

THE 80:20 RULE

Tasks like staff management can be time and resource intensive, but here Templa detail how their CMS system can shift the ratio back into your favour.

If you run a contract cleaning company, you already know two things about staff management and payroll. Firstly, the budget represents over 80% of your annual revenue and secondly you use 80% of your overhead resource in managing it. The table below shows how staff and payroll admin soak up your limited resources.

Field Managers

- Recruitment
- Training
- Rostering
- Checking attendance
- Managing absence
- Authorising holidays
- Arranging cover
- Staffing one-off work
- Completing timesheets
- Filling out staff-related paperwork
- Managing budgets

Payroll and Admin Teams

- Checking right-to-work documents
- Processing starters and leavers
- Adapting your company pay structures to off-the-shelf payroll software
- Checking timesheets against budgets
- Consolidating payslips for staff who work across different sites
- Interpreting union negotiated pay deals
- Managing holiday pay and entitlements
- Managing auto-enrolment

Finance Team

- Setting up pay budgets
- Monitoring expenditure by contract, site, client and manager
- Reporting variances promptly
- Applying cost and price changes
- Feeding labour costs into site profit and loss accounts

This represents a huge amount of information to be keyed in, processed and analysed in what, for many contractors, is a raft of unconnected software systems or complex spreadsheets. It results in time spent duplicating data entry for processing purposes and bringing information back together for analysis. For unavoidable reasons, cleaning experiences a relatively high level of staff turnover, which merely serves to magnify the challenge.

SOLVE THE PROBLEM EASILY AND EFFECTIVELY

In a labour-intensive industry with slim margins it makes sense to spend 20% of your time managing staff and payroll rather than 80%, which means taking one important decision: consolidating staff and payroll processes into one integrated, mobile-enabled software environment. The TemplaCMS Pay Integration diagram below shows how all these tasks are taken care of by one software system that works off a single central database of contract information, where data is entered once only, with a full audit trail of amendments.

Typical wins include dashboard access to data on staff attendance, real time online review of timesheets, drag and drop holiday and absence management, touch-button payroll

variance analysis and a built-in authorisation process, Workflow, which automates the circulation and approval of timesheets, one-off work and more.

REPAY YOUR INVESTMENT QUICKLY

When processed 'manually' this complex web of administration can quickly drain profit from the business. The most obvious example is paying more hours than budgeted, or paying more hours than actually worked, but there are so many others. How many times do you hear about companies undertaking one-off work without raising an invoice, or staff using up their holiday entitlement halfway through the year and leaving without it being deducted? And that's before you factor in three hidden costs: staff employed to administer each process; the negative effect on client retention resulting from wage budgets being scaled back; and field managers on site encouraging staff and servicing clients.

THE REWARD

For contractors who use TemplaCMS to manage staff and pay, 80:20 is reality. They benefit from knowing that although their revenue is growing, their administration overhead remains constant, which can only mean one thing – increased margin.

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