



The *Van*SLINE

A Publication for the Moving and Storage Industry

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Hidden Valley M & S Headquarters



Document Management System Benefits

- Eliminate Searching for Folders and Documents
- E-Mail, Fax, Print Shipment Documents From the Desktop
- Interface with Van Line Imaging Systems
- Streamline the Billing Process
- Store Documents from AR, AP, GL, Driver & Sales Systems
- Automatically Attach Digital Documents to Folders

[Click here for a Self Running DMS Overview](#)

Contact Us

HEADQUARTERS
28 Centerpointe Drive, Suite 130
La Palma, CA 90623
T: 714.522.8300 F:714.522.2505

ATLANTA OFFICE
4405 International Blvd.
Suite B-104
Norcross, GA 30093
T:770.564.0060 F:770.381.8257
Helpdesk Fax 770.564.2921

www.compusource.com

Profile – Hidden Valley Moving & Storage

Hidden Valley Moving & Storage, located in Escondido, CA, has been helping people move their valued goods since the early 1960's. Victor Berti opened HVMS as a small local moving company with an emphasis on "Quality Moves" and, since Victor always delivered on his promises, the small company grew rapidly. It wasn't long before HVMS expanded beyond the local mover status and became an agent for a national van line. Victor's son, Bob Berti, began working part time at the growing company, and over the years assumed more responsibility until he ultimately took on the role of President.

Chris McClenaghan, Senior Vice President and General Manager, became associated with HVMS in the early 1990's, when he and Bob realized that further growth would be enhanced by an association with a major van line carrier. This realization led to an association with Mayflower Transit in 1997, and by the year 2000 they were approaching \$4 million in sales.

It was at about this time that management realized further growth would require better internal systems, and the company's first CFO, Roland Gutierrez, was brought on board. Roland's job was to help control their rapid growth and make sure that increased revenue resulted in increased profits and excellent customer service. So soon after the opening of their first branch in Texas in November of 2001, the decision was made to install Compusource's VanS software system. "VanS has helped us get control of our growing business" states Roland, "and the benefits from the VanS Driver Processing System and the Automatic Statement Download include a savings of dozens of administrative hours every month, with better control of our 40+ owner/operators."

With 2006 sales figures approaching \$30 million, and with the opening of their Irvine and Phoenix offices, HVMS needed a better way to control paperwork at their four locations. By installing DMS, the VanS Document Management System with imaging, most of their paperwork headaches have been eliminated. All shipment documents are scanned and digitally attached to the correct electronic shipment folder and/or customer folder, eliminating time consuming searches to find, copy and fax or e-mail documents. "DMS allows us to spend less time dealing with documents and it has improved our customer service" says Roland. "We automatically attach PDF copies of customer invoices to the electronic shipment and customer folders for easy viewing by authorized personnel from any office."

Controlled growth has propelled HVMS to Mayflower Transit's second largest hauling agent, and earned them a quality rating that places HVMS in the top 1% of all Mayflower agents. "The VanS system has helped us profitably grow our business, improve customer service, and reduce the redundant paper handling" states Chris McClenaghan. "The Compusource Team and the VanS software have been valuable tools in our successful growth."