

MYOB Greentree

Client Jet Cleaning | Partner Verde | Location NZ
Product MYOB Greentree | Industry More



The System Powering a Clean-as-a-Whistle Service

Jet Cleaning Services is a specialist commercial cleaner serving the hospitality sector. It specialises in cleaning restaurants and bars, where clients can be especially demanding about levels of service.

However, quick expansion over the last couple of years put pressure on Jet's antiquated accounting system, threatening to overwhelm and undermine certain aspects of the business.

Problem

Struggling to keep books clean and lean

"We've picked a niche where we believe we excel, through our service delivery and specialist knowledge of our customer base," General Manager, Kristian de Pont says. "Some of our customers have been with us for 20 years, and we take a lot of pride in being able to respond immediately to their needs and concerns." A rapid growth in business made Jet Cleaning realise the need for an ERP system.

When Jet Cleaning switched to a franchise model, it undertook responsibility for all administration work in order to free up its franchisees to focus on delivering the best cleaning service possible. It has two dozen franchisees across New Zealand, serving a base of more than 200 varied customers with one common factor: their venue is their showcase and must always look spotless.

The franchise model doubled Jet's revenue within a few years, but also brought headaches in management as the growth crossed what Kristian calls "Complexity Lines".

"When you hit those new levels of complexity, you need to make changes to enable growth and avoid stagnating," he explains. "We had a basic accounting system and a suite of not-very-sophisticated spreadsheets that managed everything from resources and personnel to consumables and customer information. Everything was separate and there was no automation."

"We had problems with time spent on entering data, and gaps in information due to multiple entry issues. That loss of information threatened to compromise client service and cost us money due to missed billing opportunities. We also run a very lean operation and didn't want to take on the extra staff we could see ourselves needing, just to cope with our paper war."

"Loss of information threatened to compromise client service and cost us money"

Solution

Systems in need of scrub and polish

Jet had wasted a year (and a lot of money) trying out a specialist business system that was more geared for trade services and couldn't be adapted to its needs.

After asking other cleaning firms for recommendations, the search ended when MYOB Greentree was given a big thumbs up by another company. "That endorsement played a massive part in convincing us to choose Greentree," Kristian says. "In the end, we were convinced that Greentree's scalability and reliability made it ideal for us."

MYOB Greentree's fully integrated financial and inventory management, job costing and CRM modules automate all those time-wasting manual entry processes, while Workflow and eReporting enable real-time management of franchisees, winning that paper war through electronic purchase orders and invoicing.

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Outcome

A clean slate to launch further success

With these systems in place, Jet Cleaning are set for further growth. "We're poising ourselves for further growth, but we also want to make sure we don't blow out our overheads," Kristian concludes.

"We want to maintain a very lean franchise support office, while growing our hospitality clients and taking our franchise system further not only in New Zealand, but into Australia as well.

"Greentree will cut down our need for extra staff, capture key performance data, and help us to track, quote and close new business."

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Before	After
+ Separate spreadsheets and heavy data entry load	+ Automation and integrated systems reduce human input
+ Systems not able to manage extra load or complexity	+ Scalable and reliable for future growth
+ Lost Information and billings	+ Data and billings always accurate