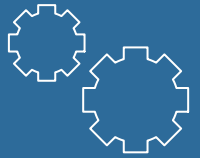


Templa-CMS

Templa-CMS delivers business benefits to



Introduction to NViro

NViro are a leading contract cleaning business based in Portsmouth, with a broad list of clients across London and the South of England.

The company offers tailor made contract cleaning solutions to more than 200 public and private sector organisations covering 500 sites.

Brian Warren, NViro's Managing and Finance Director, says: *"Preparing our 10-year business plan required us to take stock of our technology. We'd enjoyed many years with our current provider, but had now outgrown their software. We have met Templa at an opportune time in their product development and very early on have formed an excellent business relationship. Their software solution ticks all the boxes that we had been looking for in a single system."*

www.nviro.co.uk



Timesheets & Wages

THEN..... 80% of most contract cleaning company's costs are Wages. With a growing volume of **manual** timesheets being processed through a regular payroll cycle at NViro, the administration overhead was inevitable and growing too.

The timesheet process required manual paperwork distribution to service managers in the field. Each manager would then write all site contract adjustments on their printed sheets. Being **out-of-date** as soon as they had been generated, new contracts or variations had to be handled this way too. At the end of the payroll period they were posted back to Payroll in Newport to be **re-keyed** into their old system.

NOW..... The **Templa-CMS Payroll** module offers **eTimesheets**, removing the need for paperwork and all the overhead associated with a manual process. At the beginning of the payroll cycle the **eTimesheets** are assigned automatically to service managers from their contract records. They can be immediately accessed centrally or remotely for update, controlled by the **Templa-CMS** security module. Site timesheets are then adjusted for employee's contracted, periodic or one-off hours **in real-time, under full budgetary control**. Importantly, **new, amended or terminated contracts are also available** for immediate data entry. NViro have successfully made the transition in Payroll to **Templa-CMS** processing and are now implementing the immediate roll-out to service managers of the **eTimesheets** facility.

Turnover

- £40m+ Group

Staff

- 1,400 Cleaners

Sites

- 500

Previous Systems

- Target Control
- MS-Excel

Modules

- Contracts
- Budgets
- Payroll
- eTimesheets
- Billing
- Stores
- Supply chain
- Work-bills
- Equipment/services
- Asset register
- Customer service

Templa-CMS

Availability of Information

THEN..... NViro's multi office environment created another challenge for their old system, with Accounts and Payroll based in Newport, Isle of Wight, but Operations based in Portsmouth. The system was unable to operate over the company's wide area network, therefore had to be backed-up each night in Newport and copied to Portsmouth so Operations could access important information. However, this information was always **24 hours of out date**, plus the old system was not able to hold all contract information which had to be held externally in MS-Excel, across multiple spreadsheets which did not provide the ability for free and unrestricted access.

NOW..... Templa-CMS now provides all staff with the ability to access their information from anywhere. With its MS-SQL Server database and modern technical design, the solution fully caters for **multi-location and multi-user access** across any wide area network and the Internet. Staff can access their contract, payroll and accounting information from any of their offices, home or any other authorised external computer. This means staff can work effectively by locating their information quickly and securely.

With all contract information, documents and data capable of being held in **Templa-CMS**, the use of MS-Excel and manual document filing can be greatly eliminated.

One Fully Integrated System

THEN..... NViro's old system was not a standard accounts package, but delivered limited accounts functions to contract cleaning companies. It could never keep pace with the UK's statutory requirements or advanced accounting functionality. For example, just to achieve **site wage variance analyses or regional/area P&Ls**, data had to be re-keyed into MS-Excel. This was time consuming, would incur the risk of data errors, yet today most accounts systems provide links with MS-Excel. The lack of instant reports meant that NViro were only getting payroll analyses after pay had been processed, and management accounts a week or more into the next accounting period.

NOW..... Templa-CMS provides dynamic integration to a UK leading accounts & payroll package, which offers comprehensive debtor, creditor & financial management reporting. Additionally, the **Templa-CMS Analytics** module now enables NViro to interrogate their payroll costs in real-time across their defined business structure; delivering wage variance analyses **by region, area, site, & contract**.

NViro have full control of their detailed wages costs including holiday, ERs NIC & absence.



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Removing the paper trail

THEN..... To manage contract status NViro had to use a series of coloured forms for new, variation or terminated contracts, as well as stores requests. These and any supporting documents would then be passed between Portsmouth and Newport for sign off by multiple individuals. This process therefore had to be managed centrally via MS-Excel spreadsheets. Communication of each site's contractual requirements would then be disseminated to field Operations staff manually or with additional paperwork, i.e. timesheets.

Subsequent queries on changes to contracts would then necessitate a request on admin staff, which would cause disruption and delay.

NOW..... Integrated workflow provides the ability to assign responsibility for contract data entry and approval, and automatically track its completion. NViro's Operations admin staff create new contracts with their customer/site details, wages budget and initial employee assignments. Workflow is configured to send these for approval to the Financial Controller, prior to automated release to the relevant payroll cycle. By implementing centralised storage of all contract documentation, they are linked and referenced via shortcuts, for access during the approval process and thereafter.

A full audit trail and history of change is maintained across the version controlled contract information, enabling instant answers to subsequent queries.

A smooth implementation

Templa-CMS payroll processing was implemented at NViro under a 6-step plan, integral to Templa's long standing quality management system.

Step 1—Business Process Review : Investing time upfront to understand NViro's requirements enabled Templa to minimise the impact of change. The process generated a formal BPR document, along with a detailed plan.

Step 2—Data Migration : NViro's old system data was extracted to MS-Excel, enabling it to be first cleansed by project staff. Import tools then build customers, sites/contracts, tasks/budgets and employees/assignments.

Step 3—Overview Training : Senior managers were provided with early visibility of **Templa-CMS** and it's functions, formalising how the BPR requirements would be implemented in the system.

Step 4—System Setup : **Templa-CMS** along with the accounts & payroll package were configured for use, together with user access and security, with workflow and document design being resolved.

Step 5—End User Training : Training plans were drawn up and agreed with onsite training sessions delivered, supported by user documentation.

Step 6 — Parallel Running & Go-Live : The system was tested for accuracy and run in parallel for 6 weeks before go-live. This provided precise reconciliation down to the last penny and the confidence to proceed.

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