

OFFLINE

a print publication from TEAM Software



Celebrating 30 Years of Defining What's Next

Join us for the best TEAM Client Conference yet.

Timeline of Innovation

We've been doing cool stuff for 30 years (and counting).

The Latest and Greatest from TEAM

Do more with new product features and enhancements.



Letter from the CEO

There's a line from one of my favorite songs, "Runnin' Down a Dream" by Tom Petty, that has been rolling around in my head lately: "I put the pedal down to make some time / There's something good waitin' down this road." Those words have been on my mind for several reasons. First, it's just a great song. And, second, by now you've probably heard that we're now part of private equity firm Accel-KKR's portfolio of companies. Our partnership with this firm combines Accel-KKR's successful track record of helping companies grow with TEAM's 30 years of janitorial and security industry expertise and award-winning holistic technology platform. Accel-KKR focuses solely on investing in technology companies that have a proven formula for success and potential yet to be unleashed — and, I've never heard anything that described TEAM Software better than that.

Over the past several decades, TEAM has been kind of like "The Little Engine That Could" — driven by steady, positive forward momentum. That approach served us well as we established ourselves as a market leader, built customer relationships and increased our footprint across North America. But, as everyone knows, technology moves fast; we have to move faster. Of the thousands of companies Accel-KKR researches globally, they invest in just a few. This year, TEAM was one of those. Let that sink in for a moment. Now, picture that Little Engine with a couple of turbo jet engines and a flux capacitor, like Doc Brown's retro-fitted locomotive from "Back to the Future, Part III." Something good is, indeed, down the road, but like Doc says, where we're going, we don't need roads.

As we approach our 30th anniversary in 2019, we're looking forward to all the opportunities this partnership makes possible. It has already enabled us to enhance our product strength and deliver value, faster. If you're a TEAM customer, I hope you're already seeing some of this at work. We'll have even more to share at TEAM Client Conference 2019 in April. In short, we're going to do some pretty cool stuff, and, roads or no roads, we're just getting started.

And, that brings to mind another favorite song of mine by Bachman Turner Overdrive: "You Ain't Seen Nothing Yet."

Best wishes,



John Leiferman
TEAM Software
CEO



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CELEBRATING
30
YEARS.

Defining What's Next.

TEAM Client Conference 2019
April 23-25 | Omaha, Nebraska

Celebrating 30 Years of Defining What's Next

Join us for the best TEAM Client Conference yet.

When TEAM clients and employees get together, good things happen. That's why we host TEAM Client Conference every year. Partnering with our clients on the solutions we're developing is essential to understanding how to help them meet the challenges that exist in today's competitive and fast-changing markets.

Who Should Attend?

Executives and entry-level WinTeam users to everyone in between can benefit from attending the event. There are classes tailored for beginning users to seasoned pros who need tips and tricks to build efficiency, to leaders who want to discuss hot industry topics with their peers.

And, each WinTeam customer receives one (1) complimentary conference registration to attend the event and the pre-conference workshops. Your discount code is coming soon.

Why Attend?

This event is different than other conferences because it's specific to your janitorial or security business and operations. The conference offers you an opportunity to learn in interactive workshops and sessions, a chance to network with peers, and the ability to collaborate and share feedback with TEAM employees.

Plus, we're celebrating our 30th anniversary and it's going to be one rockin' party.

Event Details

- » April 23-25, 2019
- » DoubleTree by Hilton Hotel
- » Registration opens February 4
- » Two-day conference is \$875 (register by March 8 and get \$125 off)
- » Pre-conference workshops are \$199 each
- » Conference hotel guest rooms are \$139 per night if reserved by March 23.

At-a-Glance Schedule

Tuesday, April 23

- » Pre-Conference Workshops: Morning Sessions | 8:30 to 11:30 a.m.
- » Workshop Attendees Lunch | 11:30 a.m. to 1 p.m.
- » Pre-Conference Workshops: Afternoon Sessions | 1 to 4 p.m.
- » Opening Reception | 5:30 to 7:30 p.m.

Wednesday, April 24

- » Welcome and General Session | 8:30 to 10 a.m.
- » Breakout Sessions | 10:20 to 11:50 a.m.
- » Keynote Lunch | 11:50 a.m. to 1 p.m.
- » Breakout Sessions | 1:10 to 2:40 p.m.
- » Breakout Sessions | 3 to 4:30 p.m.
- » The Celebration | 5:30 to 11 p.m.

Thursday, April 25

- » Breakout Sessions | 8:30 to 10 a.m.
- » Breakout Sessions | 10:20 to 11:50 a.m.
- » Prize Lunch | 11:50 a.m. to 1 p.m.
- » Breakout Sessions | 1:10 to 2:40 p.m.
- » Breakout Sessions | 3 to 4:30 p.m.

Opening Reception

Network with colleagues, exhibitors and TEAM employees as you enjoy cocktails and hors d'oeuvres. Hosted at the DoubleTree hotel, the Opening Reception is Tuesday evening from 5:30 to 7:30 p.m.

