

success stories

Smart Start, Inc.

Irving, Texas



“C. Pitman Baker & Associates’ innovative software solutions helped us cut costs without cutting service. They were efficient and their staff has been extremely responsive. Thanks for helping us grow.”

— Jim Ballard, President
Smart Start, Inc.

Company Overview: Smart Start saves lives. They accomplish this through installation, servicing, monitoring, and manufacturing of the SSI-1000 ignition interlock device. Their mission is to be the premier provider of services and technology that keep DWI offenders off the road. Smart Start was incorporated in December 1992 with a commitment to service. Smart Start is the only fully integrated provider in the ignition interlock industry.

The Business Challenge: Smart Start built a Microsoft Access application to help interpret data log files created by the Interlock unit in a client’s vehicle. Smart Start’s in-house Access application required a person to manually view the log files, and make judgment calls. This process was time and labor intensive, and did not provided the reporting consistency that Smart Start wanted to acheive.

Smart Start knew they needed to automate this process. The company was growing and the number of people required to process the logs was growing. In house attempts at improving the system did not yield the results they were after.

The CPB, Inc. Solution: Smart Start decided to take the project to an outside firm and CPBinc was hired to automate the process. Smart Start was certain that manual intervention would always be required, as the interpretation process was just too complex to fully automate. A bet was made, if CPBinc could not fully automated the process they would take Smart Start’s management team out to dinner at any restaurant of their choosing. If CPBinc did automate the process, Smart Start would take the development team to dinner. Three months later CPBinc’s development team enjoyed a great dinner thanks to Smart Start.

The Business Benefits: Three years have passed, and Smart Start has grown ten fold. Not a single person has been hired to create reports for the courts. The process runs with the click of the mouse, and takes about 30 minutes to complete the process.

Today, Smart Start has a smaller systems department then it had three years ago. They were also able to eliminate three positions in the log interpretation department. If they had not found a way to automate their process; they would have had a staff of over ten people to produce their present volume.

The new system took them worlds away from where they had been:

- √ Automated interpretations.
- √ Ability to Print or Email reports to Judges.
- √ Web interface for Judges to lookup offenders monthly reports
- √ Data Warehousing system to store original data downloaded from interlock devices along with the interpreted reports sent to the courts.

C. Pitman Baker & Associates, Incorporated

Software Consulting, Design, and Development

Irving, Texas
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