



CURBCO GROWN INTO A
\$10M COMPANY IN LESS
THAN **5 YEARS!**

Highlights



CurbCo has been serving southeastern Michigan since 1985.



A team of 8 members grown into 50+ work family.



The use of IndusTrack has streamlined their operations for the past four years.



Field employees can now start recording hours immediately and accurately at job sites.



IndusTrack has saved office staff countless hours of manual data entry.



Billing processes have become faster and more accurate.



CurbCo has grown to be a \$10 million business with IndusTrack



Starting from 1985, when CurbCo stepped into the commercial world, they started off with maintenance, repair, and cleaning services. Much like other commercial contractor companies, CurbCo initially relied on old pen-and-paper processes for all their operations. However, they found themselves stuck in a cycle of repetitive tasks, surrounded by the chaos of paperwork—double data entry, errors on paper, missing information, and lots of issues that come with paper dispatching. They used to spend hours decoding handwritten notes by technicians and constantly calling to track their field techs.

Despite adding more people to the team, the profits weren't keeping pace. The paper-based approach was causing retention headaches, and it was clear that a change was overdue.

In early 2019, Keith – the owner, and Tom – the office manager, reached a deciding moment.

They looked for several companies offering comprehensive solutions with modular products that could scale alongside their growing needs. After getting demos from various software vendors, IndusTrack stood out as the best fit.

How IndusTrack GPS Rescued CurbCo from Savings

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We were spending so much time just trying to figure out where our vehicles were, and what was happening in the field. Our fuel bills kept increasing,

-shared Tom McCarty, the Operations Manager at CurbCo.

CurbCo has no way to track their fleet, resulting in a lack of understanding of how far their vehicles were traveling and for how long. Without real-time tracking, they struggled to optimize routes for their technicians. This inefficiency led to increased fuel consumption and time wasted in the field.

But when team CurbCo implemented IndusTrack, everything took a positive turn.

It became a matter of seconds to pinpoint vehicles and trucks out in the field. The operations manager always had real-time maps open, tracking the exact locations of vehicles. The bread crumb report enables them to track the exact routes taken by their vehicles, facilitating real-time optimization for technicians. This optimization not only reduces fuel consumption but also provides transparency into idle times, allowing for informed decision-making.

The expenses that were once eating up the budget for extra fuel and maintenance got slashed by 50%. For CurbCo, IndusTrack didn't just tidy up the office mess; it basically put turbo boosters on growth.



| Time is Money and CurbCo Saved Both

After successful implementation of GPS tracking, Tom pointed out another hurdle in the path of CurbCo's growth: the struggle to accurately track hours.

Their maintenance work often made them visit customer sites even outside regular hours, which was making things even trickier. Field workers had a hard time keeping track of their hours and visits, leading the office staff to invest significant time matching job hours with paper timecards for payroll calculations. And with manual hours tracking, there came conflicts. The process of collecting paper timecards and computing salaries for each employee based on their timesheet consumed valuable hours.



It wasn't just about keeping an eye on hours. We had no way to verify the time spent in the field,

-said Tom.

Fortunately, IndusTrack's digital timesheets provided a solution, rescuing CurbCo and its field employees from the tedious task of managing paper timecards. Everything is now recorded digitally. Office staff can easily access timesheet reports to review the time spent by each employee in the field. They can clearly see the breakdown of hours spent on jobs, breaks, and travel. With IndusTrack's digital timesheets, payroll processing has been made easy. It's all about reviewing time logs and with a tap, approving them all.

Now, for the past four years, our field employees have been able to easily hit "Start job" to begin tracking their hours. This streamlined our workflow, saving us hours that would have been spent on payroll calculations.

IndusTrack not only ensures accurate payroll but also prevents any time or wage conflicts for our field technicians. "We have transparency, and our techs get what they work for."

| Lost Revenue and Underbilling

Before CurbCo used IndusTrack, their back-office team dedicated hours every week just to handle billing for each client. The problem? Each client had different contracts and billing terms, turning it into a real headache to guarantee accurate billing. These delays weren't just a hiccup in the billing process—they had a huge effect on the cash flow, resulting in lost revenue.

With IndusTrack, they were able to capture notes, items used, and time spent on each site with a mobile app, which instantly synced all the job data to the office.

Now all they do is convert a job to invoice with a single click, and all the tracked hours, service details, notes, etc. sync automatically to the invoice.

It is as simple as.

"Our billing person just goes into Time Sheets, pulls up all the times per customer, reports for the whole month, and transfers the accumulated times into our invoicing. We bill per month or by number of site visits, and it's faster and more accurate." SUPER EASY!

Now we have our time tracking and billing streamlined. The next goal was to implement invoicing to truly capture the business profitability by customer and by employees.

"Our next step is to make the most of the proposal templates, allowing us to generate quotes faster and store them digitally or have them digitally signed."

Customer Service Beyond Software

The best part? IndusTrack's CEO, along with his co-founder, personally visited CurbCo.

Giving the most helpful experience, Raz, IndusTrack's founder himself, got Tom's employees started with the new system and gathered more details about the business to make sure their solution matched our needs.

Tom had this to say about their service:

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We've had nothing but the best service from IndusTrack. Whenever we had a question, they were right there to help. It was their exceptional support and customer service that made all the difference for me.

The 5X growth in less than 5 years

In the overall narrative of Curbco's partnership with IndusTrack, Tom and the team CurbCo give a big credit to IndusTrack for reaching a \$10 million business status and expanding from a team of 8 to a 50+ member work family.

Now, CurbCo is a big name in Michigan, handling commercial, industrial, and municipal contracting, offering a wide range of pavement construction, maintenance, repair, and cleaning services.

The team praises the flexibility and modularity of IndusTrack's solution that seamlessly adjusted and expanded alongside CurbCo's business growth. Tom highlighted the significant time savings achieved through digital timesheets, reducing manual data entry and enhancing overall operational efficiency. IndusTrack's impact extended to the billing process, simplifying it to a single-click conversion from job to invoice, resulting in faster and more precise billing.

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Tom McCarty says, We want to be a one-stop shop for all of our clients for everything from the front door to the street, and we are glad that IndusTrack shares the same vision with us.