The Celebration

We have a lot to celebrate in 2019 — 30 years of growth and innovation and the launch of our new product, Q by TEAM Software. That's why we're going all out and throwing one amazing party. We're taking over the Holland Performing Arts Center for an evening of cocktails, dinner and live music from local cover band, eNVy. Join us Wednesday evening from 5:30 to 11 p.m. as we celebrate how far we've come and how we're defining what's next. ▶



Attendees stand in front of a Chihuly Sculpture at the Joslyn Art Museum during TEAM Client Conference 2018.



TEAM's CEO, John Leiferman, poses with a group of clients at the Opening Reception at TEAM Client Conference 2018.



One of TEAM's first user group meetings back in the 1990s.

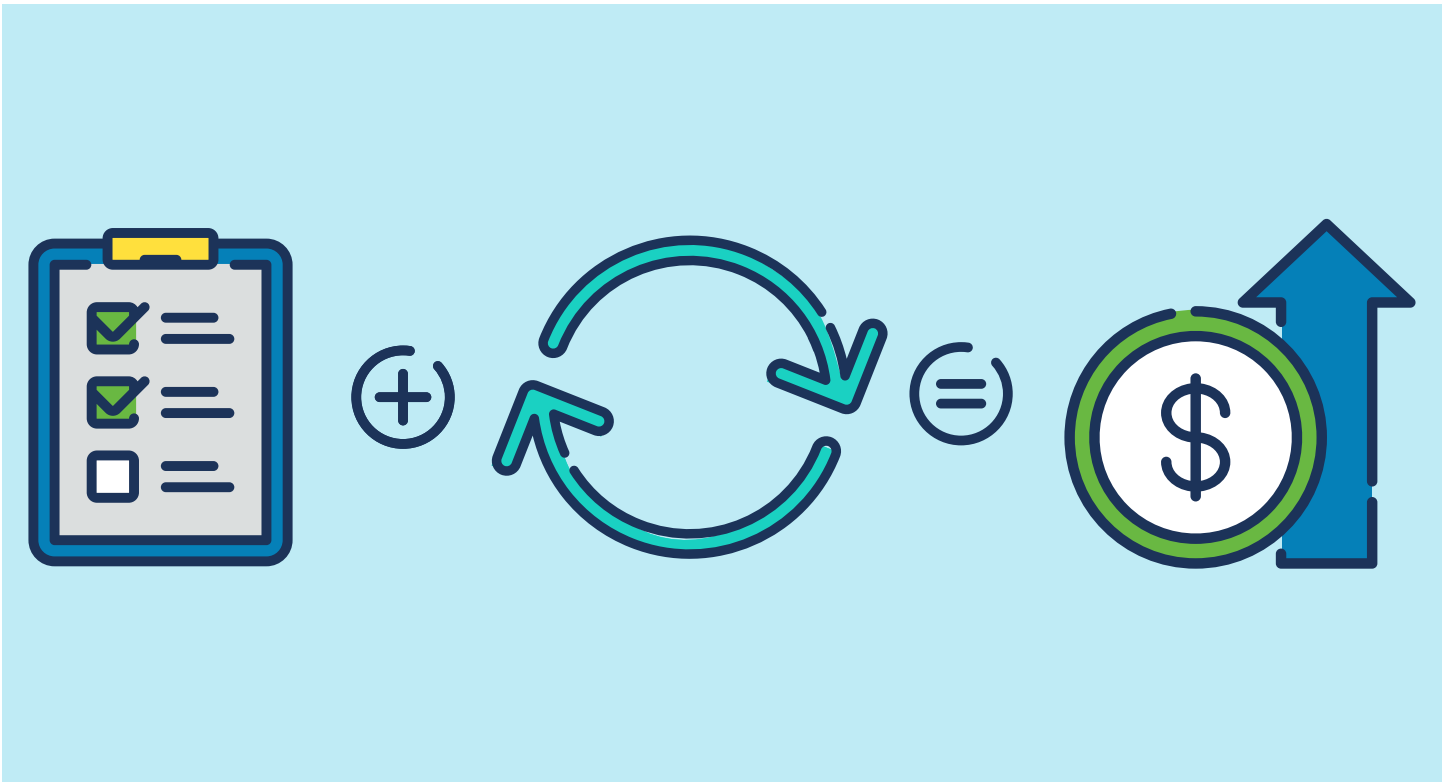
Where It All Started: The First User Group in 1989

We're taking it back to spring 1989 — the BSCAI Annual Convention in Anaheim, California. TEAM founders, Frank Labeledz, Sherri Labeledz and Darrell Uttecht, knew the annual event was (and still is) a great place to connect and meet with industry leaders, prospect companies and of course, current customers. So, they gathered TEAM's first customers in a hotel suite and thus began the first user group meeting, what is now TEAM Client Conference. They were there with specific goals: to listen and learn.

From the very beginning, TEAM's founders operated on the philosophy they could learn from others in the industry and knew their customers had invaluable information to share. The companies all shared a lot of the same challenges and successes, so what worked for one, could work for another. They wanted to share the importance of Job Costing and learn how customers were using it. They wanted to know what issues were keeping the business owners awake at night. How could a software solution help solve business- and industry-related problems?

