

Customer success story
Ocean Integrated Services



Location
UK / Ireland

Greentree product suite
Financial Management
Supply Chain & Distribution
Customer Relationship Management
Workflow
eBusiness
Business Intelligence

SERVICE THAT BRINGS SMILES

Fast-growing Ocean Integrated Services Ltd's Greentree system enables efficient service with that personal touch.

“The service sector is a tough and very, very competitive market,” says Andy Erskine, Group Managing Director of Ocean Integrated Services Ltd. “What gives us the edge is that there aren't that many facilities management companies of our size, who are still able to offer the personal service from a high level within the organisation.

“To deliver that kind of service, which the commercial sector expects, we need a modern, fully integrated ERP system.”

To achieve that level of performance, Ocean has chosen Greentree.

Aggressive growth plans

Ocean's origins go back to the early 1970s, when it launched as Ocean Contract Cleaning under the banner “Right first time, every time”. Much of its business came from local government – cleaning schools, universities and council offices. The new millennium brought ambitious plans to restructure and expand its range of services. Today Ocean employs over 3500 staff and offers services including security, portering, laundry, pest control, mechanical

and electrical maintenance, environmental engineering, consultancy, healthcare services and waste management.

“The services market is changing from single service supply, with clients looking to bundle services to achieve value. This is exciting, as it is forcing us to think differently to meet the demands of this changing marketplace,” Andy says. “We're winning new contracts on a regular basis and we have aggressive growth targets that are already being beaten. We want to target commercial business more, so the commercial and public sector sides become more equal.”

Ending those purchase errors

“We needed more than just accounting,” Andy explains. “We needed proper management reporting and the ability to drill through the numbers in order to compile those reports. Our legacy system required us to look at several different screens and lots of scrolling through to get information, so compiling management reports took us several days every month.”



Andy Erskine, Group Managing Director,
Ocean Integrated Services

“Greentree has already made us much more efficient. It will also produce a lot more detailed and accurate information.”

Purchase orders and invoicing were also done on two separate manual systems, wasting time and causing frustration.

Ocean generates some 1200 purchase orders a month, for everything from air conditioning units, toilet rolls and cleaning chemicals through to office stationery supplies. The delays and frustrations occurred when POs were raised and needed to be signed off by a manager before payment was authorised. Greentree's Supply Chain & Distribution module automates the PO process and its eApprovals function allows remote sign-off. This significantly improves the workflow and ultimately enables Ocean to deliver more effectively for its clients.

“This saves time across the company – not just within the finance team,” Andy says. “Because we're ISO-compliant all of our suppliers must be approved. With such a diverse range of purchase orders being



raised this was very difficult to manually control and often led to frustration from managers and suppliers as we sought to approve suppliers in retrospect. There were quite a lot of errors in that area, which sadly resulted in delays in suppliers being paid. As a family-owned, ethical employer this did not sit well with us. With Greentree, the approval process is clear for everyone because rules can be instituted to stop those errors."

Simple and reliable

The choice of Greentree was easy, once Ocean had seen it demonstrated by the Greentree Partner.

"My fellow directors and I were very, very impressed, so we decided to go for it," Andy recalls. "We wanted something simple to use that wouldn't break the bank and require a whole IT department to manage it.

"With Greentree, the approval process is clear for everyone."

"Greentree has already made us much more efficient. It will also produce a lot more detailed and accurate information, to help our board analyse our next steps to keep moving forward and keep growing."

OCEAN®

Ocean operates offices in London, Luton, Manchester, Swindon, and Canterbury. Ocean is a truly integrated services supplier delivering bespoke quality services to its clients.

www.ocean360.co.uk

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