# TEMPLACMS

Fully integrated management software for cleaning contractors

FULLY INTEGRATED SOFTWARE
FOR CLEANING/FM CONTRACTORS

Unlock the profit potential of your company by using technology to automate and speed up everyday processes. Release your field management to look after staff and clients, rather than waste time on administration.

TemplaCMS helps you manage your workforce, gives you clear visibility of all cost and revenue streams, supports your admin, operations and sales teams in their roles and reassures clients that you are serious about customer service.
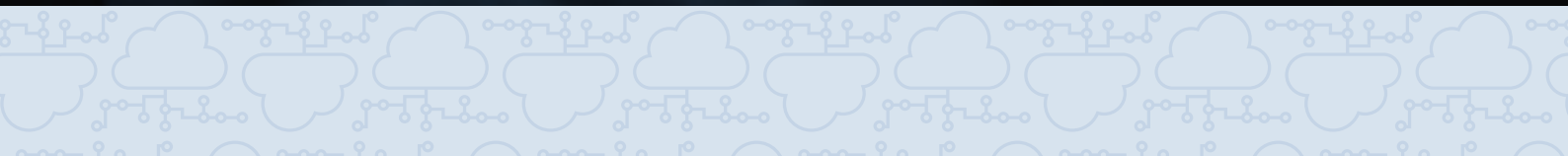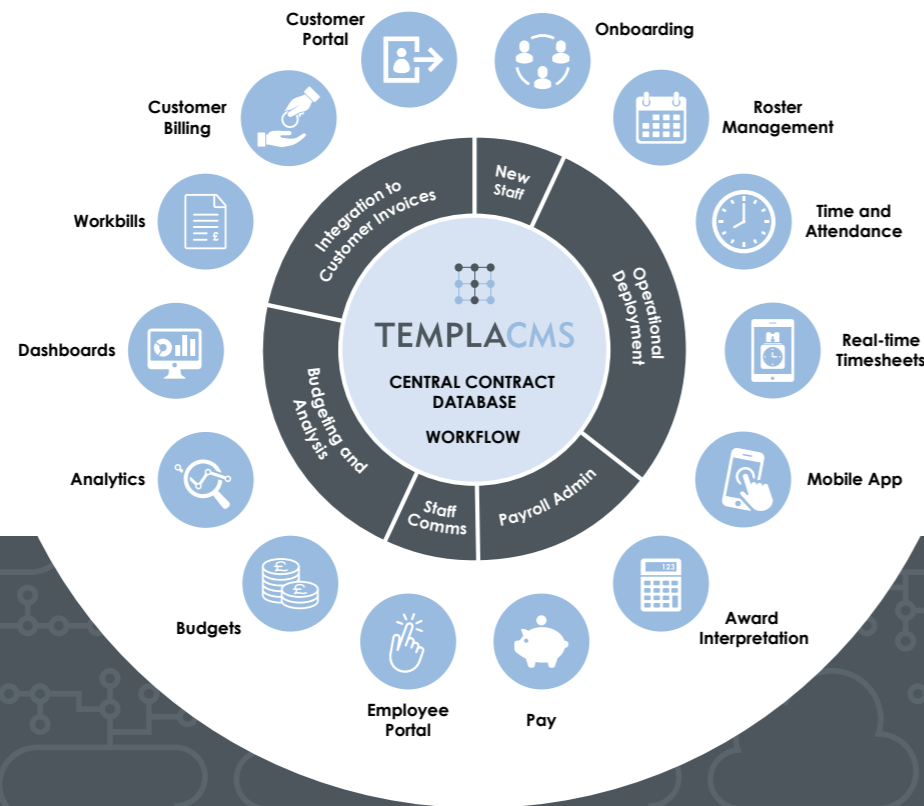
Five major frustrations faced by contractors:

1. Lack of budget control, especially within pay, holiday, national insurance and materials usage

2. Unable to analyse profitability at task, site or client level

3. Unwieldy and unreliable processes for managing and invoicing ad hoc work and consumables

4. Duplication as a result of poor integration with accounts packages or reliance on MS-Excel

5. Poor implementation of quality audits and ineffective presentation of KPIs to clients

Five ways to increase profit with TemplaCMS

1. Wages and budgets brought under full control

2. Accurate analysis of non-profitable contracts or tasks

3. Ad-hoc work and rechargeable consumables always invoiced correctly

4. Integrated system reduces admin time, transaction errors and stationery costs

5. Proactively managed quality audits and KPI production improves service delivery and contract retention

A £12m turnover, London based client returned their whole investment in CMS in year 1 through savings gained implementing CMS e-timesheets alone.

How does TemplaCMS integrated software address these and other challenges?

The fundamental issue at the root of these problems is multiple unconnected systems. With many systems used to store data and manage a contractor's different business processes, it is often difficult to guarantee the accurate completion of transactions or to effectively analyse their results.