So, the group had an open discussion, and it helped the founders plan what was next. Back then, they averaged two or three releases per year. Now, TEAM updates the software on a monthly basis, constantly adding new features and enhancements to help customers do more.

What started out as a small, tight-knit group of 10 people meeting in a hotel suite has grown to more than 250 attendees meeting across three days. But, the goals of listening to and learning from our customers and developing long-lasting relationships has never changed.



Compliance, Automation Drive Growth for Paladin

Canada’s largest independent security provider expanded through holistic technology.

Bogged down by clunky plug-ins and manual spreadsheet-driven processes, Paladin Security Group, Canada’s largest independent security provider, was in the market for technology that could help accelerate the payroll and billing processes. The company also needed the flexibility to keep up with and customize province-based pay requirements. In 2012, company leadership began evaluating software solutions that could rise to the challenge.

“Our main objective was improving efficiency on the billing and payroll side. We needed to find a way to mitigate errors and speed up that process,” said André Albert, Vice President of National Quality Standards and Support at Paladin, who was part of the team evaluating software providers. “We evaluated three other major software

systems out there, and TEAM came out on top.”

I have to say, the customer service we get from TEAM is phenomenal.

- André Albert
Vice President of National Quality Standards and Support at Paladin Security Group

Albert mentioned several reasons why TEAM was at the top of the list, with the main reason being that the company did not want to rely on as many third-party integrations for their software platform. With TEAM’s industry-specific ERP, the company could bring together scheduling, payroll, billing and compliance into one holistic solution that also includes financials, time and attendance, workforce management and advanced reporting options. WinTeam serves



WinTeam



TeamTime



eHub

as the backbone of the ERP. Paladin also uses TeamTime, integrated time and attendance, and eHub for workforce management with self-service features. For Paladin, the benefit of having financial, operations and workforce management data in one system plays out in an increased ability to adapt to compliance needs.

We've been growing exponentially. Last year for example, we grew our employee count by about 20 percent. And, we expanded into the U.S., so there's a whole other market.

-André Albert

"What it comes down to is flexibility. Having everything integrated into one platform allowed us to break down pay requirements by province," said Albert. "We can set pay and overtime rules and billing by province to comply with legislation or by client to meet our contract obligations. We can even customize notifications based on branch or province."

Paladin also has been able to automate many of the processes that were previously manual through spreadsheets. Workforce management is streamlined, too. For example, Paladin can offer and fill open shifts via the mobile component of eHub, automating and simplifying how they handle those scheduling exceptions. In addition, Paladin uses a single sign-on employee resource center and offers access to eHub-related information there. Employees can access pay stubs and T4s, among other things. And, because the company isn't tied down to inadequate processes, Paladin has gained the flexibility to expand easily, according to Albert.

"We've been growing exponentially," said Albert. "Last year for example, we grew our employee count by about 20 percent. And, we expanded into the U.S., so there's a whole other market."

Another benefit to working with TEAM, according to Albert? The customer service and support along the way.

"I have to say, the customer service we get from TEAM is phenomenal," he said. "Every single time I call, I get a timely call back. It's incredible." ▶

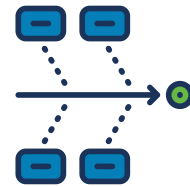
About Paladin Security Group

Paladin Security was established in 1976 as a provider of basic security guard services. Over its 40 years of operation, Paladin has grown into the largest privately owned, full-service security company in Canada. With 26 offices from coast to coast, Paladin integrates trained security professionals with state-of-the-art technology and specialty services. In doing so, this creates leading, award-winning programs that meet the needs of a diverse and demanding client base. Paladin is proudly one of Canada's Best Managed Companies, Gold Standard, and its unique, Most Admired Corporate Culture (Waterstone Human Capital) is unmatched within the security industry. For more information, visit paladinsecurity.com.

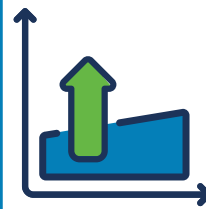
Paladin's Results (so far)



Eliminated redundant data entry, errors and inefficiencies.



Upgraded to automated processes, seamless data flow and scalable technology.



Grew employee count in one year by **20%.**



Expanded to the U.S.A.



Simplified compliance management.

Saving Time with Business Intelligence

Mister Kleen leverages data to drive business success.



For building service contractors, what's the biggest benefit of using WinTeam, TEAM Software's enterprise-level software system? For Mister Kleen, a high-security commercial cleaning company based in Virginia, the short answer is: data. Specifically, our integrated business intelligence (BI) tool has given the company a better way to get more out of their organizational data already in WinTeam.

"We have been called 'the biggest small business that you'll ever meet' because we do a lot of data mining to understand our business and what's going on," said Adam Steiner, Mister Kleen's Chief Operating Officer. "WinTeam has all our business data. And for us, having the ability to get and manage that data and manipulate it easily through TEAM's BI tool is essential."

Mister Kleen has adopted the gamut of TEAM's industry-specific ERP, using WinTeam along with the add-on time and attendance and workforce management solutions. That means all financial, operations and workforce data, including clock-ins and clock-outs, benefits, payrates, job budgets and employee information is in one database, creating a single point of use, reducing data entry and eliminating the need for multiple, disparate systems and related data audits. Steiner noted the key role the software plays in controlling and managing accounts and related high-security locations by handling

time and attendance information and managing labor and budgets.

