Compliance, Quality and Service Excellence with Cleaning Management Software

Learn how one service industry company is improving the quality of life for clients and customers in the healthcare industry with cleaning management software.

Sodexo, a service industry company based in the United Kingdom, specialises in providing innovative services to professionals in over 100 industries, including those in healthcare industries. One such client served includes the Imperial College Healthcare Trust, where Sodexo supports five hospital sites. Hospital cleanliness is crucial for infection control and patient well-being, and healthcare facilities are held to stringent national standards of cleanliness. As such, cleaning professionals play an important role in quality improvement, patient satisfaction and reducing infection risks. Sodexo needed technology-driven processes that ensured the successful completion of tasks. That's when they turned to Servicetrac, cleaning management software powered by TEAM Software.

"Working with the Imperial College Healthcare Trust, which supports the work of hospitals in the London area, we wanted to be able to ensure we were providing a service that was not only compliant with NHS standards, but that ticked all of the boxes for each individual hospital," said Richard Prior, Domestic Service Lead for Healthcare at Sodexo. "We currently clean approximately one million square metres a week in healthcare environments across the UK and we use our experience to help drive improvements that ultimately deliver greater patient safety and experience."

Sodexo needed a software solution that could prove and monitor the delivery of cleaning services to the Imperial College Healthcare Trust. In addition, the company needed to give themselves the opportunity to exceed expectations through the collection and analysis of real-

time activity data across all five sites. Servicetrac provides Sodexo real-time visibility on performance against agreed service-level agreement criteria through easy to decipher dashboards, reports and alerting capabilities. Sodexo is then able to use the cleaning management software to transform key performance data into meaningful charts, tables and messages for clients like Imperial College Healthcare Trust, ensuring compliance with healthcare standards.

About Sodexo:
Sodexo provides a diverse range of services to large business and public sector clients. Based in the United Kingdom, Sodexo's solutions include food and catering, facilities management, property and technical services, benefits and rewards and homecare services. These solutions improve the quality of life for the people and communities that they serve. Learn more at uk.sodexo.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, USA. For more information, visit teamsoftware.com.