



TEMPLACMS

Fully integrated management software for cleaning contractors

CASE STUDY

Regent Samsic stay on top of their margins with greater profit visibility and financial control

BACKGROUND:

Regent Samsic
Facts and Figures

FOUNDED: 1986

UK LOCATION: Coventry

UK TURNOVER 2018: £60m

PARENT COMPANY:

Groupe Samsic was founded in 1986. It is one of Europe's largest business service providers and France's second largest cleaning company. Through service diversification and acquisition, Groupe Samsic has grown to include 320 companies, employ 90,000 staff and serve 30,000 clients in 25 countries across Europe and further afield. Group turnover is £2.0 billion.

"In licensing TemplaCMS we have not just bought a software system for financial control, we have bought an entire business management system. The real dividend is in being able to share detailed financial performance with those who have responsibility for achieving it."

**Bal Breach, Finance Director
Regent Samsic**

Over the course of the last eight years, Regent Samsic has fully embraced all aspects of integrated business management software to the benefit not just of finance, but of each and every department in the company.

THE CHALLENGE

Finding the right contract management software to support a growing FM company

In 2011, the directors of Regent Samsic were weighing up ambitious plans for the growth of their multi-service FM business, but were concerned about how to underpin their plans for increased sales with a more robust approach to margin control. Having developed originally as a contract cleaning company, Regent had relied for several years on the now discontinued Target Control software as a means to manage the particular administrative challenges of the industry. However, from the board's point of view they needed much greater visibility of revenue, cost and profit at individual contract and client level so as to understand performance more clearly and make better informed decisions as a result. Following a full review of the market, Regent selected TemplaCMS as the long-term management software solution to support their strategy. They initially licensed the ten-module core system, including dynamically integrated **Accounts** and **Payroll, Billing, Stores, Purchasing, Budgeting, Analysis and Workflow**.

Carefully managed implementation

The board then made two important decisions: firstly, it appointed a project manager from its own finance team to oversee implementation; and secondly it realised that given the wide spectrum of managers and office staff who would use the software, there needed to be a well-thought-out buy-in strategy to secure support throughout the company, particularly amongst the operations team. The answer was to promote the new system in terms of giving contract managers much greater information on their financial performance in return for increased profit accountability. The board also realised that the single most important user in the initial implementation was their payroll manager. By providing full support to this job holder, it ensured that they became a fervent advocate for the new system.

THE BENEFITS

During the eight years that Regent has been using TemplaCMS, the company has gradually taken on more modules and now use **Customer Portal, Advanced Forms, Dashboards** and **Integrated T&A**, as well as the new **Employee Portal**.

In line with the original objective of company-wide benefit, Regent's departments are benefitting from the software's modules as follows:

DEPARTMENT:	Operations
MODULES USED:	Pay, Advanced Forms, Stores Control, Quality Audits, Dashboards, Customer Portal, Workflow
<ul style="list-style-type: none"> Contract Managers (CMs) view and amend timesheets online in real time, with hours worked captured from a T&A system fully integrated to TemplaCMS. If over an agreed budget tolerance, they are forwarded via Workflow to their line manager for sign-off. CMs receive a monthly schedule of Quality Audits (QAs) to their tablet devices, with the system updated each time one is completed. Results automatically transfer to the Customer Portal. CMs receive reports showing revenue and profit by contract, location and income stream, making them fully accountable for performance. Employee starter and amendment forms are completed electronically using Advanced Forms, with photos and scanned documents attached, before synchronising to head office. Each time CMs log in to TemplaCMS they see a dashboard giving them a snapshot of performance across key KPIs, including outstanding work permits, QAs and margins. 	

DEPARTMENT:	Finance, Board of Directors
MODULES USED:	Accounts, Budgeting, Analytics
<ul style="list-style-type: none"> A monthly suite of six reports, including actual v. budget revenue and cost streams, as well as P&L accounts at all levels of the company, is produced at the touch of a button. Directors see aggregated QAs in real time as soon as they are completed, rather than waiting until a spreadsheet is produced. 	

DEPARTMENT:	Payroll, HR, Admin
MODULES USED:	Pay, Advanced Forms, Employee Portal, Workflow
<ul style="list-style-type: none"> Payroll is completed more quickly and accurately, with full exception reporting. Where required, payrolls are maintained separately from one another, enabling Regent to effectively manage the acquisition of companies and workforces with differing T&Cs. With the company adding hundreds of new staff each year, Advanced Forms and Workflow enable HR and Admin teams to process employee new starts and amends more quickly and easily than used to be the case, representing a real resource saving. The secure Employee Portal means that Regent's 4,000 staff can see their payslips, holiday calendars and company documentation, as well as vacancies, overtime opportunities and training videos of toolbox talks. 	

HOW REGENT USES TEMPLACMS TO BUILD BETTER CUSTOMER RELATIONSHIPS

Regent's strategy towards clients is very much based on open book partnership. TemplaCMS's granular analysis capability makes it easy to engage with clients on contracts where action is needed to restore margins to agreed levels - a level of transparency that clients appreciate. Similarly, they enjoy being able to log in to their customer portal and see up to date staffing details, training records, QA scores and Health and Safety audits. Clients representing 60% of Regent's turnover are now using the portal.



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