



FEATURED CLIENT

WILL TORGESON

Owner, Log Gone It

Former Owner, Capital City Tree Experts

SERVICE: Yard waste recycling, as well as mulch and compost sales.

HOW LONG IN BUSINESS: Log Gone It has been in business for six years. I was owner of Capital City Tree Experts for 20 years (which KBS also provided service for prior to the sale of the company).

TYPICAL CUSTOMER: We work with a lot of tree and landscape professionals.

KBS SERVICES UTILIZED:

- ✓ Regular reconciling of accounts
- ✓ Accounts Receivables
- ✓ Payroll
- ✓ Accounts Payables
- ✓ Invoicing
- ✓ Financial Reporting

What challenge(s) were you facing that necessitated reaching out to KBS? What problem were you trying to solve?

I had more problems than I realized before KBS stepped in. Reconciling and making sure our A/R was accurate was the primary issue. Nicki found a client had not paid a \$1500 invoice on her first day working with us; she made us \$1500 in the first 2 hours we hired her.

What were you looking for in a bookkeeping solution?

We needed someone to get us organized and to create new systems and processes around our finances. As the owner, I needed to get payroll, and all bookkeeping off of my plate and hand it to someone who had the expertise and who I trusted.

What risks were you concerned about in outsourcing your bookkeeping needs?

Initially I was concerned about cost and how it was all going to work. But I learned the very first day the value KBS brought us. I stopped losing sleep at night worrying about payroll and making sure our bills got paid on time.

What feature in our service was most appealing? What made you choose KBS as your service provider?

Being able to request information about our books/payroll and getting answers quickly. This was especially important to our employees who had payroll and benefit related questions.

What was your experience in transitioning your bookkeeping work to KBS?

It was actually quite enjoyable offloading this task to professionals who take pride in their craft. Every time something was taken off my plate by KBS, I could see more doors of opportunity opening for me and my company.

How has partnering with KBS improved your business operations?

Without KBS, I am quite certain we could not sell our business (Capital City Tree Experts). KBS was vital during the due diligent process of the acquisition. Because KBS set up processes and kept our books and payroll up-to-date and accurate, we could generate any report requested by the buyer.

What would you say to other businesses considering KBS?

If you want to create a business that can be sold someday, then you need KBS to take bookkeeping off your plate.

What measurable benefits have you seen since working with KBS?

We created a business that could run without me being involved in the day to day, and we created an asset that could be sold.

Final thoughts/comments?

KBS referred themselves as "WE" when working with me and my businesses, not "YOU." They became part of our team and part of our business family.



CASE STUDY



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