



TECHPOINT™

Citywide

Client	Citywide Service Solutions Pty Ltd
Product	TechPoint <i>(Microsoft Dynamics GP and WennSoft)</i>
Industry	Field Services
Testimonial	Michael Crask, IT Manager

Straight Talk

“Ultimately, the solution is helping us win work.”

Background

Established in 1995, Citywide Service Solutions Pty Ltd (Citywide) is a major Australian physical services company providing civil infrastructure, open space and environmental services to government and private enterprise.

Citywide is responsible for creating and maintaining valuable city assets, with major contracts that include Australia’s major road developments, Sydney’s Bondi Junction foreshore redevelopment, and prominent heritage-listed parklands.

Citywide has a track record of effective environmental management and now lead the Australian industry in core service areas.

Challenge

Initially utilising the same financials as their parent company and a “mish-mash” of various databases, Citywide decided to branch out and operate independently, providing them with the ability to go to market and secure their own financial and operational solutions.

Citywide wanted to implement a single, robust enterprise resource planning (ERP) solution that provided the core financial and reporting functionality, as well as offering additional flexibility and capability in order to integrate a collection of modules for their project management, scheduling and job costing requirements.



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“It’s a very diverse business,” said Michael Crask, IT Manager, Citywide, “The way waste management operates as compared to civil infrastructure - they are just too completely different things. We needed a solution that was more fitting to how we operated our business. We needed the flexibility.”

“We looked at various options, but kept coming back to Microsoft Dynamics GP. A purchase order in Oracle was five different forms – in Microsoft Dynamics GP it is basically one. So, for efficiencies and ease-of-use there was a whole lot of stuff that was easily recognisable right there and then.”

Solution

After careful consideration, Citywide decided to implement a specialised solution specifically developed for the field service industry. Built on Microsoft Dynamics GP and WennSoft platforms, TechPoint combines the standard financial and reporting requirements from a leading ERP solution, with various WennSoft modules that provide a strong focus on job scheduling, equipment maintenance and real-time tracking capabilities.

TechPoint allows Citywide to manage all their diverse services - civil infrastructure, open space and environmental services - from a single integrated solution.

“We run one company but we have different parts of the business using different modules from WennSoft. Our Infrastructure Services uses Job Cost, and other parts of the business don’t. Open spaces is now utilising Service Management, and slowly it is creeping across that whole business for managing all the parks scheduling of works, which in this day and age is quite prescriptive. We also use Service Management for managing parking meter service requests, along with Mobile TEC, an infield mobility solution,” said Mr Crask.

With numerous large contracts managed, one in particular represents over 900 different sites, Citywide found TechPoint was capable of extensive job scheduling and service management.

“We pull out probably 3,000-3,500 requests per month of scheduled maintenance against those 900 sites. It’s prescriptive work – you shall go and mow this grass in this park every two weeks. We’ve got 25 crews running around doing all this stuff all day every day. As you can imagine, 3,500 jobs divided by 25 crews – that’s a lot of work to get through.”

“From a supervisory management perspective, we have a range of reports that can look at what’s open, what’s closed, what’s overdue, what’s coming up. How many jobs did we get through this month, which crews are underutilised, which are over allocated” said Mr Crask.



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Furthermore, Citywide's extension to the solution provides the ability to capture real-time updates and job tracking through mobile capabilities. Crew can accept, update and close off jobs as and when work is completed, ensuring your team and clients are provided the latest reports on their projects. A great example of utilising mobile technology and providing fast, yet reactive services is Citywide's parking meter services:

Someone rings the client's service centre because a parking meter is faulty, that call will be registered with the meter number (which is visible on all meters). This job is then passed to Citywide via email - they have a particular mailbox that's being monitored. The email automatically creates a service request in WennSoft's Service Management module, which automatically dispatches out an alert to technicians in the field. As the technicians have PDAs with mobility capabilities, a technician in the area will fix that meter and close the job. A status alert will automatically update in WennSoft Service Management, closing the job request.

Finally, the job is closed in the client's call centre web service portal – providing a full circle in service management and real-time reporting capabilities.

Outcome and Benefits

Since implementing the TechPoint solution, Citywide have not only enhanced their reporting capabilities, but established the company's operational processes and procedures. Furthermore, they continue to recognise additional benefits and functionality within the solution as their company grows and expands.

Utilising the Sales Order Processing (SOP) module, Citywide's Tree Services in Sydney recently recognised that the SOP module can also improve the creation and tracking of new business quotes. Mr Crask said, *"Up until recently we hadn't really looked at our SOP module, which we'd been mainly utilising for invoicing, but of course it does quick quotes. So we can now have a look and go, okay how many submissions have we done, how many were successful, have we actually ticked them off, did we actually get the money."*

Improving their quotes and tendering process, the real-time reporting capabilities within TechPoint have also proven to be a winner for Citywide. Linking project status reports with an online business portal gives Citywide the ability to keep their clients up-to-date and provides them with a competitive advantage.

"Primarily most of our business comes from tendering, and especially in the local government sphere, our clients are becoming far more precise and prescriptive. If you said that you were going to mow the lawn on a Monday - show that you mowed it on Monday," said Mr Crask.



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"We've got all our locations and records hooked to our GIS system, so that they are all mapped. Our clients visit an online portal, click on the map and can see what work relates to that park. There are the jobs that are open and scheduled against this park as well as the jobs that are closed off."

"Ultimately, the solution is helping us win work."

Eclipse as a Partner

A client since 2001, Citywide has worked closely with Eclipse to strengthen the solution as their client base and services grew. Satisfied with Eclipse's development and consultants' capabilities, Citywide are currently working with Eclipse to enhance their existing Equipment Series modules to improve their pre-planned equipment maintenance and scheduling capabilities.

Mr Crask said, *"We have a good working relationship with Eclipse. I can say with confidence that if I ask for a particular style/standard of consultants, then that is what I get. They have the ability to think outside the box, which is important. They have worked with us, when at times it has been quite tricky."*

On top of their Microsoft Dynamics GP and WennSoft solution, Eclipse implemented and continues to provide ongoing support for Citywide's PayGlobal (people management), Microsoft Dynamics CRM (customer relationship management) and FRx Forecaster (budgeting and forecasting) solutions.