TemplaCMS resolves this problem by centralising all contract data in a single database. The TemplaCMS business modules then use this single integrated data resource to process and analyse your internal and external transactions in a consistent way, using the single accurate version of the data. One version of the truth!

⬇ The diagram shows how TemplaCMS is used in the key area of integrated workforce management

(Diagram: TEMPLACMS — CENTRAL CONTRACT DATABASE, WORKFLOW. Outer ring segments: Integration to Customer Invoices, New Staff, Operational Deployment, Payroll Admin, Staff Comms, Budgeting and Analysis. Surrounding icons: Customer Portal, Onboarding, Roster Management, Time and Attendance, Real-time Timesheets, Mobile App, Award Interpretation, Pay, Employee Portal, Budgets, Analytics, Dashboards, Workbills, Customer Billing)

"The combination of Templa's clear understanding of our business objectives and their professional design of the software solution made our choice straightforward. No other comparably priced system has this level of functionality."

Julian Lingham - Finance Director, Regular Cleaning Services
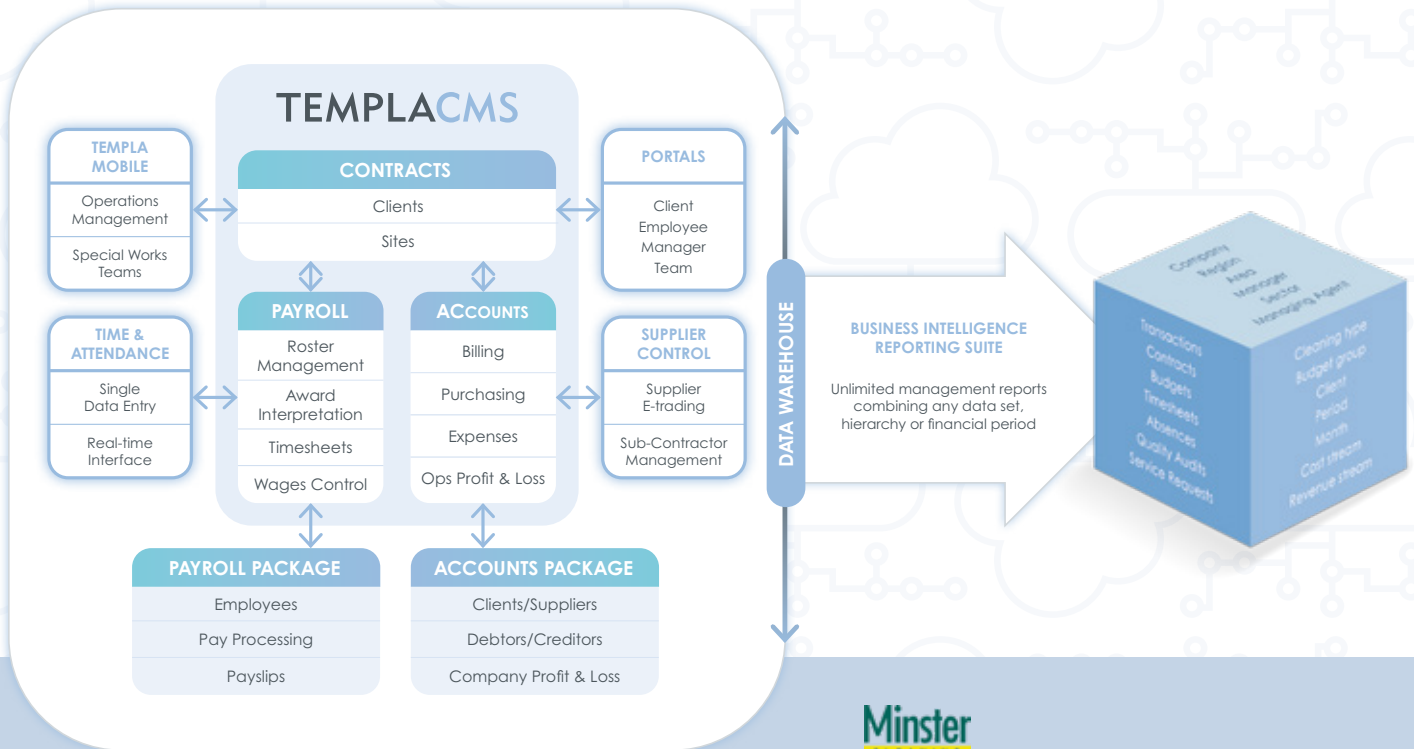
How the TemplaCMS Modules benefit your cleaning company

