

Templa CMS and Telelog combine to let Exclusive Contract Services focus on the 'day job'.

The challenge

Hertfordshire based Exclusive is proud to clean at 165 stores belonging to one of the UK's 'big four' supermarket chains as well as their London HQ. However, the pressures of working for such clients are fairly well documented in the industry. The challenge facing Exclusive is that cleaning shifts start at 4 30am, and with the store opening times fixed there's no leeway for staff arriving late or not at all. To guarantee quality service and keep staff motivated Exclusive's Area Managers want immediate visibility of attendance issues and to be able to update timesheets as they go along so as to make the monthly pay run as smooth and accurate as possible.

The solution

Exclusive use a seamless integration of two leading software solutions: Templa CMS integrated back office and Telelog site-based time and attendance, enabling them to monitor and vastly simplify the process of timesheet completion.

Telelog delivers on three levels: first it can be programmed to alert Area Managers when a member of staff has not arrived on site, second it highlights any shortfall in hours on a site over any period and thirdly it allows Area Managers to investigate unexpected differences between contracted and actual hours.



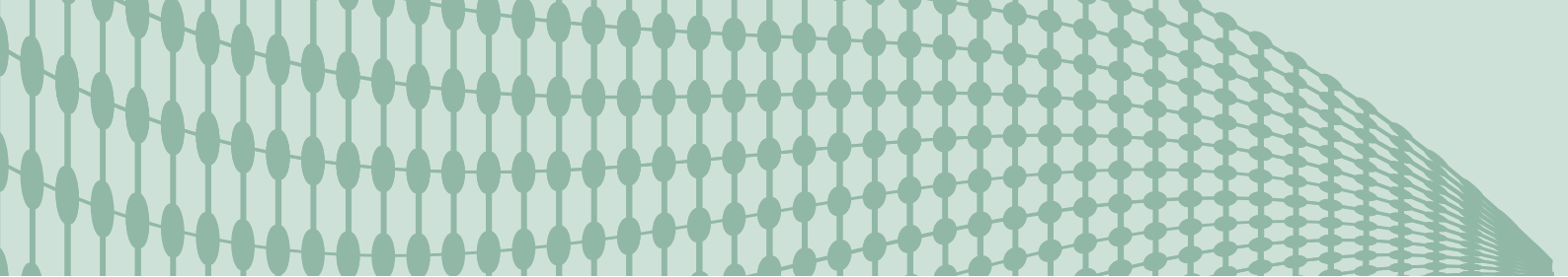
“In terms of investment costs, the software pays for itself in administration savings and as for client retention, well that's priceless.”

Debbie Lancaster
Executive Director,
Exclusive Contract Services



TEMPLACMS

Fully integrated management software for cleaning contractors



As Lindsey Shirley, Exclusive's Financial Controller explains, "The reason we then wanted Templa CMS, a contract management system with a fully integrated payroll function, was to let our Area Managers view their timesheets on-line from their lap tops and in real-time, something we couldn't get with any other system. This was vital for us as we run a four weekly payroll, meaning that staffing information on timesheets can quickly go out of date during the pay period. We wanted to be able to analyse and make any adjustments to the payroll before it goes out, which CMS allows us to do.

Then came integration and instead of our Area Managers having to flick between two screens, one with Telelog's hours and one with CMS's timesheets, the information from both systems is now combined on one simple screen which Templa designed for us.

The way the system now works is that Templa CMS provides new staff starter and site assignment information ready for when Telelog 'remotes' into the Exclusive database server periodically during the day. The hours captured from Telelog then transfer in real time to the

Templa CMS timesheets where Exclusive's Area Managers see a symbol confirming three things: staff arrival within an agreed tolerance; hours completed in line with contract or a complete no-show. Managers log on regularly to check for attendance, investigate variances by reviewing the Telelog data from within the Templa CMS timesheets and make necessary adjustments to hours as they go along. This means that by the end of the pay period, having completed all the changes, they are literally pressing a button to confirm timesheet completion.

The benefit

As Debbie Lancaster explains, "Our client's SLA penalises quality failures rather than hours shortfalls, so we use the integrated system to focus on delivering quality service. On the one hand the combined system allows our managers to spot at an early stage any staffing problems that are likely to impact on cleaning standards. On the other the real-time, on-line access to timesheets means that not only can we run a variance report on the payroll before it goes, but our staff now feel that in return for promptness they can trust us to make sure their pay is right first time."

About Templa CMS

Templa CMS is a contract management software package with integrated accounts and payroll, designed specifically for cleaning companies. Its unique attraction is the way it stores all the information required to manage your company's cleaning contracts in a centralised contract database, and then delivers tight control of all the contract elements through its modular design. It helps you maintain financial control whilst delivering the highest standards of quality assurance and customer service.