

How our investment in Templa CMS contract management software will help deliver a first class cleaning service to [Your client name]

We have invested in Templa CMS, the cleaning industry's leading business software solution. Why? Because we needed an integrated, company-wide software system to replace our existing combination of unconnected packages, MS Excel, other documents and forms. As a company we recognise the importance of disciplined management procedures, but the need to store, maintain and process contract data in so many separate systems meant our administration burden was becoming too heavy.

We chose CMS because it is a contract management software package designed specifically for cleaning companies. Its key benefit for us is the way it stores all the information required to manage our contracts in one central contract database which the fourteen modules access in order to process key business tasks. The modules are: **Contracts, Customer Service, Customer Portal, Quality Audits, Payroll, Accounts, Billing, Budgeting, Analysis, Stores Control, Work Bills, Asset Management, Workflow/Alerts and Mobile App.**

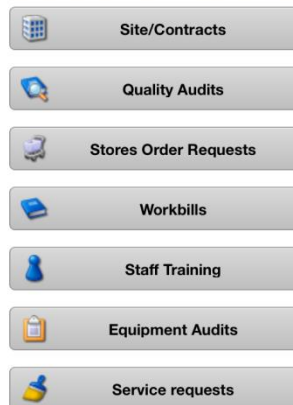
The software helps us remain competitive by keeping on top of costs and budgets, but just as importantly it helps us deliver high standards of quality assurance and customer service. A huge reduction in paper trails is an attractive environmental dividend.

CMS is used by both our office staff and our field management, who can access its functionality through the Mobile App loaded on to their i-Pads.



TEMPLACMS

Fully integrated management software for cleaning contractors



How will our software benefit [Your client name]?

Customer Portal - enhancing the working relationship

Through a password protected client log-in, [Your client name] FM and Building Managers will be able to access key contract information. This includes cleaning specifications, periodic cleaning schedules, details of staff and equipment on site, quality audit results, training records, health and safety instructions and current invoices.

The benefits of this are:

- 1) A level of transparency which we hope will promote an open working relationship, including the minimisation of any frustration potentially caused to FM or Building Managers as a result of being unable to readily access basic contract information.
- 2) An easy way for you to check our compliance with the terms of the Service Level Agreement

Customer Service – ensuring that complaints are promptly resolved

The **Customer Service** module includes a Helpdesk that will allow any [Your client name] employee to email or call our office to raise a concern or lodge a query. There are always moments in a contract when an Operations Manager cannot be reached for whatever reason, but where a rapid response is required to a problem. In this instance the request will be logged, allocated to the appropriate manager, given a timeframe for resolution based on your SLA and followed through to completion. This provides reassurance to your management that all issues are dealt with promptly and professionally.

Quality Audit - driving up standards

Using their i-Pads, our Operations Managers will complete a predetermined schedule of quality inspections. The bespoke facility of this module means that each [Your client name] building will have its own particular features written into the audit down to the smallest level of detail, e.g. 'brass plate by entrance polished daily'. Individual building and consolidated scores will be available to FM and Building Managers via the **Customer Portal**.

Work Bills/Alerts/Workflow – scheduling and monitoring periodic cleaning

These modules, in conjunction with **Quality Audit**, will help us guarantee the timeliness and quality of periodic and one-off work carried out across the [Your client name] portfolio. **Work Bills** allows us to schedule work onto the calendar as soon as it is known about. **Alerts** remind managers to plan the work in good time, whilst **Workflow** ensures that no job is signed off or an invoice raised without a client satisfaction note being received and loaded to the system.

Mobile App – getting things done now rather than later

This module allows our Operations Managers to undertake key business tasks whilst on site rather than waiting until back at the office. Quality audits, washroom consumables and stores orders, variation work, equipment audits, staff starter forms, staff inductions, training records and holiday requests can all be completed on the i-Pad, with the new data synchronised back to the office when

next online. Operations Managers can also view full contract documentation loaded on to their i-Pad, making it easier to resolve client queries or operational issues on the spot and promoting a better working relationship in the process.

Accounts/Billing – invoices presented the way you want them

[Your client name] will benefit from the flexible invoice formatting available through these modules. All contracted and one-off work at different sites within your portfolio can be consolidated on a monthly or alternate frequency basis and invoiced in virtually any format requested by you as our client.

Staff Pay – helping us to deliver on our promises

Staff Pay allows us to manage and monitor hours worked and analyse absence more effectively. As such we are able to deliver confidently on your SLA and ensure that we fully meet your specification in all areas.

Summary

Templa CMS has significantly strengthened our all-round performance in terms of financial accuracy, operational control and customer service. By becoming a more efficient contractor we can share the benefits in turn with our clients, diverting energy and resources into client facing activity that were previously absorbed by internal administration.



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