

BUILDING SUSTAINABLE SUCCESS WITH FULLY INTEGRATED SOFTWARE FOR BUILDING SERVICE CONTRACTORS

Four years ago, [Carlson Building Maintenance](#) experienced explosive growth due to a merger that catapulted them from 100 employees to 750 employees in a short period of time. The company outgrew its technology systems just as quickly. Carlson Building Maintenance, a building service contracting firm based in Minnesota, had to upgrade its systems – and fast.

“We saw WinTeam at the ISSA/INTERCLEAN trade show, and we really liked a lot of the features, like the timekeeping piece and the integrated General Ledger,” said Carlson Vice President of Finance Kaylee Brown. “It was a lot better than what we had been using.”

WinTeam is a fully integrated financial, operations and workforce management system from TEAM Software. The cloud-based software, specifically designed for contractors in the Building Service industry, leverages shared data from across an organization to drive efficiency and streamline business processes. TEAM's integrated system includes components for all major business units: accounting and financial management, operations management, quality assurance, HR/payroll, insurance benefits management, time and attendance, employee and customer self-service, bidding and estimating, and business intelligence and analytics.



SUMMARY:

TEAM Software's integrated technology solutions for Building Service Contractors enable companies to gain efficiencies across their organization, control costs and manage growth. Read how three of TEAM's BSC clients have leveraged the software to help them modernize and simplify business practices and build sustainable success for the future.

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-- Gabor Elcsics, CFO
United Services of
America



According to Brown, the integration factor has been key in enabling the company to “do more with less.” While company growth has been steady the last few years, Brown said she was able to save 1.5 FTE through more efficient processes and better information management. “TEAM has helped us budget and has positioned us for steady growth,” she said.

Gabor Elcsics, CFO of [United Services of America, an Affineco Company](#), reported similar benefits. United Services is a building service contracting firm of about 1,800 employees based in Connecticut. The company has experienced 800% revenue growth over the last six years without having to add staff, in part because of efficiency improvements gained through TEAM’s solutions. In that same period of time, United Services also acquired a company in that time and moved a sister company onto TEAM’s system.

“We’ve gained a lot more efficiency,” said Elcsics. “We’ve experienced tons of growth and have been able to accomplish everything we needed to without adding staff. It’s way more than just accounting software, and that all-in-one integration factor is key. We’re a growing company, and the amount of money we’d have to spend to get similar offerings elsewhere, we would have to almost go to customized software to do what we want to do. We’re on the cloud, and that’s worth the money, too.”

Mike Reschke, COO of [RBM Services, Inc.](#), a BSC of about 1,300 employees headquartered in Utah, echoed Elcsics remarks on company growth: “TEAM has helped us grow. We were able to grow without having to change our software system, and that’s pretty telling right there,” he said. Since 2007, RBM Services’ revenue has grown 10-fold, and they’ve added about 1,000 employees.

“The thing I like about TEAM is the full integration. There are some good products out there for work tickets or timekeeping, but TEAM has brought them all together,” Reschke said. “It has everything we need on a day-to-day basis.”

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He also noted that TEAM's integrated system came with cost savings benefits, as well. Back in 2007 when Reschke started with the company, RBM was relying on QuickBooks and third party providers for payroll and timekeeping management.

Timekeeping sheets were collected via fax. He knew they needed a better solution and was familiar with TEAM Software from another job he had in the early 1990s.

"I did some analysis on cost savings with WinTeam versus what we had been doing at that point," Reschke said. "It really came down to dollars and cents, and I proved that we could more than pay for the cost of the system. That cost savings was especially beneficial when we were smaller and had tighter margins."

Implementing WinTeam also enabled RBM to bring their payroll and timekeeping in house, a move that, in Reschke's estimation, has saved RBM the most money and time due to the integrated data. Not only could they eliminate two third-party vendors, but with automated time and attendance software, paper timesheets were no longer necessary, eliminating a lot of manual data entry and errors. Because of the integrated system, accurate timekeeping data is automatically updated into payroll, ready for processing.

In addition to cost savings through efficiency, another way an integrated system like TEAM's enables BSCs to make an impact on their bottom lines is through close financial and labor management.

"We were always reactive before," said Brown of Carlson Building Maintenance. "We would get labor reports two weeks after the fact. WinTeam allowed us to be proactive. We can run daily labor budgets

so we know where we are at with any job at any time, who is over budget. It helps us with our labor in a big way."

Elscics from United Services of America noted that WinTeam's job costing capability is vital to his business, and the shared data across the system can help pinpoint problems fast. When an issue arises, they can run a report and drill down to the invoice itself, or even the paycheck.

"We can get down to the minutest detail to make it easier to find those issues," he said. Moreover, by using eHub managers at United Services can review and edit payroll before processing to reduce errors and improve accuracy. eHub is a self-service web portal and mobile app for distributed workforces. It is fully integrated with WinTeam, meaning data flows seamlessly from the field to the back office, so the latest information is available across organizations.

"Any issues are fixed before we even cut checks," said Elscics.

"When an employee changes a record in eHub, we can see notes and the history. That gives us better control," said Brown of Carlson Building Maintenance, who noted that their district managers and field managers use eHub.

Reschke from RBM noted that 80% of the company's operations is labor-related and 70-80% of costs are related to labor as well, so eHub's workforce management features are important to the company. eHub includes job and employee information, electronic paystubs, work ticket functionality, real-time time and attendance information and inspection capabilities among other things.

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“We rely on eHub daily. Our managers have become dependent on it for budgets and things like that. In fact, they are rewarded based on how many times they access eHub each week and keep information current,” said Reschke. “It’s a good tool, and that’s why we incentivize it. Plus, it makes our managers’ jobs easier. If something is not accurate, they ask about it. eHub has helped us empower them, and we don’t have to micromanage.”

According to Elcsics of United Services, what his company continues to value in TEAM is innovation: “They keep adding more technology that makes the system more efficient for us – for example, business intelligence,” said Elcsics of United Services, noting that customer service is another key factor that sets TEAM apart from other vendors. “Another thing I can say is that when I call for help, someone answers the phone. TEAM is very responsive.”

“The nice thing about TEAM is that they are constantly innovating, staying on the cutting edge of things. I have admired that for a long time,” said RBM’s Reschke. “They know what’s important to the customer, and that’s big. TEAM has always listened to their customers and paid attention to our needs. That’s why they have such a solid product and people stick with them.”

TEAM Software has been developing technology and services for the building service industry for more than 25 years. TEAM, an employee-owned company based in Omaha, Nebraska, maintains a strong focus on customer service and regularly partners with clients to help determine innovation decisions. The company is a corporate sponsor and active member of the BSCAI and contributes to various industry trade shows and conferences throughout the year.

“I’ve referred tons of people to TEAM,” added Reschke. “We’re on a trajectory to keep growing, and we’re not slowing down any time soon. TEAM’s a part of that. We recently opened a Las Vegas office, and TEAM was right there with us. Being on the cloud, we can bring it up anywhere.”



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**-- Mike Reschke, CFO
RBM Services, Inc.**



ABOUT TEAM SOFTWARE, INC.

TEAM Software develops cloud-based business solutions designed for contractors in the building service and security industries. TEAM’s fully integrated solutions range from award-winning financial, operations and workforce management, to time and attendance, to employee and customer self-service portals. TEAM is an employee-owned company based in Omaha, Nebraska, with nearly 400 clients across North America.

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