

Express Wash Concepts Accelerates Growth & Technician Productivity with ScanForce

Express Wash Concepts (EWC) is one of the nation's fastest-growing express tunnel car wash operators and the parent company of five award-winning brands with 130+ locations across six states. EWC delivers fast, high-quality, eco-friendly washes paired with exceptional customer experience and a people-first culture.

Manual Processes Were Holding Back Techs So Express Wash Concepts Found a Better Way

When car wash tunnels go down, so does customer satisfaction. Express Wash Concepts needed a faster, more reliable way to track and manage parts to minimize downtime in their car wash tunnels. Their existing manual processes made it difficult to get timely, accurate information when it was needed most. As Tony Hoyles, Warehouse Manager, put it: "We need information yesterday, not in a month... and it's not a want. We need this information and we need it as fast as we can possibly get it."

Because of these inefficiencies, technicians were spending too much time in the warehouse instead of where they were most valuable. "Our techs are more valuable in the tunnel, making repairs, doing preventative maintenance, looking at ways to improve the efficiency of our washes, the quality of our wash... just not messing with their phone trying to check parts out," Tony explained.



END-USER

Express Wash Concepts

CHALLENGE

Manual processes slowed down warehouse operations, delaying critical reporting and pulling techs away from maintaining car wash tunnels.

SOLUTION

Express Wash Concepts implemented ScanForce Warehouse Management and Mobile Sales integrated with Sage Intacct, streamlining warehouse processes, automating reporting, and enabling fast, efficient parts tracking.

ScanForce Delivers the Solution and Service

Express Wash Concepts partnered with ScanForce to streamline its warehouse and field operations through Sage Intacct Inventory Automation (SIIA). By integrating SIIA, the company eliminated manual processes and gained the ability to track inventory movement in real time directly from the warehouse to the field. Tasks that once took hours now take minutes, or even seconds, thanks to mobile barcode scanning and automated data capture.

The results were dramatic. Reporting time was cut by 80%, with Tony noting, "That report per week would take me about 5 hours to put together... with Sage and ScanForce I did the report in under an hour." Inventory adjustments, which previously consumed 750 to 1,000 minutes, were reduced by over 99%, now taking just about 10 minutes. Even sales order creation became faster than ever. "We clocked it out: it takes 17 seconds to create a sales order from the time they pick up the gun till the time they hit transmit."

The Benefits of Working with ScanForce

Since implementing ScanForce, Express Wash Concepts has realized significant operational improvements:

- **Faster, more accurate reporting** gives leadership real-time visibility.
- **Technician productivity increased** by minimizing time in the warehouse.
- **Significant time savings** on reporting, adjustments, and order entry.
- **Responsive, solution-focused support** from ScanForce's team.

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"I asked for it, you guys did it. Every time I have a problem, the answer isn't, 'We'll see if that works.' It's, 'We're gonna find you a solution.' And so far you guys are 100% on finding solutions to my problems."

Tony Hoyles, Warehouse Manager
Express Wash Concepts

