

# Case study

## Rentokil



### Rentokil Initial successfully integrates software systems to reduce risk and increase efficiency

#### Key benefits

- Set and achieved realistic objectives
- Reduced risks
- Increased efficiency and accuracy
- Successfully integrated FM system into finance system
- Made significant cost savings
- Improved customer service
- Increased productivity.

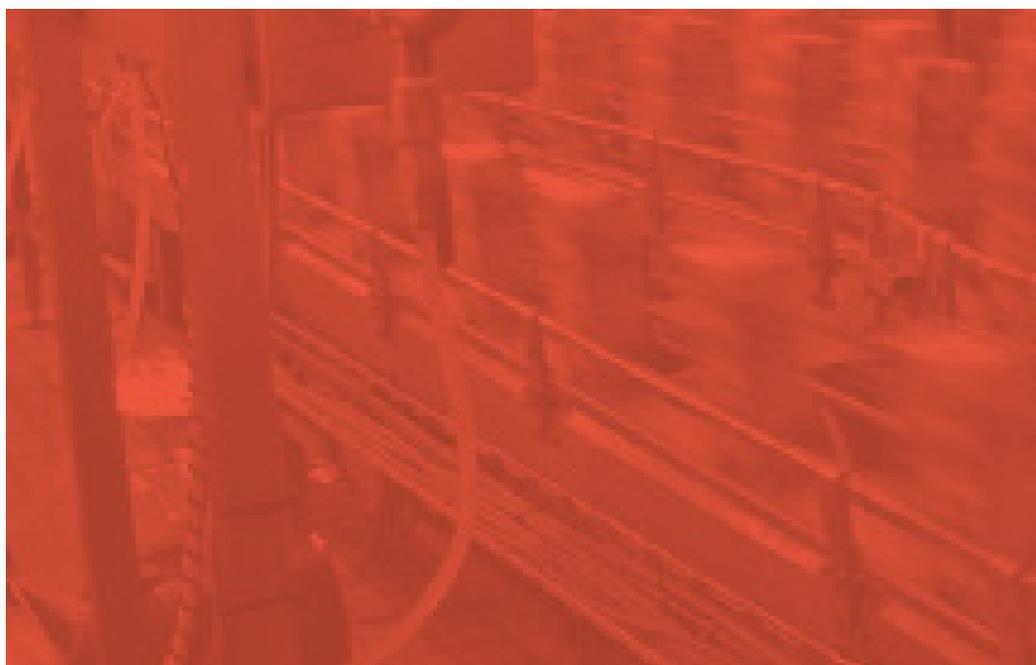
**Initial Facilities, part of the Rentokil Initial family, provides exemplary facilities management to many of the world's most successful public and private sector organisations. Their 40,000 staff, working across 30,000 customer sites, pride themselves on achieving operational efficiencies to deliver tangible business benefits for their clients.**

Following the purchase of Managed Support Service Plc (MSS), Rentokil Initial was faced with the task of integrating the MSS' FM system (Nucleus) with their central finance system (Open Accounts).

To achieve this objective, Sentis Managed Solutions was chosen to project manage the development of the Nucleus FM system and work with Rentokil's Open Accounts project team to ensure a smooth integration and go live.

Sentis' dedicated consultant worked closely with both the offshore Nucleus FM development team and the Rentokil Open Accounts project team to prepare an achievable phased implementation with set targets and timeframes. "Our consultant took the time to fully understand our business processes and the requirements of a new integrated system.

Sentis exceeded our expectations by making a number of recommendations to ensure that the integrated solution would be aligned with our business requirements, ensuring optimum performance." says Jonathon Parker-Stafford, Financial Director at Rentokil Initial Facilities.



“Sentis’ expertise meant that the team followed a well-defined structure. Without the discipline and hands-on management that was provided by Sentis over the nine months, the project would not have been a success.”

## Key client facts

Turnover: £1.7 billion

Employees: 40,000

Description: International facilities management company with over 30,000 customer sites

Industry: Facilities management

Location: Camberley, UK

Operating: Facilities management system, Nucleus finance system, Open Accounts

All outstanding issues were identified, addressed and resolved by Sentis Managed Solutions prior to the integration, to ensure that there were no hidden problems that could disrupt or delay the process.

The offshore development team, overseen by Sentis, committed to firm delivery dates on software enhancements, which were all met on deadline.

Additional resources were made available to define and develop the key business reports that were required. Sentis Managed Solutions also managed the user acceptance testing for the Nucleus FM changes. “Sentis’ expertise meant that the team followed a well-defined structure. Without the discipline and hands-on management that was provided by Sentis over the nine months, the project would not have been a success” says Jonathon.

The integrated solution has resulted in significantly improved employee productivity as processes have been streamlined and do not need to be processed by two separate systems, allowing employees and management to focus on more important core duties.



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# About Sentis



At Sentis, we don't believe in 'standard IT'. We do believe that where IT plays a critical role in the operation of your business, then it's vital to make sure IT supports your business strategy.

That's why we work to really understand your business in order to help you get the most from the technology and people available. And because every business is different we understand that what works for one won't necessarily work for another.

Equally we know that most businesses simply want their IT to work, without getting too involved in the finer detail. So, we take the 'tech out of technology' by explaining things in simple terms and getting right to the benefits, without getting hung up on features.

We have a dedicated team of experts in the office and out on the road, offering helpline and on-site support to keep your business moving should your IT let you down. The whole team is totally committed to delivering excellent customer service, without baffling anyone with tech talk.



## Our range of technical specialists includes:

- Technical Solutions Specialists
- Implementation Management
- Support Analysts
- Senior Consultants
- Data Centre Specialists
- Project Managers

As an independent company, we are not tied to any hardware or software vendors, so are always able to recommend exactly what is right for you. Our cloud based services are delivered via data centre locations in Leeds, Newbury and London.

Our individual approach, a broad range of technical expertise (in plain English) coupled with excellent customer service and no limitations on the technology we can offer makes Sentis a true partner.

[www.sentisms.com](http://www.sentisms.com)

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