



Customer profile

Contract Cleaning and Facilities (CCF)

Key facts

Company	Contract Cleaning & Facilities (CCF)
Industry	Provider of commercial cleaning services
Solution	Opera 3 in the cloud with Financials, Supply Chain Management, Payroll & HR and Pegasus XRL for 5 users



Meeting the challenge

Having worked with Opera 3 for many years, Contract Cleaning & Facilities (CCF) moved to the cloud version of the software in order to capitalise on cost savings and reduced risk.

As a service-led business, CCF relies upon a robust, reliable business system to support all of its processes so that the management team can focus on meeting customer needs and steering the business forward. While their existing Opera 3 solution supported their needs, the cloud version was a compelling alternative as it stood to reduce their total cost of ownership and remove both the stress and the cost of owning and managing their own servers.

As part of the move, CCF also deployed the CRM capabilities of Opera 3 to replace a legacy system which the company had outgrown.

Seeing results

Deploying Opera 3 in the cloud is helping the company to lower overheads and the total cost of ownership, reduce the risk associated with running its own servers, and facilitate greater flexibility. Pegasus XRL reporting will also improve decision-making by harnessing information and presenting it in real time, in a common format.

David King, CCF Managing Director, comments: *"As a services business, we are incredibly customer-focused and in order to maintain that focus, we rely on systems to manage all of our processes efficiently and effectively. It's incredibly intuitive and easy to use, and having this as our core business system essentially means that we can devote even more time to our customers, as we no longer have to worry about servers going down, managing upgrades or maintenance; that's all taken care of for us, therefore representing a win-win all round."*



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