



Phil Landauer, owner of Pierce Cleaners

A family business for over 100 years, Pierce Cleaners is a busy, high end cleaning business in Columbus, Ohio. About two-thirds of its business is in home delivery, with the rest coming from a large pickup store. Formerly, Pierce managed its business with an archaic computer system that prevented the company from controlling costs and maximizing profits.

Pierce had multiple challenges. Delivery routes were inefficient. Billing was slow and cumbersome since house charges had to be entered manually into the company's

accounting package at the end of every day. Their previous system could not handle front counter invoicing or manage employee accountability.

Cleaner Business Systems gave Pierce automation and control of its entire business. "Being able to scan the entire route is the big thing," says Phil Landauer. "Every piece of information is scanned into the system. Everything is sorted, prepared and organized for our route drivers. Anybody can set up the route for the next day. It's simple."

Choosing Cleaner Business Systems has optimized Pierce's billing system. "Before we entered our house charges into our accounting package manually at the end of every day. It was all done by hand and took hours. CBS streamlines our accounting system."

"We know exactly what is delivered and then bill instantly. Processing credit card transactions is quick and efficient, so we save time and money" says Landauer.

In addition to optimizing its delivery service, Pierce has taken charge of business in its pickup store. The CBS system handles front counter

invoicing and monitors front counter employee accountability. "It's had a tremendous effect on our profitability," explains Landauer.

"Cleaner Business Systems is specific to dry cleaning. They've been responsive about modifying functions and systems to our business. For example, we plan on adopting their route planning technology. That will give us a big advantage in our home delivery service."

"We're moving faster, we're moving better, we're moving more efficiently," says Landauer. "That means profitability."

- Complete management of large, multiple routes
- Streamlines invoicing and billing and integrates seamlessly with accounting
- Optimizes credit card transactions
- Powerful, yet flexible, software and hardware developed for dry cleaning businesses

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Customer Proven Value is something you can count on from Cleaner Business Systems. It means that our products and services have been proven by real customers who have discovered the true value of an excellent product backed by unparalleled customer service.

