



Case Study

tf. cleaning for Birmingham City Council

thetechnologyforge

Client > Direct Services Division

The Background

The Direct Services Division (DSD) of Birmingham City Council (BCC) had implemented a DOS based Cleaning Management database system, several years ago. Through a combination of evolving technology and the fact that the existing system had never been functionally enhanced, the DOS based system had several limitations and therefore became increasingly inefficient to use. DSD are responsible for assessing the cleaning needs of a vast amount of schools within their authority and subsequently managing Cleaning Contracts, so required a system that enabled a flexible and efficient way of working. As BCC were already familiar with The Technology Forge Asset Management Planning software system, tf. facility, DSD felt able to work with The Technology Forge on the project and build on the already established working relationship.

The Requirement

DSD wanted to replace their current Cleaning Management System and implement a system that was functionally capable of enhancing the way in which they worked. As well as eliminating the existing problems the new system would need to support the following criteria:

- A more intuitive method of splitting a contract into work units and allocating cleaning contract hours.
- A reduction in the time taken to issue and agree contract amendments.
- Eliminate the duplication of effort in terms of entering the data.
- Ultimately reduce the administration overhead.

Such a solution would prove to be extremely beneficial to DSD and enable them to be more proactive in managing their contracts. On an operational level this would mean the existing team could increase the number of school visits they perform annually.

The Solution

To ensure consistency with BCC's desire to use systems that hold data only once, The Technology Forge proposed to extend tf. facility and incorporate a Cleaning Management component, comprising of four main elements:

- Additional forms to be added within tf. facility to cater for the storage and manipulation of cleaning data (to include standard cleaning regimes, developed by BCC, for specific room types)
- An in built contract planner to enable the calculation of contract hours/minutes to be allocated to individual cleaners.





- An interface into AutoCAD to extract floor coverings and surface finishes, together with their areas, from AutoCAD drawings.
- A Pocket PC template to allow cleaning details to be reviewed and updated whilst out on site. On return to the office, the amended contract can be uploaded automatically and any changes will be reflected in the main database.

Furthermore, DSD can continue to track several Key Performance Indicators (kPI's), as part of their Best Value strategy, through the powerful reporting facility incorporated into tf. cleaning.

The Future

The project was initially divided into several phases to ensure the transition of data between the existing system and tf. facility was carried out smoothly. The final phase has now been implemented and DSD are actively using tf. cleaning. The Technology Forge and BCC worked extremely closely in order to develop this project together and the partnership has proved to be very successful.

The Technology Forge

We at The Technology Forge understand property software. We have many years' experience developing and implementing software with professional experts at our disposal. We have successfully supplied software to numerous Authorities and Organisations both in the Public and the Private sector.

We have:

- Quality software that is faster, easier and more reliable than your current methods
- Extensive support services to help with smooth implementation of our system
- Project Managers who deliver working solutions to timescale and within budget.

Code	Description	Units	Unit Cost	M	T	W	T	F	S	S	Freq	Sms/Week
28	Dust & Wipe	22.0 m2	0.077	x	x	x	x	x			5	8,470
30	Primary Maiting	5.0 m2	0.864	x	x	x	x	x			5	21,600
31	Secondary Maiting	3.0 m2	0.280	x	x	x	x	x			5	4,200



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