"The system is really good at budgets, job costing and all the line-by-line accounting," said Steiner. "All the operations data feeds into financials and payroll, and there's savings and efficiencies there by having it all in one place."

In an industry with tight margins, saving time and reducing overhead are essential ways to keep costs low. The BI tool enables Mister Kleen to go beyond simple reporting of past transactions and create insightful reports that combine data from different parts of the system into meaningful, time-saving solutions that offer more visibility into the business.

"With the BI tool, we have been able to develop reports that give a better view of our people and accounts," Steiner said. "Our ability to get information easily without a lot of intervention has been fantastic."

Steiner estimated that just one flexible BI report has cut timekeeping and payroll reconciliation time significantly, giving back nearly six payroll staff hours every month. Plus, it has enabled the company to proactively prevent paying out too much in PTO hours. Steiner also described a set of reports the company created to run for 401(k) open enrollment to determine eligibility, which can be tricky due to complex Affordable Care Act safe harbor and plan rules. BI has reduced

that processing time from one week to one day for analysis.

"I couldn't even add up the impact BI has had on the business and the things we've been able to do," Steiner said. "We've saved a ton of time. If we encounter a pain point in the business, we have been able to find solutions through the BI tool because of the transparency in the data." ▶

Mister Kleen's Results



Before BI: 1 week
After BI: 1 day

Time it takes to analyze Affordable Care Act safe harbor and plan rules

6

Hours that one BI report has cut from timekeeping and payroll reconciliation every month.



About Mister Kleen

Mister Kleen is a leading provider of contract cleaning services to commercial and high-security facilities. They also provide a variety of interior and exterior specialty services. The Virginia-based company has been in business since 1976 and services the D.C. metro region. Visit misterkleen.com for more information.



Happy Holidays from all of us at TEAM



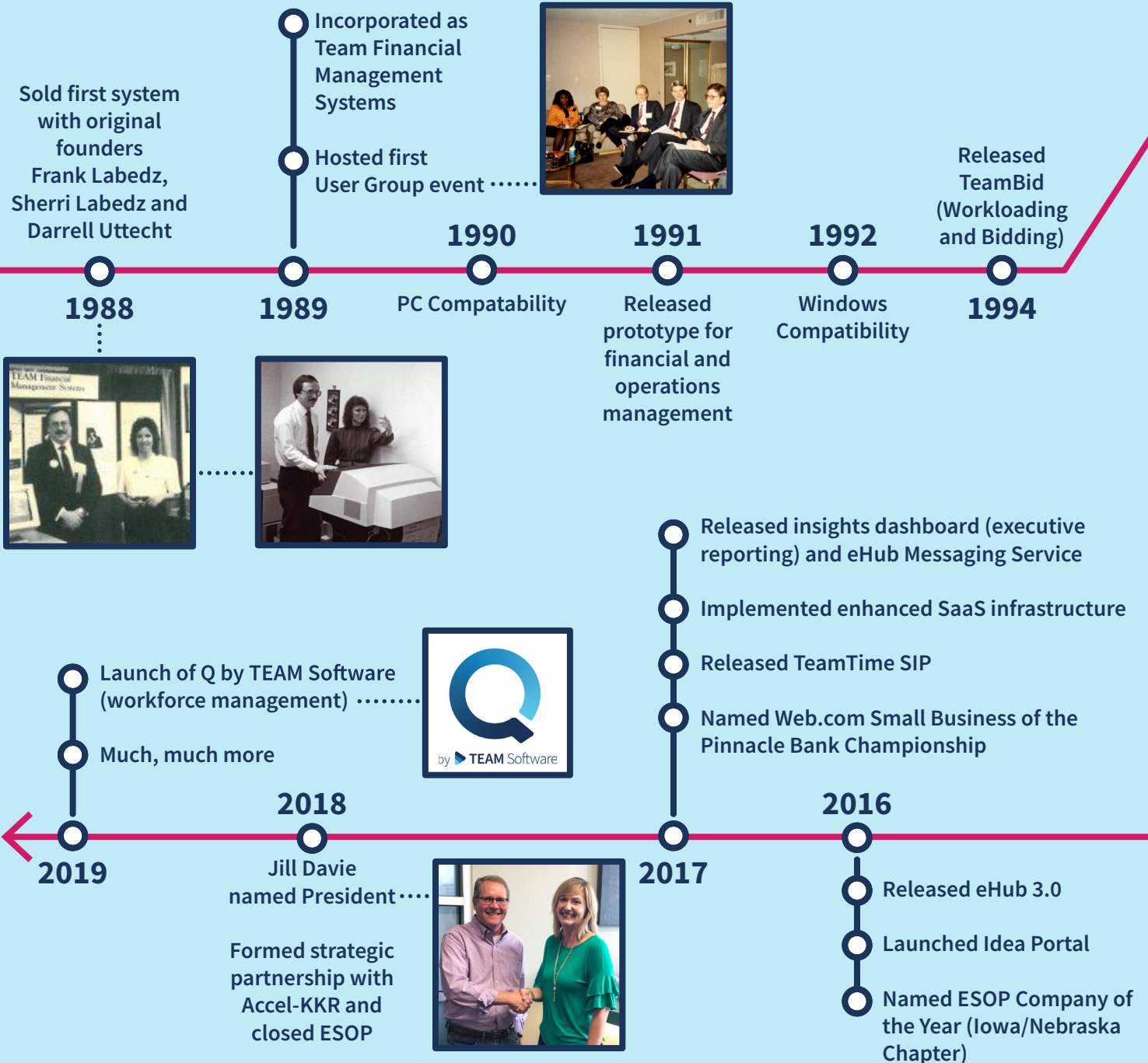
To all of our clients who made the last 30 years possible, it's with deep gratitude that we give you warmest wishes for a wonderful holiday season.

