



Service Delivery Software for Cleaning Companies Cheat Sheet

What is service delivery? Put simply, it's the set of tactics by which you deliver on the service-level agreements (SLAs) outlined in your client contracts. As a contract cleaning company, it could apply to how you're managing tasks assigned to your cleaners and knowing how and when those tasks are being completed across multiple locations. Service delivery software helps you handle both the tactical provision of service as well as the strategic optimization of your resources to improve quality, reduce costs and risk, and deliver on customer expectations. By breaking down information silos and bringing together your tools, cleaners and SLAs in service delivery management software, you can ensure your cleaners are on task, your data is reliable, and you have a track record of provable service performance. In this service delivery software cheat sheet, learn the building blocks of centralized service delivery software and how they can drive your cleaning business forward.





Location Tracking Capabilities

Chances are, your cleaners cover a lot of ground across your contract locations, and it's all too easy for the details of each site to run together, especially when using manual processes to track cleaning loops. For a contract cleaning company, location-tracking is fundamental to much of the service you provide, letting you know what areas are being serviced, and at what frequency, while identifying areas or assignments that are getting missed. This capability typically uses one or more methods to track cleaner location, leveraging tech like GPS and geo-fences to create digital perimeters around properties, so you can prove to your clients when your cleaners are onsite and how often they service locations. Bluetooth beacons can provide visibility across facilities with multiple levels, keying in on the exact location of your cleaners in a facility within 10 feet and ensuring your cleaners are completing their assigned tasks across a property. Additionally, technologies like RFID, NFC or QR codes can be used to identify the exact location of a cleaner within a few feet. The [type of technology used](#) often depends on site and customer needs, but the more flexibility you have within your service delivery management software, the better suited you'll be to serve a variety of needs.



Mobile Forms

Service delivery management software should have the ability to capture real-time information from the field, like task lists, daily inspection results, cleaning route data or ad hoc cleaning needs for things like spills, through simple, flexible mobile forms. Mobile forms allow your cleaners to capture rich data like photos, timestamps and locations that are useful for reporting and proof of service. Mobile forms can also be automated to trigger at the right place and time and create workflows to make sure the information gets routed, escalated, recorded or reported appropriately once submitted. Plus, mobile forms help your supervisors conduct quality assurance audits from the field, with simple and configurable questions and scoring systems so that you can monitor the performance of your team and make adjustments or improvements. And, these forms can be easily exported and shared with your back-office staff and your clients alike, streamlining your processes while strengthening customer satisfaction through provable service performance.



Workforce Communication Tools

Staying connected with your field-based cleaners is critical. Face-to-face communication isn't always possible, so service delivery management software must have tools to help facilitate communication. Through configurable and comprehensive tools, messages can be targeted to groups or individuals based on location, role or other factors. Communication tools enable managers to provide specific site instructions and work tickets to cleaners to ensure tasks are being completed according to contract. On site, you can deploy automated questions or reminders when it's not feasible to conduct daily check-ins with cleaners during their shifts. In addition to serving as check-ins with your cleaners, you'll get the bonus of an audit trail for compliance with labor laws and regulations.



Incident Management Features

Cleaners are on the job to ensure cleanliness, safety and property maintenance, among other responsibilities. Managing the unexpected comes with the territory and requires the correct tools to manage and respond to issues effectively. With service delivery management software, cleaners can document issues as they make their way through their work tickets or sweep sheets and attach detailed notes or photos to contextualize the issue and expedite resolution. Notifications can be configured to send alerts every time there is a specific kind of issue recorded, for example if your customers require a notification every time a safety hazard or ad hoc cleaning request is made, to help managers, supervisors and customers keep an eye on high-risk situations and resolve them in real-time.



The Building Blocks of Service Delivery

Together, these building blocks of service delivery management software create a repository of your cleaning business' data, so you can plan and execute those plans productively. By bringing together location tracking capabilities, tasks and work tickets, workforce communication tools and issue management features into one system, your cleaning business can effectively manage costs, stay connected with your cleaners in the field and keep your customers satisfied as you deliver on every aspect of your contract agreements.