# TEMPLACMS

Fully integrated management software for cleaning contractors

# CASE STUDY

## Underpinning digital transformation at Churchill Contract Services

Harnessing the transformative power of IT, Churchill Contract Services has grown in less than ten years from contract cleaning company to fully-fledged, mid-market FM provider with ambitions for further, digitally-powered expansion.

## BACKGROUND:

Churchill Contract Services: Facts and Figures

**FOUNDED:** 1999

**LOCATION:** Hertfordshire

**TURNOVER 2018:** £158m

**MAIN CLIENT TYPE:**

Commercial, education, industrial, transport, local authority, healthcare

"Selecting TemplaCMS at the time has proven to be the right decision, helping us move forward with its ability to adapt to our ever-changing group-wide requirements in cleaning, security, ambulance make ready, water hygiene and catering. With our transaction volumes, its automation and exception management have been vital and the financial controls it delivers are exemplary in helping us manage the business.

**Nicki Francis, Group FD**
**Churchill Contract Services**

### Preparing for lift-off

In 2011, knowing that Churchill was about to embark on a period of rapid growth, Group FD, Nicki Francis was already on the lookout for a new software system to help manage the burgeoning numbers of frontline staff working across hundreds of client contracts and cleaning locations.

With their back-office systems already under pressure, payroll was becoming a drain on administration and was taking several days to complete. Nicki wanted business management software that could offer the flexibility to cope with the constant flow of new contracts, a reporting capability to support the continuous updating and analysis of budgets and a level of financial control that would come with real-time information. Nicki selected the newly-launched TemplaCMS integrated contract management software, licensing the full core system of modules that included dynamically integrated accounts and payroll, contracts, client billing, stores ordering, budgeting, analysis and workflow.

### Must be able to manage multiple payrolls

Churchill was already growing in size through a combination of organic growth and the acquisition of companies in different FM sectors to establish new divisions. The financial integration of new companies needs careful handling and Churchill felt it was important to keep the payrolls of each new division separate so as to make it easier to TUPE transfer staff on their existing terms and conditions and pay frequencies. The unique ability of TemplaCMS to support unlimited discrete payrolls made this possible, helping Nicki to retain visibility of spend by division whilst consolidating costs at group accounts level. Despite the addition of over twenty new payrolls, the time spent processing was reduced, with the admin team headcount remaining more or less constant.

## The need to integrate with specialised FM software

Whilst the basic processes required to run a business in any FM sector are the same - contract management, payroll, client invoicing, budgeting, accounting - each sector also has their own specialist business processes. In security, manned guarding comes with a requirement for staff rostering and control room operations. In catering, food purchasing and stock control is critical to the success of the operation.

Churchill wanted to retain TemplaCMS as its core management system, but also needed to capture the bespoke features of its sector-specific packages – Caternet in catering, Logosoft in security, Oneserve in water hygiene and SAP Concur at group level.  The solution was for Templa to design a series of APIs (Application Programming Interfaces) which allowed the functional software to perform its sector-specific task, but extracted the relevant data back to TemplaCMS to perform the routine tasks such as payroll, client billing, budgeting, accounts and so on. Churchill were thus able to gain the efficiency benefit from using the core system without losing the specialism of the 'acquired' software.

## T&A/TEMPLACMS INTEGRATION

In common with most FM providers, Churchill monitor staff attendance. Templa had already designed standard 2-way integration to the company's T&A system, supporting all forms of staff log in. Using a mirrored database, data from the T&A system is delivered in real-time to the TemplaCMS timesheet environment, available to Churchill's operations managers and payroll staff 24/7. Alerts are sent automatically, for example no-shows or late attendance, whilst reconciliation control is provided for managers between hours worked and contracted hours on timesheets.

## DIGITALLY TRANSFORMING THE FUTURE

Churchill's vision for the future of digital FM goes further than contract management and financial control. The company's ambition is to develop a digital platform to encompass all people centric activities by using real-time, digital workflows to manage HR, Health and Safety, Quality and Customer Service. It also aims to use data gathered from its operations to drive enhanced customer insight and share data with clients that can be used to improve and optimise operational effectiveness. The platform, entitled Modus, is due to be rolled out in three phases.

Going forward, this means Templa will cement their position as a key strategic business partner to the group, with TemplaCMS as the hub of the business, continuing to manage Churchill's central database of contracts, staff, clients and suppliers. Meanwhile, the sector-specific, line of business software will be driven by and feed information back to TemplaCMS. TemplaCMS will support the introduction of Modus, providing all the necessary APIs and exchanging data with it. In the first stage of implementation, work has already started on creating a new employee portal that will be used by all Churchill staff to view payslips, holiday calendars, messages and company documents.

As Karen Magor, Churchill's Internal Operations Director says, "TemplaCMS has been critical to Churchill's expansion over the last eight years and we are looking forward to them playing an even more important part as we embark on our digital journey."