

# Online management

CleanLink, software developers for contract cleaning and related industries, have introduced Site Manager software which is now available to download as an app for both Apple and Android devices. Alan Loukes, Technical Director of CleanLink, reveals how this fast-growing contract cleaning company is using it with great success.

Staying positive in the midst of such unpredictable economic times is challenging but essential. With so many different demands being made on contract cleaners, finding systems that enable facilities managers to be more efficient is crucial to survival and success.

CleanLink's software solutions include all the functions needed to operate a cleaning company. Data is held by each of CleanLink's clients on their own computers for office-based staff to access; but they can now also 'go mobile' thanks to an app that works on Apple and Android tablets or smart phones.

The app allows companies to manage their locations remotely, enabling head office to monitor activities, keep track of progress as it happens and update clients regularly to maintain high satisfaction levels. It allows managers to perform onsite audits, place orders for supplies, log requests from customers, receive instructions, record client satisfaction rates and take photographs.

This hi-tech management tool is finding favour with FM clients, who appreciate the value it brings to their relationships with cleaning contractors. The app makes for quicker communications, swifter responses to any issues and detailed regular reports – offering peace of mind to the facilities manager.

## Background

It's fair to say that Cleanright, a service provided to consumers to help them understand the broad range of cleaning and maintenance products available since CleanLink began, has contract cleaning in its DNA. The company's chairman,

Vincent Lockwood, is a veteran of the sector having founded Prestige Cleaning Services in his home country of South Africa back in 1969. The company enjoyed consistent growth, culminating in its acquisition by the Bidvest Group in 1993 and it now employs over 30,000 staff. Following the sale of Prestige, Vincent moved to the UK where he set up what would become Cleanright with his son, Richard. The family theme now continues with Vincent's nephew, Simon Duke, who joined the company in 2005 and is now Managing Director.

With an aspiration to triple its size in the next five years, Cleanright decided that they needed to update a number of areas, including payroll, invoicing, site information, quality audit results, budget management and financial reporting at site level. Its search to find a tool that delivered in each of these areas led the company to CleanLink, and Cleanright adopted its specialist cleaning industry software around a year ago.

"It was important to me that we found a software package that integrated all our key tasks so staff didn't have to learn and operate a number of different systems," explained Simon Duke. For Cleanright, CleanLink's Site Manager software combines payroll, quality management, stock orders, budgets, asset registers, site, client and employee information. "Another aspect that attracted me to Site Manager was that key information from CleanLink's desktop software



could be made available on an iPad, for example, effectively putting a powerful tool in the hands of all our contract managers. I saw huge advantage in providing our managers with easy, on-site access to cleaning schedules, staff and client contact numbers, and risk assessments. The ability to carry out quality and health and safety audits, create stock orders and record staff training and appraisals directly on something like an iPad, was also attractive."

Cleaning contractors – who provide such crucial services to the FM sector – do a fantastic job in often trying circumstances, so identifying tools that can provide them with a competitive edge is key to future growth. Smart software solutions tailored to resolve their particular problems look set to stay around, and develop with them, for many years to come.

[www.cleanlink.co.uk](http://www.cleanlink.co.uk)

