



Equity Cleaning Services streamlines back-office operations

- Reduced time spent on rostering, payroll and invoicing
- Admin time cut by 75% saving a day and a half per week
- More accurate invoices
- Better communications with staff and customers



Equity Cleaning Services, a contract cleaning company that specialises in the maintenance of commercial and industrial buildings in the South of England, invested in SmartTask to manage its workforce of over 200 employees.

Using SmartTask software has delivered significant operational efficiencies, better communications for staff and customers, and more accurate up-to-date reporting, payroll and invoicing.

“SmartTask records all working hours ensuring that no cleaning jobs are missed in the invoices, which means no lost revenue. Accurate records also enable transparency of all jobs completed for each customer. Where one-off cleans have been arranged, scheduling the job using SmartTask eliminates paper notes that in the past may have been misplaced or forgotten.”

Louise Haynes, Operations Director, Equity Cleaning Services

Formula meets staff wellbeing and customer service priorities

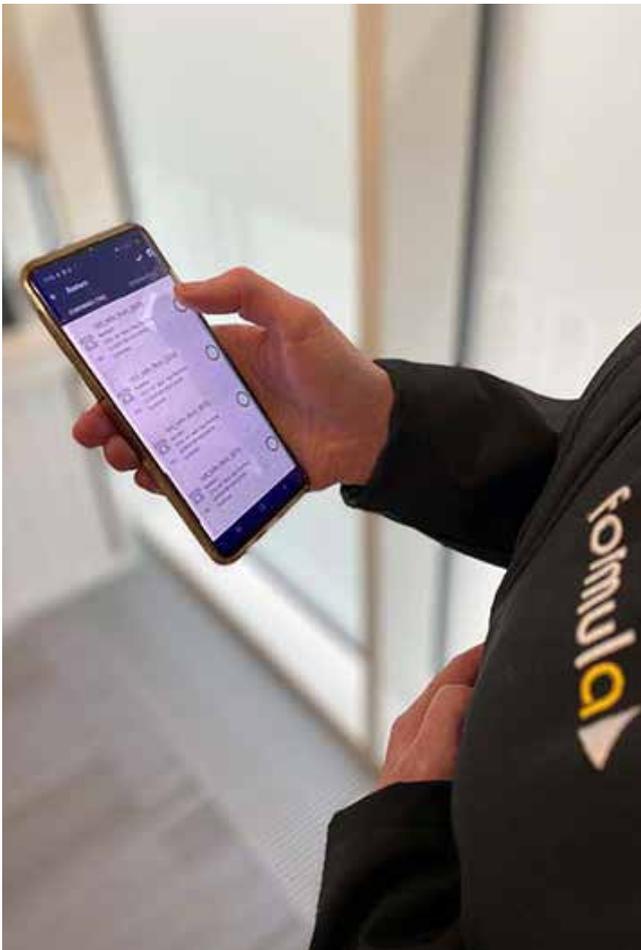
- 40 hours per week saved on back-office admin
- Paperless processes improve efficiencies
- Increased business insights
- More flexible service for customers

Formula Facilities Services is a facilities services provider delivering first class cleaning and bundled service solutions across the UK. Established in 2008, the company has always focused upon ensuring the welfare of its staff and listening carefully to client needs.

Formula consolidated its systems to manage employee time and attendance, leave and scheduling, with SmartTask. As well as increasing operational efficiencies by going paperless, the electronic collection of data has provided Formula with valuable business insights.

“Having real-time sight of where and when staff are working helps to greatly improve the customer experience. From being able to provide a more flexible service and adding extra staff when required, to ensuring that absences are noticed and dealt with immediately.”

Catherine Moloney, Financial Controller at Formula.





CSM transforms with Employee Scheduling & Virtual Control Room

- Intelligent rostering improves service delivery
- Improved Duty of Care processes
- 24/7 virtual control room monitors missed shifts/calls
- Saves 35 hours a month



Adopting SmartTask for employee scheduling and workforce management has enabled CSM to improve service delivery, enhance duty of care and support business development while saving up to 35 hours per month on admin. In addition, CSM is using SmartTask's 24/7 virtual control room service to monitor missed shifts, check-calls, and any operational alerts ensuring that staff are safe day or night and that customers are receiving the highest levels of service.

“We have expanded our business to service over 200 sites on behalf of a diverse range of customers, so we recognised that we had outgrown many of our existing manual systems. We not only needed a software solution that would automate and streamline these processes but also help us differentiate our offering within what is a highly-competitive marketplace. SmartTask is helping us transform our operation by delivering on these demands and offering huge opportunities moving forward.”

Martin Heneaghan, Managing Director of CSM Facilities Management



Stadium Support Services delivers at Farnborough International Airshow

- Realtime visibility of 100 team members
- 80,000 hours of cleaning provided during high profile event
- 500 QR codes as scan tags to monitor service delivery
- Additional cleaning services managed using the centralised system

Stadium Support Services used SmartTask advanced workforce management solution to provide real-time visibility and control for its 100-strong team tasked with delivering 80,000 hours of cleaning services across the vast 770-acre site.

500 QR codes were attached within toilet blocks, exhibition halls and other auxiliary buildings, so cleaning operatives/supervisors simply had to scan a tag when an area had been cleaned or inspected. Stadium Support Services also provided a platinum cleaning service to many of the 1,500 exhibitors – SmartTask software confirmed to the clients that all daily deep cleans had taken place.

“Due to the scale of the site and diversity of buildings, we needed a highly-functional and easy-to-use workforce management tool that provides complete transparency of the cleaning operation. We found SmartTask to offer the centralised visibility and control we required. It has helped us deliver on our service promise throughout the event, becoming a key element of our best practice cleaning processes.”

Scott Hudson, Operations Director, Stadium Support Services.

www.smarttask.co.uk

+44 (0)1494 444 044 tellmemore@smarttask.co.uk