

# Ezitracker Case Study

## Spotless Commercial Cleaning



**Founded in Edinburgh over 25 years ago, Spotless Commercial Cleaning Ltd have grown to become one of the UK's leading cleaning contractors.**

With offices in Edinburgh, Glasgow, Aberdeen, Manchester, Sheffield, Newcastle and London, Spotless now employ over 1,200 staff nationwide, and offer a wide range of commercial contract cleaning services, including office cleaning, laundry, carpet and upholstery cleaning, window cleaning and external maintenance.



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Sheila Yates,  
Spotless Commercial Cleaning's Director for London



**Managing Remote Workforces**

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“If a site has been missed or not attended by the required time we are now able to proactively contact the client to arrange an alternative and the customer is confident we’re professional and know what is going on with our staff.”

Sheila Yates,  
Spotless Commercial Cleaning’s Director for London

## Challenge

With many operatives spread across a wide geographical area and using manual timesheets to log their attendance, management of Spotless’ remote workforce had become complex and time-consuming.

Service quality and customer and employee satisfaction were their key priorities. So they wanted to find a comprehensive way to monitor and evidence contract compliance whilst at the same time streamline their operations to make accurate, timely payments to staff.

Spotless also needed a solution that staff would use and trust so it was important to choose a solution that would be easy to adopt as well as reliable.

## Solution

Spotless chose Ezitracker Monitor electronic monitoring system to verify staff attendance and their operatives now log in and log out onsite using Ezitracker’s landline and mobile telephony. With the ‘alert’ feature, managers can receive a notification by text message, voice message or by email if a site worker has failed to login or out on time or has failed to log in at all. This means management can respond instantly and take action before being notified by their client. It also provides a crucial safeguard for lone working Spotless staff, ensuring duty of care obligations are met and their remote workers are kept safe.

## Benefits

- Increased contract retention rates

With greater visibility of actual time and attendance, Ezitracker Monitor has enabled Spotless’ management to increase their contract retention rates through improved service levels, better contract compliance, stricter cost control and improved operating efficiencies.

- Reduced payroll costs

With paper timesheets being replaced with Electronic Call Monitoring, Spotless now have access to real-time time and attendance data. Discrepancies between contracted time and actual time delivered have been eliminated and Spotless have realised a significant reduction in payroll costs as a result of more accurate data.

- Improved operating efficiencies

Staff no longer spend long periods of time processing paper timesheets and investigating discrepancies. This efficiency means they are now able to focus their time on providing high quality service delivery.

- Reduced payroll and invoice queries

The accuracy and reliability of Ezitracker Monitor’s verified time and attendance reports means Spotless management no longer have to spend their time trying to resolve time-consuming payroll and invoice queries are now able to provide their customers with evidence of actual time and service delivered. As Sheila explains: “There is no longer any room for error when it comes to pay day and so by logging in and logging out of the system, staff know we will pay them accurately.”

Ezitracker Monitor was quickly adopted by all Spotless staff. “I was impressed with its reliability and ease of use. The perfect solution for our needs.” Sheila added.



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