

JEWSONS

CASE STUDY

EXCELLENCE OF SERVICE DELIVERY

Time & Attendance system enables management teams to proactively run the contract, effectively managing any staff absences so there is no drop-in service.

Reduction in paperwork is both environmentally friendly and ensures the contract managers spend less time in the office and more time on site.

We employ dedicated cleaners per site supported by our 'mobile' and area management to provide coverage on all sites.

CUSTOMER FEEDBACK/ CLIENT TESTIMONIAL

"Working with Samsic UK has been a breath of fresh air, finally we are dealing with a company that was actually interested in what goes on". He added: "One of our team worked like a Trojan and did more in three hours than had been done over the previous three months!"

"After receiving poor service for several years with the previous incumbent cleaning company we had to be very diligent in selecting our new supplier. Samsic UK have not let us down, mobilising and delivering the contract in a truly professional manner. I am confident in promoting the company, both internally and externally to other businesses."

Christian Broady, Facilities & Services Buyer, Saint-Gobain Building Distribution

INNOVATION IN DELIVERY

Telecheck time and attendance system directly linked to our robust Templa payroll and budgeting system, eradicating the need for signing in and out sheets.

CUSTOMER SERVICE OVER & ABOVE REASONABLE EXPECTATION

Samsic UK was awarded the cleaning contract across all UK sites and mobilised in less than three weeks despite challenging TUPE process due to incorrect and incomplete information provided by the incumbents.

We ensured potential TUPE transferees were contacted, sites contacted and visited and importantly staff relations were initiated to ensure that the teams were kept informed and motivated, ready to commence the new contract as seamless as possible without any loss to service.

Time & Attendance system successfully installed and initiated within eight weeks of the contract going live, showing a marked difference to contract operation. All operatives now sign in and out of site by telephone using a unique pin, which is directly linked to payroll, thus ensuring accurate invoicing.

Saint Gobain have access to all contract information through our client portal. It provides fully transparent account management with access to a full suite of real-time data.