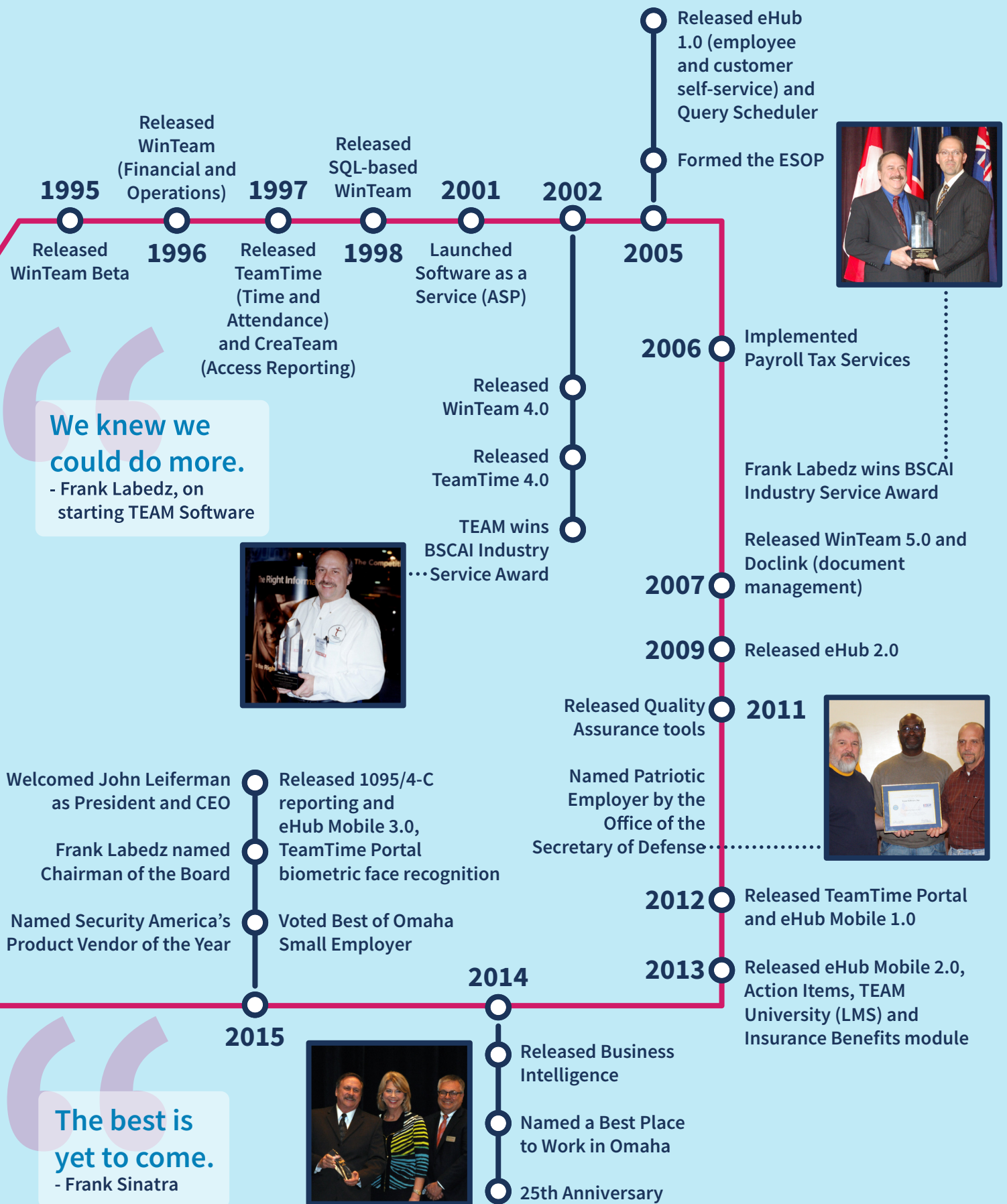
Timeline of Innovation

We've been doing cool stuff for 30 years (and counting).

