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Providing the Professional option for your Business Needs

Case Study – Challenger Services Group

Challenger Services Group is an Australian company with operations in New South Wales, Queensland and Victoria. It is a dominant player in the cleaning industry and provides services to a diverse range of clients across these three states. With a staff compliment of nearly 1000 workers as well as millions of dollars of equipment, using paper-based systems has proven to be an ongoing challenge for management.

The company wanted to find a solution that was cloud based (SaaS) and easy to implement. The prime requirements were improved efficiencies through a reduction in paper-based processes and access to real-time operational data. The technology needed to cater to personnel at all levels who are required to act on the information. As such the data should be provided in a universal format ensuring easy access and understanding.

The solution needs to enhance Challenger reputation as the trusted name across Australia for delivering outsourced commercial cleaning, staffing housekeeping and facility solutions all of which are executed with precision and excellence, every time.

Business Challenges:

Challenger is one of Australia's fastest growing cleaning services companies with clients who include Train stations, Schools, Universities, Catering companies, Aged care facilities, Hotels and Retail chain stores. Operations run 24 hours a day 365 days a year. Due to the extensive number of clients it is not possible for shift supervisors to visit every facility. Consequently, they rely on the integrity of cleaners to complete assigned tasks at each location. In reality, this does not always occur, resulting in poor service and dissatisfied clients. Compounding the problem is the legacy-based task sheets that each cleaner is expected to complete. In many instances these sheets are filled in incorrectly or not at all. By the time the sheets of data are collated into a usable report, several days or weeks may have passed and with it, any opportunity for timeous remedial action.
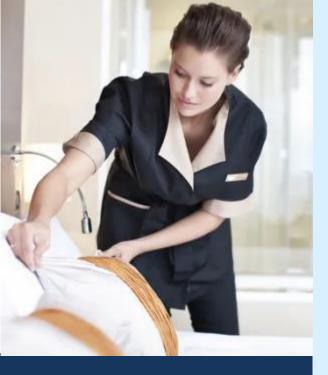
The nature of this business uses several different types of equipment in the course of its operations. This equipment can range in cost from a few hundred dollars to items costing over ten thousand dollars. By its very nature this equipment is constantly on the move between different locations from warehouse to client and even interstate. Keeping track of these items has proven to be challenging and inefficient. Traditionally an asset register is used to keep track of items but this is seldom updated and is often inaccurate. Consequentially a large quantity of assets goes missing every year at a significant replacement cost to the Company. Compounding the problem is regulatory requirements (referred to as Test and Tagging) that compels companies, using electrical equipment, to have each item inspected on a regular basis (usually every 6 months). With equipment in the field, the inspection needs to be done on site. Without accurate up-to-date knowledge of where the equipment is, Technicians relying on "educated guesswork", arrives on site in the hope of finding assets that need to be tested. The net result is often items are used with expired tags in contravention of government regulations.

Implemented Solution:

In understanding the problems faced by the client a dual solution was proposed which addressed both their asset tracking and compliance, as well as their work force management. Using our proven tracking engine TeamTrak, we customized our platform to address the issues that Challenger was facing.

For the **workforce management** requirement, an innovative approach was implemented which allowed the tracking of the task being performed as opposed to the contentious issue of tracking the individual. Through the use of site specific unique QR-codes, each worker was given an inexpensive smart phone configured with our TeamTrak application preloaded. The worker is then required to scan the location QR-code at the start and end of each task. Upon completion of the task, the scan is remotely uploaded in real-time to the database.

TECHNETIUM
ASSET TRACKING AND MANAGEMENT

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Client Implementations:

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FOUR SEASONS Hotels and Resorts

Radisson BLU HOTELS & RESORTS

Marriott HOTELS · RESORTS · SUITES

RYDGES HOTELS · RESORTS

Sheraton HOTELS & RESORTS

WESTIN HOTELS & RESORTS

Holiday Inn

FOUR POINTS BY SHERATON

CROWN RESORTS

Hilton HOTELS & RESORTS

CROWNE PLAZA HOTELS & RESORTS

PARK HYATT

INTERCONTINENTAL HOTELS & RESORTS

BreakFree HOTELS · RESORTS · APARTMENTS

STAMFORD HOTELS AND RESORTS

This provided Challenger management with information specific to each task including:

- Task operator
- Task location
- Date and time of task
- Task duration
- Issues and alerts relating to the task

The **tracking of assets** was phased in over a period of two months to accommodate the wide dispersal of the equipment nationally at hundreds of sites. Each asset was assigned a unique durable smart-barcode. Data captured included previously undocumented information about each asset including:

- Make and model
- Serial number
- Take on and write off dates
- Test and tagging (tag number and expiry date)
- Maintenance dates
- Location and status

Following the documenting and barcoding of all assets, Management enacted a policy ensuring that assets would now be scanned whenever the following actions are to be implemented:

- Transfers (both into and out of the warehouse)
- Movements (to and from client sites)
- Test and Tagging (capturing the new tag number and expiry date)
- Maintenance (type carried out and status update)

Results:

A number of benefits post implementation were immediately achieved:

- 80% reduction in paperwork
- Real-time access to data allowing management to react to specific issues
- Accurate visibility of assets location
- Extensive reports tailored according to each manager's needs – something that was previously unavailable

Other benefits that have become apparent over time include:

- Stock loss reduction with a corresponding reduction in capital outlay
- Streamlining of work force with a reduction of bloated headcounts
- Improved equipment utilization
- Compliance with statutory regulations (Test & Tag)
- Accurate and up-to-date Asset Register

TeamTrak has been transformative for Challenger Services Group in the way that they are now able to manage their work force and assets. Reaction times to addressing issues have improved by a massive 82%. The company is spending 35% less on equipment and down time on assets due to preventative maintenance has improved by an estimated 20%.

Some unintended benefits have also emerged. The company is now able to determine the transit time of workers from one location to the next within a facility. This metric has never been available previously and it now allows them to monitor delinquency in this area.

In addition to the automatic reports generated by *TeamTrak*, the Client's Management has remote access the data through the *TeamTrak* web portal.

Challenger continues to use the *TeamTrak* platform and more aspects of their business are benefiting from it. In testimony to the solution provided by Technetium Australia, Challenger Services Group Chief Financial Officer, Marlon Aronowitz, is quoted as saying, *"I don't think we could now run our business without Technetium's TeamTrak solution".*

For more information on *TeamTrak* visit our website: www.technetium.com