

Investing in Industry-Specific Cleaning Business Software Leads to Operational Efficiencies

How a goal to improve payroll is transforming a cleaning contractor into a fully technology-driven operation.

a customer success story from TEAM Software



When Frantz Building Services first found TEAM Software in 2005, it wasn't necessarily on the lookout for comprehensive workforce management software. Instead, their focus was payroll, finding a tool that could help transform their general and administrative functions and eliminate the need — and expense — of outsourcing payroll processes to a third party. After implementing WinTeam, TEAM Software's holistic ERP software platform for service contractors, Frantz began to identify other areas across the business, in addition to payroll, that could be made more efficient through technology-driven processes.

It's been over a decade since Kentucky-based cleaning contractor Frantz Building Services first found TEAM Software. At the time, the company wasn't looking for a full-service ERP solution; they were simply looking for a way to save time — and money — on its payroll processes. Frantz was employing around 130 cleaners and manually processing payroll for each and every one of them. The process was labor intensive, time consuming and costly. With a vision for the future and the company's continued growth, leadership knew the old paper-and-pencil approach to payroll wasn't sustainable.

Although now-President Brian Lewis joined Frantz after the initial implementation of TEAM's WinTeam solution, he saw the benefit to the technology as soon as he began his leadership role.

“There's a general consensus in our industry that TEAM offers the best solutions to meet the needs of a contract cleaning company. That's really why we chose it as our solution, even when Frantz was a smaller company and our eye was on payroll improvements. We knew it would be worth the investment in the short-term, and really pay off as we continued to grow.”

That investment began with transforming Frantz's back-office processes, beginning with payroll. As the company has grown to now employ more than 620 workers, 90-95% of whom are distributed across job sites, Frantz is able to track time worked and balance it against holiday hours, paid time off and sick leave. Plus, payroll is now processed electronically rather than mailing checks or requiring employees to come to the office to collect compensation, saving time and back-office labor when payday comes around. For several years following implementation, Frantz didn't look beyond these general and administrative process improvements for potential value-adds in other areas across their business. Only recently, as the company has identified new goals for strategic growth, they began to hone in on other functionalities of WinTeam's holistic ERP software solution for areas to improve their business operations, including reporting, financial management and mobile on-the-go tools accessible from job sites.

Frantz's field-based cleaners now use WinTeam's time and attendance module, TeamTime, to clock-in and -out, a process that syncs with WinTeam to ensure accurate transfer of hours worked for payroll. Frantz's customers benefit from their use of time and attendance technology as well, especially as they're able to see who is clocked in at a job site in real time. In terms of reporting, Frantz values being able to pull data reports based on labor — by far their biggest overhead expense — and share findings across their team. The reports, which show actual labor costs versus what they have budgeted for the year, helps their leadership team recognize areas for improvement and save money in the long run.

“Some of these expenses, like high labor costs, are par for the course when it comes to the cleaning industry,” Lewis said. “By having tools that help us really focus on our data, we're able to move that needle and help our bottom line.”

Another way Frantz is hoping to move the needle as they continue to grow is through a move to company-wide zero paper usage, where employees would have everything they need to successfully do their jobs, even if they're away from their desktop or laptop while at a job site location or between customer stops. Frantz wants to enable their workforce to complete 100% of their job assignments from a mobile device. That's where WinTeam's self-service portal, eHub, comes in. At any one time, all of Frantz's management team can use eHub Mobile in the field, conducting checkpoints to show their customers trends on their sites or results of inspections. Frantz's managers use the mobile functionalities daily, and their ability to complete their own tasks without being tied to a desk is a game-changer in terms of efficiency.



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The ability to complete all of these functions — and more — is arguably Lewis’ favorite part about Frantz’s investment in a holistic ERP solution.

“Being able to do so many things in a single platform — that’s huge for people in our [cleaning] industry,” said Lewis. “When you have to reconcile one set of data to another, and then cross reference it to a different platform or application, things are bound to get messy. Plus, it’s a waste of time. Those are resources we can’t afford to invest our time in, especially not when there are solutions by TEAM that enable us to do so many things and solve so many different problems within one, centralized and easy-to-use system.”

And, Lewis likes that TEAM keys in on the actual wants and needs of their customers when making improvements to solutions. Through avenues like TEAM’s Idea Portal and client advisory board, TEAM listens to what customers like Lewis have to say, instead of prescribing solutions to problems that may not be hot-button issues for customers at all. It’s a shared mentality for growth, keeping the software aligned and tuned in to the needs of customers, even as customer needs and priorities shift.

“It sounds so simple,” Lewis said. “But so many companies don’t listen to what we have to say. TEAM listens and it makes a huge difference.”

About Frantz Building Services

Based in Owensboro, Kentucky, U.S.A. Frantz Building Services has provided commercial janitorial services to clients since 1985. Frantz employees over 600 individuals and serves over 200 customer sites across Kentucky, Tennessee and Indiana. For more information, visit frantzbuilding.com. ▶



TEAM Software

TEAM Software develops market-leading financial, operations and workforce management solutions for contractors with distributed workforces, with a focus on the cleaning and security industries in North America, Australia and the U.K. and Ireland. TEAM’s fully integrated, holistic technology reduces risk and costs and drives efficiency, profitability and growth. Founded in 1989, TEAM is headquartered in Omaha, Nebraska, U.S.A. For more information, visit teamssoftware.com.
