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## Jiffy Lube Case Study

Establishing Business Continuity Practices

## About the Client

Jiffy Lube of Indiana is a successful, well-established franchise company in operation since 1985. They own and operate over 41 Jiffy Lube centers. In addition, their Fort Wayne, IN corporate headquarters performs back-office services for other complimentary auto service businesses.

## Client Challenge

Jiffy Lube had experienced several years of steady corporate growth. Three years ago, the company began facing some financial and operational challenges that are typical of a company at that developmental stage. However, at that juncture, the existing controller decided to leave the company, which compounded the situation at Jiffy. With the departure of the controller, not only was the company faced with loss of historical data, Jiffy was also dealing with critical factors such as the unavailability of real time information and daily reports, as well as a breakdown of systems and processes. Jiffy urgently needed an outsourced solution to effectively manage critical infrastructure functions as a means of maintaining business continuity and contingency planning. Jiffy Lube began to search for an organization which could virtually handle the controller and other back office functions related to accounting.

After an extensive investigative search, Jiffy Lube selected Analytix Solutions. “We could tell right away that Analytix Solutions was a company we could work with. They responded to our inquiry within a few hours and that responsiveness really impressed us. Analytix had the same values as us, really understood what we were looking for, and has helped us function more efficiently. We are very pleased with their services, and I consider them part of my staff,” says Jay Greenfield, CEO, Jiffy Lube of Indiana.

## The Solution

The first task for the Analytix team was to organize operations by transitioning Jiffy Lube's accounting functions to Analytix Solutions. In addition to this overall solution, Analytix also assumed responsibility for performing these supplemental tasks:

- **Created desktop based application**
- **Implemented cash management system, cash sheets on Google docs**
- **Implemented web based access for store managers based on roles**
- **Recorded daily reports**
- **Reconciled bank payments**
- **Scheduled payments**
- **Tracked status of payments**
- **Implemented automated email review**

The Analytix team suggested alternatives to upgrade Jiffy's entire accounting system and increase efficiency. After an extensive evaluation, planning sessions and discussions, Jiffy Lube agreed to the following course of action:

- **Migrate current accounting system, Microsoft Dynamics SL (Solomon), to Intacct cloud based system**
- **Develop a transition plan for accounting and bookkeeping**
- **Automate data entry for bill processing for vendors**
- **Integrate DDS (Daily Data Service) system with Analytix database**

## Results

The impact of these changes was quickly visible. Jiffy Lube demonstrated immediate growth as the new transition plan was implemented. Analytix executed a methodical roll-out of these functions for Jiffy. The implementation of the new accounting functions was more cost effective for Jiffy than acquiring a completely new accounting system.

After three months, they were able to expand the process improvements to include a bookkeeping transition and development of a cash management process. Following these enhancements, the team was then able to focus on establishing a reporting system. A significant amount of preparation was required for mapping and locating the data. Employee productivity increased, and overhead decreased. As a result of streamlining operations, stores were better equipped with individual budgets. The data entry required to process bills for Jiffy Lube's largest vendor was reduced by 90%. Payments were made on time, which contributed significantly to the reduction in time that the CFO spent on cash management. Analytix Solutions' role with Jiffy Lube has expanded now to include assisting with their cash management, cash flow forecasts, annual budgets, and a number of special projects.

## Testimonial

"We could tell right away that Analytix Solutions was a company we could work with. Satish responded to our inquiry within a few hours, and that responsiveness really impressed us. Analytix had the same values as us, really understood what we were looking for, and has helped us function more efficiently. We are very pleased with their services, and I consider them part of my staff. We have been able to perform, initiate and complete additional projects with fewer employees and without any added costs. We truly have a mutually beneficial long-term partnership."

**Jay Greenfield, CEO**  
JIFFY LUBE OF INDIANA

## About Analytix Solutions

Businesses who are positioned for growth turn to Analytix Solutions for scalable, single source, business solutions. We provide small to mid-sized businesses with a full range of accounting services, ranging from bookkeeping to CFO services, in addition to accounting systems automation and integration.