TEMPLACMS

Fully integrated management software for cleaning contractors

CASE STUDY

Regular Cleaning grow sales by 24% with no significant increase in central overhead

THE CHALLENGES

BACKGROUND:

Regular Cleaning Facts & Figures

FOUNDED: 1969

LOCATION: London

TURNOVER 2014: £12.5m

MAIN CLIENT TYPE:

Retail shopping centres, managing agents, single occupier or multi-tenanted properties in London and the South East.

Three years ago Regular Cleaning faced challenges that are familiar to many similar sized cleaning companies.

Software packages that didn't 'talk to each other'

The first was how to run a contract based business using a variety of unconnected systems, each managing a different element of their business. These included Target Control for pay and billing; Sage for accounts; Microsoft Excel for variation work, ad hoc jobs and stores; Oxygen, a free-standing Helpdesk solution and paper-based quality auditing.

Why a challenge? Because these systems couldn't share data for transactional, budgeting or analysis purposes. For example, when Regular Cleaning wanted to deliver washroom products to a client they would order them from the supplier's website, key the detail into a budgeting spreadsheet, then again into the purchase ledger to raise an official supplier order, and one final time to generate a client invoice – the same transaction recorded in four separate systems and all requiring manual reconciliation.

Difficult to analyse contract profitability

Further down the line, when Regular Cleaning wanted to analyse profitability at any level: site, contract, area or region; they couldn't do so without first downloading data from the different systems onto a single spreadsheet. As Julian Lingham, FD says, "In a very competitive market it is important to be able to constantly review detailed contract performance in real-time allowing you to keep control of all cost elements no matter how small."

Payroll administration a nightmare

The third challenge was using payroll software that didn't operate in real time. "We would export timesheets from our software to spreadsheets and send them out to field managers. Of course they were already out of date. So our managers would have to update them with details of new starters, changed hours, absence, and in some cases recently started contracts, before returning them to payroll for the changes to be re-keyed into the software. The process was time consuming and even then there was no way of highlighting budget variances until after the pay run took place."

Why were the directors concerned?

For Regular Cleaning the problem was not so much lack of financial control as the high cost of delivering it. "With so much turnover going through work bills and consumables sales in particular, we had no option but to implement a raft of manual checking procedures. Just when the company was targeting rapid sales growth, the directors could only foresee overheads rising in tandem with sales, rather than proportionately reducing. At which point they began their search for fully integrated business management software."

THE SOLUTION

After reviewing several options, Regular Cleaning chose TemplaCMS, identifying four critical benefits.

1. They wanted the same contract data to be shared seamlessly across all their business processes, removing the admin cost of re-keying data from one system to another and the associated risk of mistakes.

2. They wanted their contract management system to integrate fully with their accounts and billing, enabling them to budget and analyse all revenue and costs at any level within the company.

3. They wanted their field management to complete timesheets in real time from their mobile devices, seeing data that was right up to date, so as to deliver an accurate and on-budget payroll. At the same time they wanted to retain control over the process with a built-in electronic system to sign off variances up front. They also needed full consolidation of staff pay at individual level to accurately budget and cost NIC ERS and holiday entitlements.

4. Finally they wanted full client-facing functionality, including quality audit templates designed to match client's specific building configurations, a Helpdesk and a secure client portal through which clients could view key contract documentation and KPI reports.

FINANCIAL BENEFITS

Three years later and Regular Cleaning are enjoying the strong financial control that comes with automated processes, built-in authorisation procedures and real time reporting. They have been able to control their central overhead during a period of 24% revenue growth.

Most importantly they are using the software to aid client retention by empowering field managers and by promoting transparency in their client relationships through the sharing of key contract data.

As Julian says, "TemplaCMS has enabled us to grow the business significantly whilst actually reducing central overhead. Over the three years we have worked with Templa to develop the software's functionality, providing us with a tool that is without comparison in the contract cleaning market."