

## CMS gives Cleanevent global advantage

**THE CLEANEVENT** Group of Companies has just introduced an updated and complete version of its internally developed Cleanevent Management System (CMS) to all its sites, locally and internationally. "The Group believes this technology will provide it with an edge over the competition on a global basis," says the company.

The CMS is used by the company for the running and managing of its global operations, and has been in constant development since before the Sydney 2000 Olympic Games. While it has been working in various capacities since then, Cleanevent's internal team of developers has unveiled a version that it believes now puts the company at the technological forefront of its industry.

According to the company's software developer Paula Bell, the newly updated system now allows the Group to operate globally in a 'unique



environment', which is centrally controlled, allowing greater access to information for all Cleanevent management.

"We believe that we have created a competitive advantage through global sameness. Our leading edge software system gives us the ability to access any information in real time around the world and we have the ability to adapt our software to the changing needs of the market to ensure we stay at the forefront of the industry," Bell says. In the cleaning services provision industry Bell also believes it is a first. "We are not aware of any other cleaning company in the



world having implemented technology like this."

To implement and run the CMS, the Cleanevent team uses the Citrix Metaframe system, which allows the efficient use of modem connections for access. It does this by passing only screen refreshes and mouse and keyboard clicks over the Internet connection without sending any data. As such, the required bandwidth - which dictates the speed of the connection - is very low ensuring fast access to information using only a phone line.

The Group's IT manager James Kemperman explains,

and use it in their everyday roles.

"I think the biggest benefit is being able to react quickly to a situation. The information is now in real time, which is something it wasn't in the past. Fundamentally, what that means is we can now consolidate for our CEOs exactly where all their venues and events sit from a financial perspective every minute and any issues identified by the information within these reports can then be dealt with far more effectively and efficiently."

The Group has also interfaced the CMS with its finance packages. This closes the link between the management system and the finance system ensuring more streamlined payroll and invoicing. "For the first time this year we completed our budgeting process inside the CMS. Financially the budgets were sound and because the operational plans were put

"Our implementation of cutting edge Citrix technology enables our world's best proprietary software, the CMS, to be accessible to all global employees from anywhere, using any device, at anytime. This allows all stakeholders, including clients, the ability to view critical data in real time."

It is this, coupled with the CMS's ability to assist those at the coal face with all tasks required of them to successfully and efficiently run the company's event and venue cleaning and services provisions contracts, which Bell believes will make the difference. "It makes all of our global reporting the same, whether the reports come from Flemington Racecourse, Wimbledon (UK) or Talladega Motor Speedway (US), every report that comes out of these events or venues will be the same and every member of the Cleanevent team globally can therefore interpret and understand them instantly, as all have been trained on the system

behind them, it provided us with a complete operational plan for the entire business," Bell notes.

The system was developed with suggestions and information from all facets of the company, from those on the ground to those at board level, a factor that executive chairman Craig Lovett believes will give the system and the company a true edge. "The CMS was developed through the input of every Venue and Event Cleaning manager that we have all over the world and because of their experience at the coal face, their ideas and contributions, they have made a difference to the way it now works. As for the skill, time and effort of Paula and James in developing the system and getting it to this roll out point, they have done a remarkable job and I can't tell you how proud I am of that. All those late nights have paid off!" he said. •