



THE SOFTWARE

RGC Enterprise is a modular application that provides all the requirements of a Facilities and Property management organisation including procurement, asset management, time and expenses, help desk, reactive and preventative maintenance, client management and billing.

The RGC Enterprise application utilises the web and mobile phone technology to deliver and receive business critical management information. Its excellent Business Intelligence tools ensure that all aspects of service delivery are monitored, controlled and completed in a timely fashion. Our solutions are used in more than 100 clients in Ireland, and UK and we offer them a highly experienced Professional Services team

THE CLIENT



ARAMARK Workplace Solutions is the largest provider of facilities management services in Ireland. By taking responsibility for all aspects of building maintenance, office services, security, reception and cleaning services, Aramark deliver significant cost savings and allow their clients to concentrate on their core business.

To achieve this level of service Aramark require a streamlined and efficient method to communicate with their customers and their engineers. After extensive research Aramark selected the RGC Enterprise solution.

This solution provides the backbone of the Business Intelligence infrastructure for the Aramark Workplace and Property Management divisions.

THE BENEFITS

"We were impressed with the level of flexibility that RGC offered and their understanding of our business requirements" said Martin McMahon, Managing Director of Aramark WS. *"We also found RGC's support and implementation team to be really experienced and helpful, and happy to bring us through the process we required"* he added.

According to Aramark the benefits of RGC have been many:

- Accurate timesheet management and HR control
- Management of sub contractors deliveries and invoices
- Fully control of Client tasks and billing requirements

"What really impressed us was the ease with which we could see our Work in Progress for each client and each contract. Then we could simply use the system to create the customers invoice for us, and for it to be presented the way our client wanted." Said Anne Ita Ryan, Finance Director.

After a successful implementation in Ireland, Aramark then deployed the RGC Enterprise solution in their UK Operations.

ENTERPRISE

CASE STUDIES



ARAMARK

Leading provider of facilities management and property services for globally distributed clients.

Requirements: Enterprise wide micro management of an abundance of tasks and business processes. Full management overview of all activities including:

- Timesheet and Expenses
- Procurement
- Intelligent Billing
- Project & HR Management

FEXCO

Global provider of Merchant, Business, Consumer and International Services. Enterprise is deployed across fifteen internal companies.

Requirements: A cutting edge purchase management solution including:

- Integrated procurement management
- Full budget and commodity approval workflow solution

HEATONS STORES

Value reseller with many outlets in multiple countries.

Requirements: Accurate tracking of issues raised by each store for Facilities management, IT and Marketing.

- Web based Help Desk
- Simple workflow from issue to contractor to resolution
- Asset and Property Management including automation of PPM Jobs

BASE GROUP

Aerospace sector specialists. Base Group deploy professional expertise in the areas of design and stress engineering across the international aviation sector.

Requirements: Fully integrated Project Management, Cost capture and Billing solution including:

- Timesheet and Expenses
- Sub Contractor management
- Advanced cost reporting
- Project and HR management
- Intelligent Billing

RAW GROUP

Regionally based leading Pollution Response company specialising in assessing the risk from historic contamination on brownfield sites and developing and conducting remediation programs.

Requirements: Fully integrated cost and billing solution for a variety of differing project types and provision of a full suite of business intelligence KPI's. as well as :

- Distributed Timesheet and Expenses
- Distributed Procurement and Plant management
- Distributed Billing process, including approvals
- HR and Sub Contractor management
- Intelligent accounts integration