FINDEX

# Case study

**Quayclean**



YOUR STORY IS OUR BUSINESS

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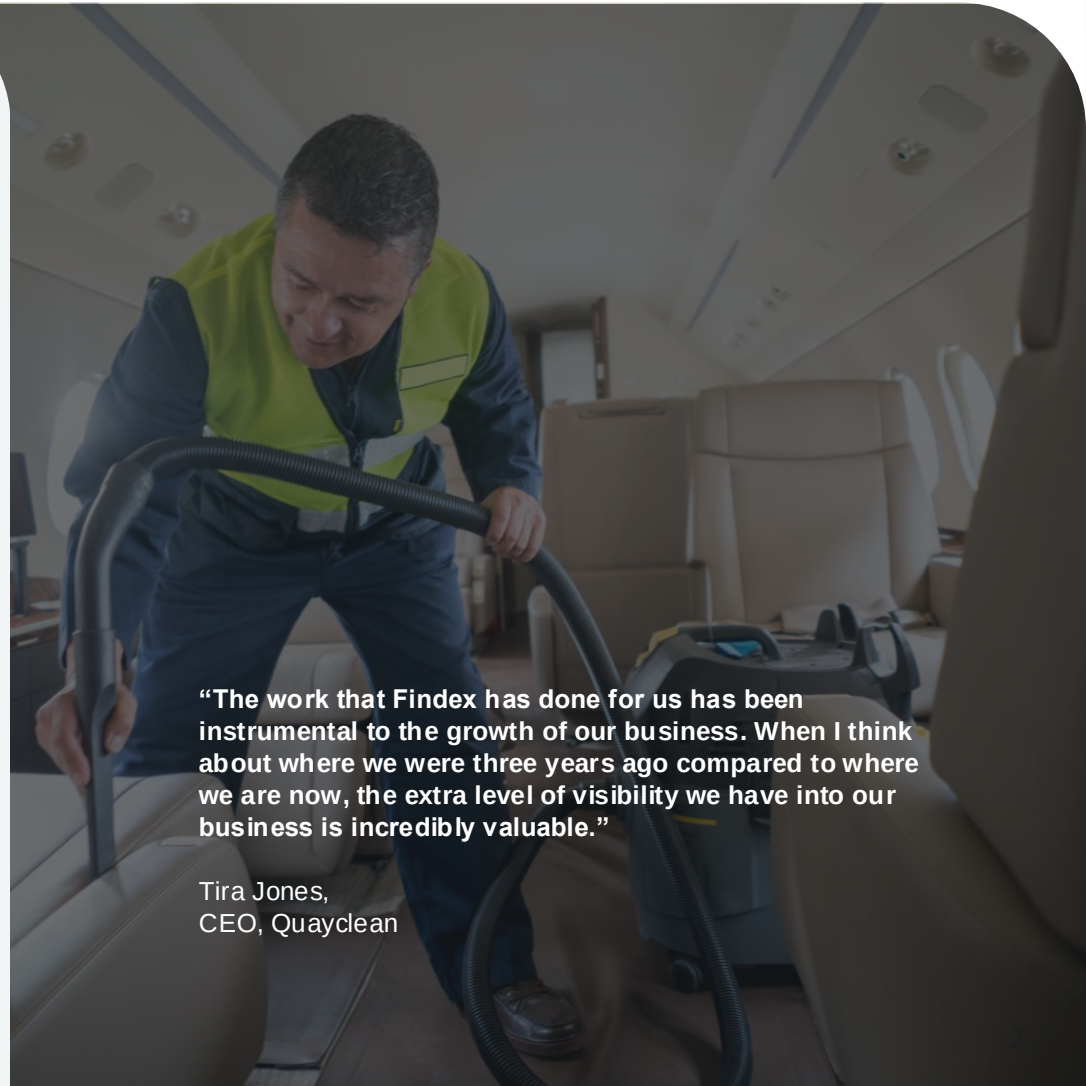
# Quayclean gets crystal clear on business performance. Deploys Dynamics 365 Field Services to provide real-time access to deep business insights.

Findex has partnered with Quayclean, a national cleaning service provider, to help them expand their technology capability and ultimately grow their unique business story. Using Dynamics 365 Field Services, Findex deliver unlimited support and full workload-focused engagements that rapidly implement foundational deployments of Microsoft SharePoint, Viva, Dynamics 365 CRM, and Power Platform workloads using frameworks that solve many common business digitisation requirements.

## About Quayclean

For some, cleaning is a numbers game. For others, it's less about removing dirt and grime, and more about creating safe, inviting spaces that uphold the quality of their clients' brand. It's this commitment to quality that has enabled Quayclean to become one of the largest and most trusted commercial cleaning and waste management organisations in Australia.

Since 2002, Quayclean has grown rapidly and now employs over 2000 staff nationwide to service some of Australia's largest public sporting venues, entertainment precincts, and retail facilities.



**"The work that Findex has done for us has been instrumental to the growth of our business. When I think about where we were three years ago compared to where we are now, the extra level of visibility we have into our business is incredibly valuable."**

Tira Jones,
CEO, Quayclean

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## Relationship with Findex

Quayclean sought the help of Findex, a leading provider of digital products and consulting services to organisations seeking to transform their ways of working with the Microsoft Office 365 and Microsoft Dynamics 365 platforms. Quayclean needed a solid system to gain a consolidated view of their financials. They knew it was time to dispose of the old ways of working and embrace modern technology.

## Approach

Findex implemented Microsoft Dynamics 365 Field Services via our Findex Foundations: Dynamics solution offering. The solution combines workflow automation, scheduling algorithms, and mobility, to help mobile workers deliver onsite service. For Quayclean, this meant their frontline staff now had a simple way to log work, raise purchase orders, and complete billing on the go.

After many years of navigating cumbersome workarounds, the Quayclean team finally had full visibility over financial reporting and team activity, and this changed things immediately.

## Achievements

Over the last three years, the Quayclean team have trusted Findex with making further improvements to the platform, and the two teams have worked closely to build in additional functionality, customise workflows, and improve processes.

One key example has been customising the site manager interface to ensure it is user-friendly and has minimal impact on Quayclean's frontline workers.

During their three-year project, the Findex team were committed to innovating and iterating upon the platform to make it a solution that not only solves an immediate problem, but also improves core business operations. And this was something Quayclean was constantly impressed by.

**"With Findex, nothing is 'no' until they really look into it. Even to the point where they'll go back to Microsoft and check things that they can't quite work out. They're always open to trying new things, and we've certainly tested them over the last three years with some things that they've never done before."**

Tira Jones
CEO, Quayclean

Tira realised just how instrumental Microsoft Dynamics 365 has been to Quayclean's business operations, all thanks to the persistence of the Quayclean team and the outstanding work and consistent guidance from Findex.

## Benefits

- ✓ On the ground support
- ✓ Everything under one roof
- ✓ Access to a network of experts
- ✓ Oversight to coordinate the project
- ✓ More visibility into financial systems
- ✓ Real-time access to business insights

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