

case history



customer

MANUTENCOOP

sector

Facility Management

no. of employees

over 18.500

turnover

1.072,6 million Euros

website

www.manutencoopfm.it

Zucchetti solutions in use:

- > **Ztravel**
- > **Job Costing**
- > **Fixed and mobile Time and Attendance terminals**
- > **Attendance Workflow**

HR Zucchetti for the leader of Facility Management

The Manutencoop Group is an Italian leader in the field of Integrated Facility Management. It manages and provides integrated services to public and private customers in the fields of real estate, the environment and healthcare. The company's activities include management and maintenance of air conditioning systems, cleaning, landscaping, property management, public lighting and specialist services for healthcare facilities.

Manutencoop was one of the first groups in Italy to specialise in Integrated Facility Management. With over 18,000 employees, today it is the leading Italian operator, as well as one of the main players in Europe.

case history

Customer requirement

Manutencoop considers it fundamental to control labour costs and to correctly evaluate the performance of the activities assigned to personnel, in the context of continual improvement of the services provided to customers and transparency of information. The services are normally provided at the customer's premises (hospitals, schools, offices, etc.)

Evaluation of the activities is very expensive and time-consuming due to an excessive use of paper documents and possible management errors along the entire process.

The availability of data for verifications and monitoring was tied to the timing of back-office activities performed at the end of month.

Manutencoop also did not have a specific solution for the recognition of expense notes relating to employee transfers, but relied on paper management that resulted in excessive loss of time, errors and indirect administration costs.

Project created for the customer

Manutencoop's need was met with the delivery of the HR Zucchetti suite designed specifically for the vertical structure of the Facility Management industry: planning and control of activities, administration and organisation of personnel.

The Zucchetti solution relies heavily on the use of mobility tools, in particular tablets and smartphones, for the collection and constant control of data at the job sites.

Manutencoop is now able to collect in an immediate and automatic way the attendance data of its employees, using traditional channels such as the Zucchetti fixed terminals and more innovative ones such as smartphones or tablets. The Zucchetti Job Costing solution allows the company to monitor the correct performance of the activities, evaluating the work in terms of the amount of services provided, and the cost.

This provides Manutencoop with an advanced system that allows the timely determination of costs of the services, monitoring of the performances, checking of the quality of the services offered and greater management efficiency. Thanks to Zucchetti's Work Activities Time Management software, Manutencoop can now monitor the activities performed at job sites in real time.

In addition, the integration of Time and Attendance modules provides Manutencoop with a fully integrated and efficient personnel administration system, which has automated the process of data collection and control (times, hours worked, overtime, etc.), as well as the insertion of absences and the printing of attendance records.

Zucchetti ZTravel has also allowed Manutencoop to optimise the management of reimbursements and travel expenses, eliminating the need for paper forms and for manually entering travel expenses in the existing payroll software. Employees of Manutencoop can now autonomously request advances in the pre-travel phase and complete the expense note in the post-travel phase, which can be authorised in a few minutes by the administrator.

Why Zucchetti?

Responds Antonella Sangiorgi, ICT Manager of the Group:

We have chosen Zucchetti as our partner because we recognise the quality and scalability of the systems proposed and their ability to continually innovate and improve their products.

The Zucchetti team has supported us in developing a system that effectively meets our requirements for internal personnel control.

Today we can say that the solutions adopted allow us to monitor work times and costs promptly and accurately.