Next year marks our 30th anniversary, and we're looking forward to celebrating all year long. We're throwing a can't-miss party at TEAM Client Conference in April (see page 2 for details), so you can join in the fun. It's not every day a software company reaches the 30-year mark, especially in today's startup-inundated tech landscape. We don't take our success lightly. And, we know we didn't create it on our own. It's due in large part to the powerful relationships we've formed with our customers in the janitorial and security industries. As we look ahead to what's next, we stand in gratefulness for your support. Thank you for 30 pretty amazing years. And, here's to many, many more.

What's a landmark anniversary without a look back on our major milestones and memories?





We knew we could do more.
- Frank Labeledz, on starting TEAM Software

The best is yet to come.
- Frank Sinatra



The Latest and Greatest from TEAM

Do more with new product features and enhancements.

High-Value Insurance Benefits Enhancements

Improve your employees' online enrollment experience and save time for your benefit administrators with new features and enhancements to the WinTeam Insurance Benefits module and eHub Online Enrollment. These updates will help you to:

- » Provide employees quick answers in eHub with “what-if” benefit pricing scenarios.
- » Allow employees to edit their benefits in eHub without affecting WinTeam data until benefits are confirmed.
- » Give new hires the ability to enroll in any eligible enrollment package.
- » Save time and gain more insight when assigning packages to employees.
- » Prevent errors, duplicates and changes to enrolled dependents and beneficiaries.

Accounts Receivable Enhancements

You talked, we listened. We've been working on Accounts Receivable (AR) enhancements based on direct feedback from customers and from submissions on TEAM's Idea Portal.

Email Statements

Save time and money on printing and mailing your customer statements with new email statements functionality in WinTeam.

Other Billing in eHub Mobile

Want to save your supervisors time out in the field when additional work comes up? Supervisors can use the Personnel Scheduling Other Billing option in eHub Mobile to add work that's automatically tracked and billed to the job and customer.

Rate Increases

Instead of manually updating customer rates in WinTeam, use the new import/export feature to update rates for all customers at once.

Recurring Invoices

Use the new start and end date option for recurring invoices to plan ahead and schedule recurring invoices to start and end when you need them to.

Increased Security

TEAM increased the security in AR Defaults, giving you better control of who has access to make important decisions and posts as it relates to accounting and financial information. Where a password entry would previously allow you to post payments over the GL Number Limit amount, you must now be permissioned through your user security. If you don't have the proper security, a warning message displays, and you won't be allowed to complete your post.

Empower Your Field Supervisors with Enhanced Time and Attendance Information

TEAM is providing more visibility into and detailed reporting on time and attendance activity for supervisors out in the field. We've added to eHub the detailed Call Review report information from WinTeam. Plus, we added the TeamTime status information supervisors see in eHub Mobile to the eHub web application, so the information is always available to them.

Concourse: Make Your Connection

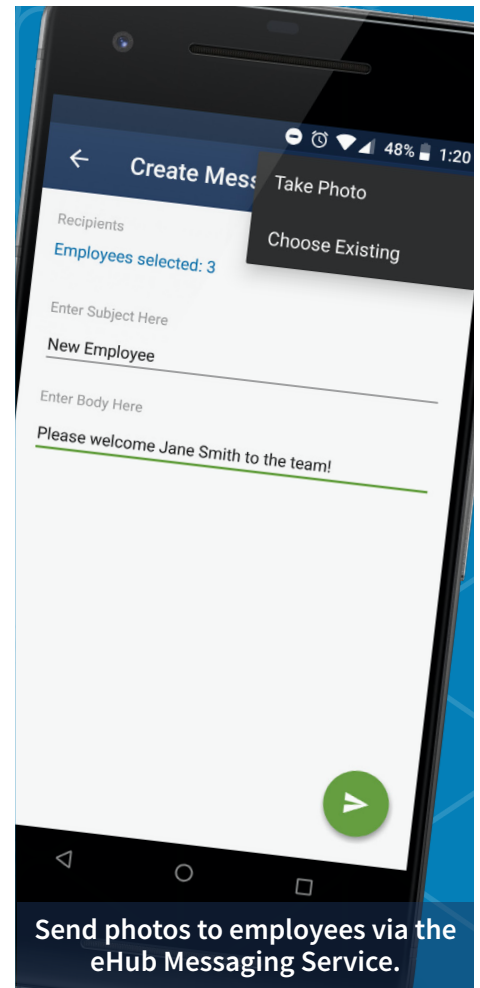
Your business has a lot of moving parts and being able to automate business processes with end-to-end technology solutions is crucial. So, in the spirit of delivering efficiency-enhancing technology, we've expanded our ability to integrate with third-party systems. Concourse is our enhanced infrastructure that allows you to connect your best-of-breed solutions to WinTeam to

achieve a more seamless experience that eliminates redundant data entry, increases data integrity and makes the most of your resources.

Concourse includes standard customer, employee, job, scheduling and timekeeping APIs you can use with solutions like guard touring, employee location tracking and customer relationship management systems. See your account manager for details and pricing.

Pictures are Worth a Thousand Words

Supervisors can now use the eHub Messaging Service to send photos — up to five per message — to their employees, either by snapping one with the camera or uploading an existing picture in the device photo gallery. This feature is helpful for sharing a one-off photo that doesn't require additional follow up or tracking like a suspicious person or vehicle, sharing a new employee's picture or communicating changes in regular employee parking arrangements. ▶



Send photos to employees via the eHub Messaging Service.

