

# Case study

## Managed Support Services



**MSS plc  
increase  
efficiency  
and achieve  
significant  
cost savings**

### Key benefits

- Enabled MSS to select and implement a bespoke FM software solution
- Allowed for full integration with Sage and Masternaut
- Increased efficiency and accuracy
- Generated significant cost savings
- Improved customer service
- Delivered a solution based on flexibility.

**Managed Support Services (MSS) plc has more than 30 years' experience developing and implementing tailored building services and compliance solutions across the UK. MSS plc was acquired by Rentokil Initial in November 2011 and now trades as Rentokil Initial – Facilities.**

MSS plc did not have an operational system in place. Company data and information was stored on multiple spreadsheets that were often incomplete, inaccurate and contained duplicate data. "Administrators would spend hours updating schedules that would be out of date within a few hours, proving to be a time consuming and resource-intensive use of time" says Piers Wilson, Financial Director at MSS plc. Simple processes used to take hours and as the business grew, MSS plc found it increasingly difficult to keep updating business critical information that was essential for day-to-day operation.

MSS urgently needed an integrated operating software solution to improve and integrate business processes, but did not have the time or expertise in-house to select and implement the solution. Several suppliers were

approached but Sentis Managed Solutions quickly stood out and impressed MSS with in depth knowledge of the industry and how quickly they understood their business requirements.



“Sentis helped us visualise the perfect solution and effectively communicate its benefits to each department, so that they bought into the idea from the start. This was crucial to its success.”

## Key client facts

Employees: 300

Description: A leading building services and compliance solutions company

Industry: Building services

Location: Cardiff, UK

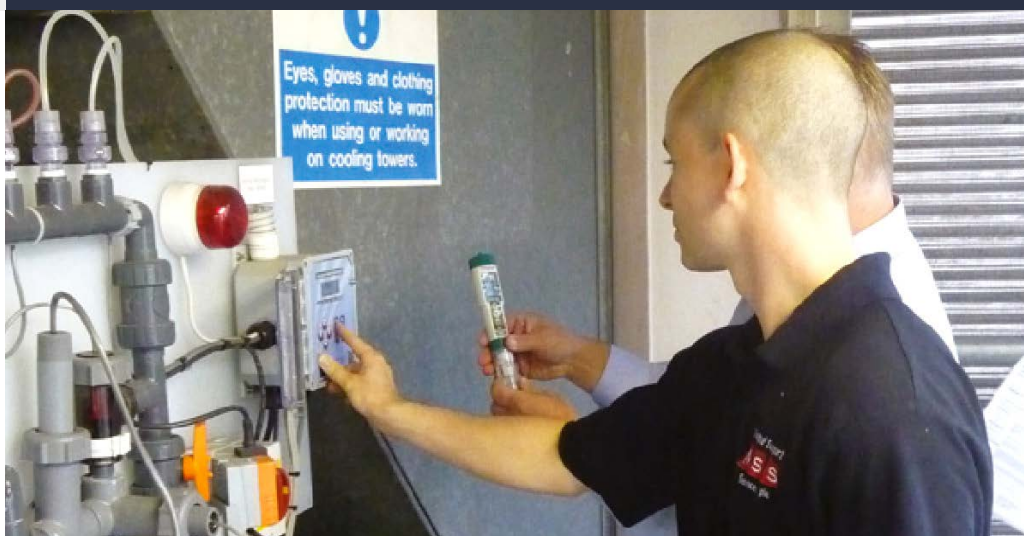
Services: Software selection and implementation

Operating: Sage 200, Nucleus (bespoke ERP software), Masternaut

“Our dedicated project manager, provided by Sentis, interviewed key staff from each department so that we had a clear and concise list of requirements from across the organisation. He was available to advise us through each stage of the selection process and provided an independent view. Sentis helped us visualise the perfect solution and effectively communicate its benefits to each department, so that they bought into the idea from the start. This was crucial to its success” Piers adds.

Sentis’ project manager prepared a comprehensive project plan with achievable goals and milestones to ensure the process was fully controlled and structured. Sentis took full responsibility for the software implementation, making sure all internal deadlines, commitments and goals were being met. They worked closely with the implementation team to ensure that the configuration was completed to schedule and the system was fully tested.

The new ERP software, Nucleus, gave MSS a complete FM solution that fully integrated with its accountancy software (Sage 200). It optimised process efficiency, accuracy and productivity on a daily basis through a single facility that provided a seamless flow of information across locations, divisions, operations and projects.



“The solution met all our expectations and also added value to our customers.”



“Nucleus transformed our business – projects stayed on time and within budget, driving significant long term cost savings” Piers comments. “The solution met all our expectations and also added value to our customers. Our clients could log into the system to review account information and reports in real-time, giving them full visibility of their data and contract performance”.

This feature improved customer service and significantly reduced paperwork and administration. MSS had complete

and accurate information and reporting for the first time, to make informed business decisions based on fact. The system was flexible and could be easily adapted to meet MSS’ changing needs. Six months after the implementation, the software was integrated with Masternaut vehicle and PDA tracking so that Engineers could receive job information automatically, without wasting time trying to contact the office, improving staff morale and increasing efficiency.



# About Sentis

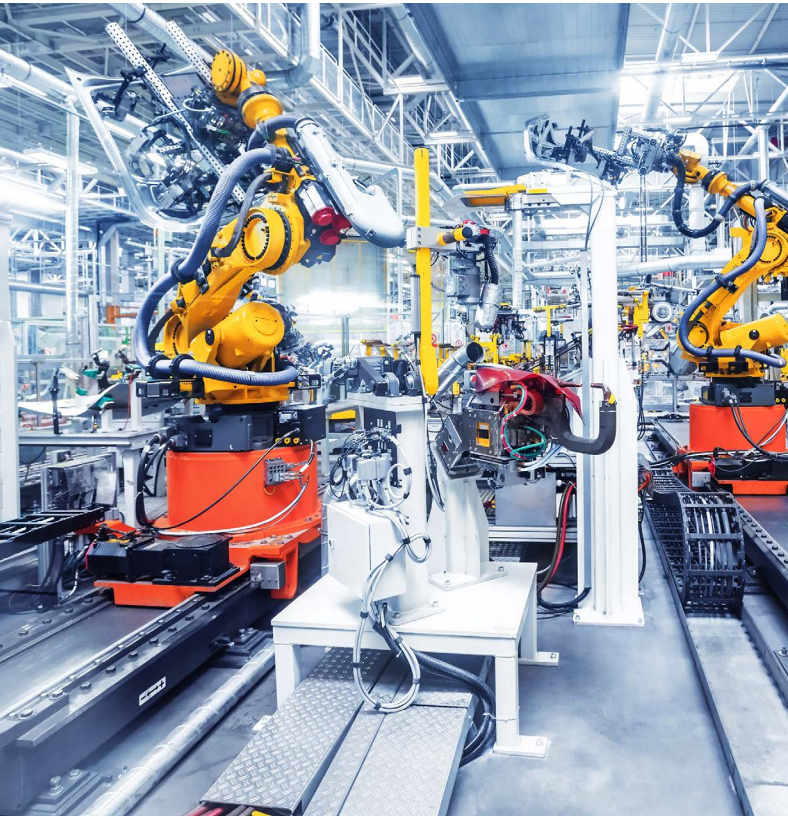


At Sentis, we don't believe in 'standard IT'. We do believe that where IT plays a critical role in the operation of your business, then it's vital to make sure IT supports your business strategy.

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.