

THE ASTON MARTIN OF MANAGEMENT TECHNOLOGY

Newly-renamed Vanquish: Integrated People Solutions – formerly Auto Time Solutions – explain to us the benefits that can come if facilities managers make the decision to maximise their resource utilisation by implementing workforce management technology.

Tight operating margins, escalating costs and increased competition means cleaning contractors risk fulfilling Service Level Agreements for little return unless they take stringent control of their contracts.

In an effort to grow the business in an aggressive marketplace, it is all too tempting to accept as many clients as possible and throw resources at them in the hope that they become profitable.

However, the reality is that this simply isn't a sustainable way of running a business. Before you know it you're over-servicing clients and your bottom line is disappearing in front of your eyes.

MAXIMISE RESOURCE UTILISATION

Effective resource management is critical to maximising margin growth. After all your workforce is your most costly asset; it defines your performance, impacts your customers and ultimately drives your balance sheet.

But how can the workforce be optimised to drive revenues, improve profitability and gain a competitive advantage?

The answer lies with workforce management technology which provides the tools and insightful analytics needed to accurately assign staff, control costs and monitor performance.

By integrating key employee-centric processes involved in the contract lifecycle, such as time and attendance, HR, payroll and scheduling, workforce management solutions streamline the administration of managing multiple sites to provide real-time transparency of what's happening at site level when it happens.

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Critical real-time workforce data can be accessed anytime, anywhere, bridging the gap between the office and client sites, and enabling you to track staff productivity and consistently meet service agreements by monitoring the time spent on site and reacting promptly to problems such as lateness and unauthorised absences the moment they occur.

Secure web-portals can also be configured to share access with your clients so they know exactly what they are paying for and that agreed service levels have been met. Greater accountability will help instil client confidence and minimise the potential for any discrepancies in the service.

COMPLETE CONTRACT VISIBILITY

By consolidating 'live' customer contract data in a single centralised location you can determine the resource requirements for each contract and assign 'best-fit' and 'best-cost' to meet strict budgets.

Once assigned to contracts, you can routinely track profitability in real-time and continually assess projected labour costs against incurred costs as work is carried out. This knowledge helps you evaluate the value of each client and their worth to the business.

Examining the viability of each contract focuses your efforts on retaining the most profitable customers, enforcing best practice and optimising the deployment of resources in key growth areas.

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