# The BSC's Quick Guide to Integrated Software

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# INTEGRATION

Think of integration as the key that unlocks operational efficiency for building service contractors. Picture this: You have one system that provides access to seamless, accurate information that's shared across every area of your business: time and attendance, operations management, workforce management, human resources and benefits, accounting and financial management, and reporting.

With an integrated system like that, you could see benefits galore, including:

» A complete picture of profitability with insight into financial information down to the job level

» Time and money saved with streamlined processes

» Better business insights because data from across your organization is right at your fingertips

Since this is a quick guide, we can't cover every aspect of an integrated software solution. Instead, we're going to hit the high points of a few pivotal areas for building service contractors:  workforce management, operations management and reporting.

Let's start with how you can reach "well-oiled machine" operational levels with workforce management tools.

# WORKFORCE MANAGEMENT

Imagine what your bottom line would look like if labor wasn't your highest cost — we're talking about wages taking up 49.3 percent of revenue in 2016[1]. Since labor costs are unavoidable to run your business, it's a good idea to look for other ways to control costs.

One of those ways is having the right workforce management tools to handle employees in the most efficient way possible, saving you time and money. At its core, workforce management encompasses several key functions, some of which are automated time and attendance and managing job information. And, your workforce management tools are even more useful if there's a mobile component. Since your employees are all over the place serving your customers, having mobile tools means they can immediately access the information they need to do their jobs.

Let's take a deeper look at those key functions we mentioned.

[1] Morea, Stephen, "Janitorial Services in the US." IBISWorld Industry Report 56172, August 2016.

# WORKFORCE MANAGEMENT

## Automated Time and Attendance

It's important to have accurate, secure and automated methods of collecting timekeeping information for your employees to help control labor costs both in the back office and out in the field. With automated timekeeping, you know your employees are where they are supposed to be when they are supposed be. And if they aren't, you'll know right away. When time and attendance is integrated with the rest of your system, you can spend less time fussing with data and manual processes and get payroll, billing and reporting done right (and quickly) the first time.

## Managing Job Information

A lot of pieces make up a job, and the most important piece is the people working it. Your supervisors and cleaners make or break your customer service at job sites. So, when you manage your workforce effectively, you manage your jobs effectively. It starts with your field supervisors. They can manage jobs from wherever they are when they have online and mobile tools to submit and view work requests and pass along the information, contact employees, and access real-time time and attendance information.

Essentially, it boils down to this:
With workforce management tools, you can maximize the productivity levels of your supervisors and employees as they serve your customers (and remember, more efficiency saves time and money. And happy customers are icing on the cake.).

# OPERATIONS MANAGEMENT

Low profit margins got you down? With the average profit margin for the BSC industry at 5.6 percent in 2016[1], that's not a huge surprise. With such a small margin for error, BSCs need to look for efficiencies in every area, especially in operations management. As your operational efficiency grows through automation, you get more done which equals more money to the bottom line.

Here's how that happens through three pieces of operations management: work scheduling, quality assurance and inventory management.

### Work Scheduling

When it comes to work scheduling, you have one job — ensure that all projects are completed on time and on budget. Enter work scheduling tools. With this type of technology can create a schedule to plan all routine work or one-time tasks, both billable and non-billable. That way your supervisors know when and where work needs to be completed and can make sure crews are executing those tasks properly.

So, what happens if you're on site and a customer requests additional work? An integrated system with a mobile component enables your supervisor to create a billable work ticket right then and there. So, your customer is happy work is getting done, and you're happy because you captured another revenue opportunity (and through integrated components, the billable opportunity flows seamlessly into AR for billing — ta da!).

[1] Morea, Stephen, "Janitorial Services in the US." IBISWorld Industry Report 56172, August 2016.

# OPERATIONS MANAGEMENT

## Quality Assurance

You might have stellar employees who complete jobs pristinely, but do your customers know that? Better yet — do YOU know that? Why not have some proof? You can use quality assurance tools to create inspections and surveys and even add photographic evidence. Also, depending on your solution, you can electronically sign inspections for an added layer of accountability. You can then share those results with your customers, right from the field, to show off the shining work your employees do. Keeping your employees accountable to do the job right the first time means they'll be able to get more done. More importantly, that level of transparency builds trust with your clients. If something isn't quite up to par, you can resolve it and restore your rockstar status. You can then take all that information from your inspections and surveys and analyze it for trends. Now, go maintain some high standards, you.

## Inventory management

Inventory like job site supplies, equipment and uniforms is another one of those high, unavoidable costs in the BSC industry — accounting for 19.1 percent of total expenses in 2016[1]. That's where effective inventory management can really save you big — in headaches, time and money. Technology enables you to maintain the right levels of inventory at all your job sites. If you resell items, you can effectively handle that, too, if your inventory management tool tied to your accounts receivable solution. And, the best part? An integrated solution enables you to make inventory requests from the field as needs arise.

[1] Morea, Stephen, "Janitorial Services in the US." IBISWorld Industry Report 56172, August 2016.

# REPORTING

Reporting is the glue that binds everything together. With an integrated software system, you have an enormous amount of data collected from across your business. If your system has extensive reporting options, you can extract and transform that data into meaningful information that helps you make smart business decisions. Now most integrated software solutions come with some standard reports, but it should also have some customizable reports that you can create to answer any questions you might have. How helpful would it be to answer questions like these: Which customer provides us with the most revenue? Which job showed the most quality assurance deficiencies? Which job is the most profitable? How much do we spend on inventory at our jobs in a certain region? How do our actual weekly labor numbers stack up to budget?

That's the beauty of customized reporting. You decide what you want to know and the data's there waiting for you to discover the answer.

# TEAM SOFTWARE, INC.

At TEAM Software, we provide — wait for it — an integrated solution that offers all the things we just mentioned — workforce management, operations management and reporting. And, we're here for you. We've been developing software for building service contractors since 1988, and we're not going anywhere anytime soon. We want your company to run as efficiently as possible, so that you can focus on growing your business, and ultimately experience greater success. That's why we do what we do.

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