

case history



client

MARKAS S.r.l.

field

facility management

no. of employees

4350

turnover

about 110 millions € (in 2008)

web site

www.markas.it

Solutions:

SOFTWARE:

- > Payroll
- > Time & Attendance Management Web
- > Workflow Presence and Vacation Plan
- > Job Costing Web
- > Management of Maintenance Activities

HARDWARE:

- > Time & Attendance Terminals

Using Zucchetti HR Solutions... You'll Benefit from COMPLETE INTEGRATED SERVICES!

Markas, specialized in planning and supplying complementary integrated services, offers a wide range of services addressed both to the public sector (hospitals, retirement homes, universities, public administration) and to the private one.

In particular, Markas offers cleaning, sanitation and real estate maintenance services, auxiliary services intended also for elderly people, canteen management, school and collective catering.

Founded in 1985 in Bolzano, Alto Adige, Markas develops its activity mainly in the regions of northern Italy, such as Trentino-Alto Adige, Veneto, Lombardy, Piedmont and Liguria.

In the past years, its activity has also extended to other regions in central and southern Italy, especially Marche, Basilicata, Apulia and Campania.

Moreover, for a few years now Markas has been active in several European countries, among which: Austria, Romania and Poland.

Over the years, Markas has achieved many and important quality certifications, such as the quality management

system 9001:2000, environmental security, working security,

HACCP and ethical responsibility.

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Client Requirements

For Markas the clients' satisfaction is an absolute priority. In order to ensure high quality standards, Markas focuses especially on searching highly qualified employees and partners.

Therefore, Markas has decided to rely on Zucchetti, a strong and steady partner with integrated solutions for personnel and company process management, able to efficiently meet the company's specific requirements. In fact, Markas needed to collect attendance data and evaluate its employees' service quality at the clients' premises.

Achieved Project

Thanks to Zucchetti integrated solutions, Markas has managed to collect automatically all employees' attendance data. In fact, with the Time & Attendance Management Web solution, over 60 time & attendance terminals and XPocket (Pocket reader for Mobile Data Collection), Markas has improved the time & attendance process performance both of the personnel working in the office and for the one at the clients' premises.

Markas has also succeeded in facilitating the communication between Human Resources Department and employees, thanks to Workflow Presence and Vacation Plan. These solutions allow employees to submit their own justifications (missing clockings, permits and illness) and vacation leaves directly via web and to check their approval status. The employees that have access to a PC with an Internet connection submit their requests through the ERM (Employee Relationship Management) Portal, while others directly through Infotrax touch screen terminals, which allow viewing their own payslip and inserting the justification and vacation leaves. These terminals have a 7" user-friendly display which can be also used to show corporate videos. The collected data is automatically transferred to Zucchetti Payroll software for the payslip processing, avoiding the manual insertion of employees' attendance data by the Human Resources Department and the risk of inserting errors.

Moreover, the Single Database, shared by all Zucchetti applications, allows a one-time data insertion and avoiding time loss.

Thanks to Zucchetti, Markas has also been able to satisfy another important requirement: to monitor the quality of the service offered to the clients. In fact, Job Costing Web and Management of Maintenance Activities have allowed Markas to accurately quantify the hours worked by every single employee and to evaluate the offered service quality, by verifying which activities were performed and the time within which they were carried out by each operator.

Therefore, Markas has succeeded in obtaining an efficient, complete and automatic management of different company processes, benefiting at the same time from a perfect integration of Zucchetti software and hardware solutions.

Why Zucchetti?

Roberto Giordano

Personnel Administration Department | Markas S.r.l.

We needed to find a reliable and innovative partner whose solutions could ease the collection and the management of personnel data, which is essential for the company's development.

Therefore, in 2002 we have chosen Zucchetti as technological partner, and we have undertaken a profitable professional path. As a matter of fact, together we have built a strong partnership which along the years has led to implementing new solutions and innovative projects, especially created to meet our specific requirements.

During the years, Zucchetti's implemented software and hardware solutions have led to a decrease of about 30% of the management costs, making company processes easier and improving their performance. Today, this collaboration is still more profitable and enforced by a business relationship which offers continuous support to cope with the market's evolution and to be able to innovate and develop new solutions.