TEAM has two powerful features coming before the end of the year based on direct client feedback and submissions on the Idea Portal.

Stay Compliant with Minimum Wage Requirements

TEAM is working on a minimum wage enhancement to help you stay compliant with state and other regulations. We're building functionality that enables compliance with minimum wage levels different from the federal level. We're also adding alerts to notify you during scheduling when an employee's payrate falls below the compliant minimum wage for that post or location.

Gain Peace of Mind With a GPS Spoofing Prevention Tool

Spoofing a location through apps or other mobile phone tools is becoming a troublesome issue for companies with distributed workforces. GPS spoofing occurs when employees trick the GPS verification component of a timekeeping app like eHub Mobile to appear like they've clocked in on site, when they're actually somewhere else. When you rely on geo-location tracking for your employees clocking in on their mobile devices, you need to have reliable, fool-proof GPS verification. Otherwise, you risk losing thousands of dollars to time theft and loss of customer trust. We have implemented a GPS spoofing prevention feature on eHub Mobile, so you don't have to worry about employees faking their locations. GPS spoofing prevention flags employees who have punch actions with suspicious GPS coordinates and generates an Action Item for the Supervisor to review and act on.



TEAM Solutions Really Pay Off

Phelps Security cuts payroll processing time by 90 percent with a holistic software system.



Every company reaches a tipping point where the processes and technology it has relied on for years are no longer sustainable. The company grows, markets change, software ages. That tipping point happened in 2014 for Phelps Security, Inc., a contract security firm operating in the Memphis, Tennessee, area. A family-owned business for 65 years, the company had transitioned leadership, and the homegrown software they had been using for decades just wasn't cutting it anymore. Cumbersome manual processes and multiple subpar software systems sent the company on the hunt for a better solution. The company found TEAM Software's solutions and after implementing it, reduced payroll processing time by 90 percent.

After spending years using paper schedules, in an intrepid move in the mid-1980s, Phelps Security developed its own MS-DOS-based

software to help handle scheduling and dispatching the 50-60 guards on staff at that time. That system worked for them for years, but as operating systems grew more sophisticated and needs changed, that system began to show its age.

Before our software did 10 percent of the work, and we put in 90 percent of the effort. Now, as long as we have it set up correctly, we can put in 10 percent of the effort and WinTeam will do 90 percent of the work.

— Andy Phelps
Business Manager, Phelps Security

In the early 2000s, the company tried a new scheduling and time and attendance system, but that software proved to be expensive and worse,

inaccurate. Plus, software support was non-existent. Leadership chose to return to a combination of their reliable MS-DOS system to manage scheduling and paper to track the changes.

All the while, they were trying to determine whether they should build a more complete, customized software system themselves or buy an existing solution to accomplish what they were looking for. The complexities and expense of building a new platform coupled with an inability to support the current software led Phelps Security to choose WinTeam, TEAM's core financial, operations and workforce management solution.

"We knew we needed to make a change, fast, so that's why we pulled the trigger on TEAM," said Andy Phelps, the business manager for Phelps Security in charge of internal office operations, including payroll for the company's 300 employees, a process that used to take Phelps a week to manage.

“I was working with three software packages that were best at nothing to do with what I needed to do,” said Phelps. “Guards turned in time tickets on a bi-weekly basis. We spent a couple of days comparing those tickets to the DOS-based schedule. Then we manually entered the time into our payroll software one-by-one.”

Then, Phelps continued, they printed and stuffed the checks and supervisors would deliver them on post inspections over the weekend, so guards could sign for the check to confirm receipt. The entire process took five days. And, that process occurred twice a month.

“I’m doing payroll right now in WinTeam,” said Phelps. “I’ll have it done in half a day.”

It’s a combination of things that streamlines the payroll process, said Phelps. The scheduling department creates and manages the schedule in WinTeam. Guards clock in and out on TeamTime, the time and attendance component, and that information flows seamlessly back into the payroll component in WinTeam. The scheduling staff handles any timekeeping exceptions, and Phelps runs the payroll wizard to pull timekeeping hours in, creates the NACHA file, sends it to the bank and prints the few checks that are still necessary. Most employees receive direct deposits and paycheck stubs they can view in eHub, TEAM’s employee self-service portal available online or through a mobile app. In addition to the processing time saved, both the reduction in staff time and paper supplies translates to significant cost savings, too.

“Before our software did 10 percent of the work, and we put in 90 percent of the effort,” said Phelps. “Now, as long as we have it set up correctly, we can put in 10 percent of the effort and WinTeam will do 90 percent of the

work. I don’t have to deal with file exports or cross-integration between systems anymore.”

Phelps learned the last time around that functional software is only half the equation. Top-notch support after the sale is essential for continued success, and Phelps noted that TEAM’s responsiveness and free support was a factor in their software decision.

In addition to drastically improving the payroll process and saving the company time and money, TEAM’s solutions have streamlined operations across the organization. So much so, that Phelps can focus on other high-value activities for the business.

