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PROCARE CLEANING

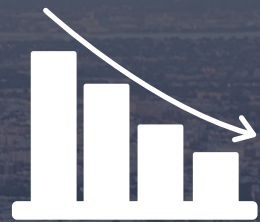
Web-based Sales Quotation system

ProCare Cleaning has been operating for over 30 years, providing a full range of professional cleaning services in many commercial sectors. The company has experienced a steady growth by providing a professional, reliable and cost effective office cleaning service to a wide range of businesses.

The UK commercial cleaning industry is experiencing a sustained, significant growth, with more firms outsourcing cleaning contracts than ever before. In 2011, 30,900 firms were operating in the UK, which has then increased to 40,300 by the end of 2017. The market growth of 27% has created new challenges for established businesses, as they are often set in their ways and fail to recognise gaps within their operational processes.

“THE PROCESS OF CREATING A NEW QUOTA USED TO TAKE UP TO ONE HOUR, DEPENDING ON THE COMPLEXITY OF THE SERVICE”

The identified area of concern for ProCare Cleaning was the archaic quote management system - a Microsoft Excel-based tool that had been used for over two decades. The process for creating a new sales quote had become convoluted: information about clients, services and financial estimates are manually input across several different spreadsheets. One of these spreadsheets contained 100 pre-written sentences which had to be manually reviewed and selected in order to generate the final quotation.



Another issue is that their spreadsheets often contained large volumes of data, which made them slow to load and frustrating to use. According to Greg Hart, the Director of ProCare Cleaning, the process of creating a new quote could take up to one hour, depending on the complexity of the service. After an initial review of the spreadsheet, our consultants analysed the user requirements and determined that a web application would be more suitable.



It was very important for ProCare to have a feature allowing multiple users, a single source of data and the ability to use the tool in the field as well as at the office. Although ProCare was initially hesitant due to subpar experiences with web applications in the past, they were convinced after we developed and demonstrated a simple web-based prototype. It took our software developers approximately two weeks to create their web-based Quote Management system, custom-built to meet the specific requirements of the business.



“THE NEW PROCARE QUOTE SYSTEM IS MUCH FASTER TO LOAD AND CUTS OUR EMPLOYEE TIME IN HALF”

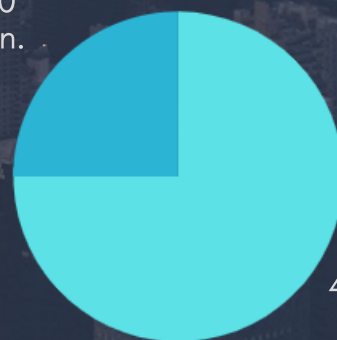
Sales users are now able to see the quote history in the main interface, ensuring that none of the clients gets lost or forgotten. Unlike the old spreadsheets, the quotes are easy to manipulate, with the ability to be duplicated or reviewed upon request. With multiple users being able to work on quotes simultaneously, the task delegation process has become a lot easier, providing users with more flexibility. Lastly, according to Greg, the biggest achievement was the ability to create sales quote templates. This feature has eliminated the need to choose from the pre-written boxes, fast-tracking the process to a letter generation that is directly sent to a client.



SAME AS HAVING HIRED
FIVE EXTRA AREA
MANAGERS

EMPLOYEE TIME
SPENT ON SALES
QUOTATIONS

2020
15 min.



2016
45 min.

Today, it takes about 15 minutes to create a new quota, as opposed to a minimum of 45 minutes with the old Excel file. Greg stated that it's the same as having hired an additional five area managers. ProCare Cleaning services have realised a return of 15x on their initial investment per year. Their operations have been quickly modernized, leaving extra time and capital for further investments. Greg agreed that the new system helps them compete in the rapidly changing cleaning industry and is much more effective than the previous Microsoft Excel-based solution.