished using PSIGEN PSIsafe document management software.

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Because car washes use thousands of gallons of water each day, it comes as no surprise that integrating green initiatives was a high priority for Hoffman Car Wash – a four-decade family-owned business with 28 car wash and Jiffy Lube locations throughout New York State.

As paper piles were growing, and work space was becoming more limited each week, Hoffman leadership identified office efficiency – specifically reducing paper usage – as a natural way to reduce their carbon footprint.

Doing so meant selecting the right software solution. They found it in PSIGEN PSIsafe. The software streamlines user tasks, by moving manual paper-based procedures into efficient automated workflow processes, eliminating the need for paper. It consolidates all information into one organized and easy-to-use system, allowing instant document filing and extensive management tools.

“Everyone in the office had papers scattered all over their desks. We were looking for access and efficiency, a way to control our paper usage and reliance on storage. We found it in PSIsafe.”

“Our job is to help our customers understand and decide what they need from a technical standpoint, based on what their business is and what they want to accomplish,” said Howard Gross, the president and founder of Albany-based eBizDocs, which helped Hoffman deploy PSIsafe. “Hoffman was very sensitive during this process and wanted to make sure the product would satisfy their needs with a price point that fit their budget. PSIGEN did both.”

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According to Hoffman controller Tracy Braun, there were other similar products in the market, but eBizDocs and PSIGEN staffers provided more of a comfort level and did a better job at presenting the product with a better price point than its competitors. Also, a major benefit of obtaining a product through a reseller is their familiarity with what solutions will integrate and are best suited for a client's specific needs. As a result, they are able to help assemble a total solution for each unique business environment.

TRANSITIONING TO A PAPERLESS OFFICE

Braun said a document management system like PSIsafe can reduce paper usage by 50% and that PSIGEN Workflow gave Hoffman the access and efficiency they were looking for. "I would create a 4-inch stack of paper each week," Braun said. "Everyone in the office had papers scattered all over their desks. We were looking for access and efficiency, a way to control our paper usage and reliance on storage. We found it in PSIsafe."

PSIsafe leads to improved efficiencies, making it easier to locate documents. There's no need for manual filing now that everything is filed electronically directly into the system. It also keeps staff more organized and increases the speed of how work is flowed from person to person. "We used to print all of our invoices, emails, etc., and someone would transport the paperwork from one location to another location, and then to a third location," Braun said. "Now we don't need anyone to transport these documents. Everything is filed electronically and documents can be entered into their own pre-configured cabinet."

Braun said that, in addition to expanding its green initiatives, Hoffman is saving on material costs like paper and ink, as well as the most important asset: time. "The benefit ties into the retrieval end of things. We can find the information we need in seconds because it's literally at our fingertips," she said.

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GETTING UP AND RUNNING EFFICIENTLY

The PSIsafe integration at Hoffman Car Wash took less than two weeks from implementing the system to having staffers start using the system.

Hoffman isn't just expanding its green initiatives. The car wash and service center chain is saving on material costs Like paper and ink, as well as the most important asset of all: time.

“Our job is to make sure our customers feel comfortable enough to use and configure the system themselves,” said Jason Abare, Vice President at eBizDocs. “We like them to be self-sufficient because they are able to make system changes as required to meet their business needs. Customers enjoy standing on their own, but we’re there to help if needed.”

For Hoffman, reducing paper waste is just one small part of their overall effort to decrease their carbon footprint, save money and become more environmentally friendly. The use of PSIsafe and other PSIGEN products has enabled Hoffman to create better office workflows and improved customer service and support. The PSIGEN platform also ties in nicely with Sage MAS200, Hoffman’s accounting system.