CORE SYSTEM	BUSINESS BENEFITS
CONTRACTS	A centralised real-time contract database offers instant securable information to staff at all levels
BUDGETS	Accurate comparison of budget and actual spend within pay and purchasing potentially saves £000s
PAY	Integrated 'live' e-timesheets and workflow approval radically improves pay cycle completion
WORK BILLS	Automated control of periodic and one-off work ensures work is completed and invoiced promptly, with discrete work-bill profit and loss
STORES CONTROL	Full purchasing control of the business, budget management and workflow approval reduces unnecessary expenditure
BILLING	Automated billing of contracts, one-off work and rechargeable consumables means no lost revenue
ACCOUNTS INTEGRATION	Multiple companies, multiple payrolls, with shared and secured databases, means no data errors
ANALYTICS	Instant profit and loss accounts highlight loss making clients, sites or tasks, improving decision making
ASSET MANAGEMENT	Identifying where assets are held and whether they have been PAT tested ensures compliance
WORKFLOW & DOCUMENTS	Automated workflow-driven decision processing increases accountability and improves productivity. Integrated document management centralises all business correspondence

SERVICE POINT	BUSINESS BENEFITS
MOBILE CMS	Mobile device technology means operations staff become more effective and productive
QUALITY AUDITS	Scheduled auditing and KPI measurement monitors and improves service delivery
CUSTOMER SERVICE	Help desk management of SLA delivery increases customer satisfaction
CUSTOMER PORTAL	Real-time KPI information and work schedules improve client transparency
EMPLOYEE PORTAL	Two-way communication with employees, including access to payslips, holiday planners, personal data and company documentation
MANAGER PORTAL	Roster management facilities for dealing with absence, holiday and cover requirements integrated in real-time to timesheets
TEAM PORTAL	Work schedules for internal or external special works teams delivered to their mobile device, integrated with pictures, signatures, pay and billing

ADD-INS	BUSINESS BENEFITS
TEMPLACMS T&A	Time and attendance with 2-way real-time integration to rosters and pay, deployed via a range of hardware technology at client sites
DASHBOARDS	User-defined KPI graphs and alerts promote a pro-active work environment
ADVANCED FORMS	Electronic forms completed on site automatically update the contract database when synchronised to the server
BUSINESS INTELLIGENCE	Utilising Microsoft Power BI © a suite of pre-defined cross-system BI reports for management and client information, delivered through an automated data warehouse infrastructure
HYGIENE SERVICES	Scheduled routing and delivery of in-house washroom products, with mobile device integration for delivery confirmation, including automated billing
AWARD INTERPRETATION	Common in Australasia, Scandinavia and the USA, collective agreement style, negotiated pay terms automate worked time payments
PROJECTS	Manages services for complex one-off work delivered in stages, handling multiple subcontractors and suppliers. Consolidates costs and revenues into discrete project p&l.

Who uses TemplaCMS?

The organisations using TemplaCMS vary in both size and spread of operations. Whether you are a pure cleaning company or an FM Group, turning over from £2m - £500m and beyond, you are in good company.

Read what some of our experienced users say about TemplaCMS.

How TemplaCMS integrates internally and externally

TEMPLACMS

TEMPLA MOBILE
- Operations Management
- Special Works Teams

TIME & ATTENDANCE
- Single Data Entry
- Real-time Interface

CONTRACTS
- Clients
- Sites

PAYROLL
- Roster Management
- Award Interpretation
- Timesheets
- Wages Control

ACCOUNTS
- Billing
- Purchasing
- Expenses
- Ops Profit & Loss

PORTALS
- Client
- Employee
- Manager
- Team

SUPPLIER CONTROL
- Supplier E-trading
- Sub-Contractor Management

PAYROLL PACKAGE
- Employees
- Pay Processing
- Payslips

ACCOUNTS PACKAGE
- Clients/Suppliers
- Debtors/Creditors
- Company Profit & Loss

DATA WAREHOUSE

BUSINESS INTELLIGENCE REPORTING SUITE

Unlimited management reports combining any data set, hierarchy or financial period

Company, Region, Area, Manager, Sector, Managing Agent
Transactions, Contracts, Budgets, Timesheets, Absences, Quality Audits, Service Requests
Cleaning type, Budget group, Client, Period, Month, Cost stream, Revenue stream

Churchill

**Nicki Francis, Group FD
Churchill Group**

Three years ago our growth plans took on another level, but our back office systems had been struggling for ages. Payroll was a huge admin drain taking days to complete. 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 volumes, its automation and exception management have been vital and the financial controls it delivers are exemplary in helping us manage the business. Payroll takes significantly less time, our employee count has doubled, whilst our admin team headcount has remained the same. Plus we have made vast improvements within admin and operations using other aspects of the system.

Minster CLEANING SERVICES

**Steve Seaton, Group Financial Controller
Minster Group**

Although we are essentially purchasing an off-the-shelf package, Templa has bent over backwards to accommodate some of the specific challenges facing our franchisees, as well as incorporating into the software the natural segregation lines between the branches.

CHAMBERLAINE cleaning services

**Morten Elstrup, Commercial Director
Chamberlaine Cleaning Services**

We realised that we needed much better visibility of our key cost elements, notably payroll, and greater flexibility to analyse our business the way we want, both of which TemplaCMS delivers as part of its core system.

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