



TEMPLACMS

Fully integrated management software for cleaning contractors

Case Study: Zippy Cleaning & Maintenance Services

Zippy Cleaning & Maintenance Services is a client of **Facility ERP**, based in Melbourne. **Facility ERP** specialises in providing a fully integrated ERP solution to cleaning and FM contractors in Australia and New Zealand that caters for Accounts, Payroll and Operations. The system is **TemplaCMS**, a contract management system designed for the cleaning/FM industry from the ground up.

Zippy Cleaning & Maintenance: Background

Founded in 1985

Servicing: South Australia and Northern Territory

Industries: Education, Aged, Health, Government, Commercial

Number of Staff: 500+

The Zippy Challenge: Improve Payroll Processing and Mobilise Client Services Managers

Since 1985 Zippy Cleaning has been providing professional services across South Australia and the Northern Territory. *Respect for people* is a core value at Zippy, so its directly employed staff are treated as the business's biggest resource. Another value is *Continuous Improvement and Innovation*, which when combined with the former makes for a business that does not tolerate inefficient processes.

In 2015 the management team decided to **improve the payroll process**, which was supported by Excel Timesheets, Sage Meridian and Dynamics NAV. Although each system did its job, they all lived in separate worlds and data had to be entered in multiple times. Of particular concern was payroll budgets which had to be managed in Excel.

The drive to improve customer service meant Zippy was looking for a solution to perform site-based **Quality Audits via mobile technology**. The team considered a

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customised solution which would run on Microsoft Surface Laptops, but this was going to be costly and meant yet another separate system.

The Zippy Solution

David Johnson, General Manager at Zippy Cleaning decided that their next solution had to be a single platform for the entire business, integrated from end-to-end. Their growth plans would not allow for yet more separate systems and the resulting administration they would add.

His search lead to Facility ERP in Melbourne who provide a fully integrated ERP platform for Cleaning Companies, called TemplaCMS. Uniquely this system provides a framework to manage all aspects of a **Cleaning Contract**, including: Budgets, Award Interpretation & Payroll, Invoicing, Periodicals, Stock, Quality Audits and much more.

TemplaCMS would introduce a single place to manage **Payroll Budgets** and Staff Assignments. Client Service Managers would use the integrated **Timesheets with Award Interpretation** to process fortnightly payroll and have instant visibility of Overs and Unders. Only budget exceptions would be trapped in workflow for approval, minimising the time spent reviewing timesheets.

Quality Audits also form part of the 'Cleaning Contract' in TemplaCMS. This meant 'Sites' only had to be created in one place to be available to Finance, Payroll and Operations. TemplaCMS provided a flexible interface which would allow Zippy to construct their own score cards, forms structures and reports. Client Service Managers would complete these Audits via their i-Pads, take & attach photos of issues and automatically email clients completed forms.

Zippy decided to implement TemplaCMS with:

- Centralised Contract Management
- Award Interpreted Payroll with Budget Control
- Mobile Quality Audits



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The Project and Outcome

The project kicked off in April 2016 with Payroll go-live set for September. After the foundation was implemented, Quality Audits on Mobile went live within weeks. This was a quick win for Zippy as Client Service Managers could get familiar with the system whilst performing audits. Zippy's clients also saw instant benefits as QA's started arriving via email.

QA information was now being captured in TemplaCMS and the detailed Analysis Reporting tool could be used to identify any problem areas. This information made it possible for Zippy to start implementing improvements right away.

Payroll went live in August and Zippy benefited from the Award Interpretation right away. Client Service Managers no longer had to spend time thinking about what to pay staff and simply left it up to the system.

Only timesheets which exceeded budget required approval, so payroll processing started to speed up. Client Service Managers took control of staff assignments and as a result, timesheets were more accurate.

Reporting improved and the detailed P&L and Analysis reports enabled Zippy to scrutinize hours spent on-site over any frequency.

In October Zippy proceeded to implement the full ERP suite and it now benefits from a fully integrated platform to manage Accounts, Payroll and Operations.

In July 2018 the business further extended their offering to clients with the TemplaCMS Customer Portal.



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"Working with Zippy Cleaning Services is a real pleasure. Olga, David and the team are all positive and motivated individuals who take the good and make it even better. When I met them in 2015, I was surprised at just how good their payroll process was, albeit controlled by separate unintegrated pieces of software. Implementing TemplaCMS simply gave a great team the right tool to do a better job"

Mark Fermor, Director at Facility ERP

"To have been able to eliminate three software packages into one has been a game changer for Zippy, this has allowed us to see our business in real-time with data we can trust. The TemplaCMS system is a robust and user-friendly system and gives us total clarity and transparency on our business. Over the past 3 years we have seen many efficiency gains within the business right through from operations, finance and payroll"

David Johnson, General Manager - Zippy Cleaning and Maintenance Services Pty Ltd