“I don’t have to hire an IT person now because I can focus on that again,” he said. “Or I can go see our clients at local events and build those relationships.” ▶

About Phelps Security

Phelps Security Inc. is the leading security firm in Memphis, Tennessee, providing armed security guards as well as unarmed security guards, commercial and residential patrols, and alarmed emergency response. Founded in 1953, Phelps is a family-owned company who has grown through their dedication to service and an unmatched commitment to quality. Phelps has led the way through more than five decades of security innovation and excellence, becoming the standard-bearer of an evolving industry. Learn more at phelpssecurity.com.

Phelps Security Results (so far)



90%

Amount Phelps Security **cut** from their payroll processing time.



1

The number of **software systems** Phelps Security needs to run their business.



More time to **focus** on things like IT and connecting with customers.



More **money** and **time** saved from direct deposits that employees can access in eHub.



Integrated Software and the Competitive Edge

Janitronics uses job costing to grow its business.

For building service contractors and commercial cleaners, profit margins tend to be razor thin, hovering around 6.5 percent of revenue, according to the IBISWorld Janitorial Services in the US: Market Research Report published in June 2017. From that same report, it's noted that contractors in this industry face intense price-based competition and high labor costs that run an estimated 50 percent of revenue. With these market conditions, understanding profitability at a micro level is more important than ever. This type of insight is vital to controlling costs, protecting margins and getting a true picture of the

business's financial performance. Perhaps nobody understands this better than Steve Goetz, the director of finance for Janitronics Facility Services, a janitorial firm of 1,800 employees based in Albany, New York. Janitronics has been a TEAM Software customer since 1996. Goetz describes the job costing component of WinTeam — TEAM Software's integrated financial, operations and workforce management solution — as the most significant advantage of using the enterprise-level software. WinTeam's unique job-centric methodology ties every transaction in the software to a job number or service location. This means labor, materials and other direct costs can be budgeted down to

the job level. Financial, operations and workforce management data is integrated within the same system, eliminating the need for multiple software packages and data exchanges.

We always joke that we don't know how any company in this industry does it without TEAM Software.

— Steve Goetz
Director of Finance,
Janitronics Facility Services

“The biggest benefit is having all the data in one spot and getting up-to-the-second job costing,” said Goetz. “When we look at financials at a high level, it’s hard to see where the problems are. Ten jobs might be good, and ten might be bad, but it averages out to be on budget. With job costing, you can actually see trends at each job.”

This level of insight enables a proactive approach to managing the business. And, more data shared within the system means deeper insight and increased efficiency. Goetz noted that company leadership has made a concerted effort to pull as much data and as many processes into TEAM’s integrated solutions as possible.

“[TEAM has] one of the few software systems out there with payroll integrated right into the system,” he said. “When we run payroll, it’s instantly in job costing.”

“Everything is done inside the program from health insurance, to cutting weekly payroll checks,” he continued. “The efficiency we gain from that is unbelievable. We can see timekeeping punches in the same system, and then our employees can see that data in eHub [TEAM’s web and mobile self-service and workforce management solution]. We try and get everything we can into and out of TEAM.”

Another plus of integrated technology, according to Goetz, is the ability to scale it to meet business needs.

“As we grow and add new jobs, we only have to update in one place, and we can have it in the system really quickly,” he explained. “We are at the point where we can scale very quickly without having to add new staff.”

While job costing and integrated data can help manage a

commercial cleaning business effectively, proof of quality service plays a key role, too. In an industry where services are relatively undifferentiated and companies compete on price, a major factor in winning and retaining business is the quality level of the work. To that end, Janitronics has incorporated TEAM’s quality assurance solution into its unique cleaning methodology to conduct inspections and correct deficiencies in the field.

As we grow and add new jobs, we only have to update in one place, and we can have it in the system really quickly. We are at the point where we can scale very quickly without having to add new staff.

— Steve Goetz
Director of Finance,
Janitronics Facility Services

“One of the unique things we do are customer service audits the next day to gauge the effectiveness of the cleaning,” he added. “We give those audits to the client.”

Overall, Goetz says a company would be hard-pressed to find the depth and breadth of functionality, as well as the kind of value Janitronics has found with TEAM’s solutions.

“We always joke that we don’t know how any company in this industry does it without TEAM Software,” said Goetz. “There are no other solutions out there that do what TEAM’s solutions do. For what we pay, there isn’t anything remotely close that has the same level of functionality that we get with TEAM.” ▶

Do more with holistic software.



Financial



Operations

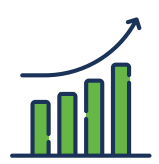


Workforce

Management Tools



Job Costing



Scalability



Proof of Quality

About Janitronics, Inc.

Janitronics Building Services has maintained a quality focus since its founding in 1972. Recognized as an innovative leader, the company has created advanced service systems in training, service delivery and quality monitoring. An extensive service portfolio is available to clients in Controlled Environments, Education, Healthcare, Industrial and Corporate facilities requiring outsourced services or in-house consulting. Leading an organization today requires full control of all assets core to our clients’ missions. Facility support services are not normally found in this group; however, they represent the core of our mission. Learn more at janitronicsinc.com.

Employee Profile: Ryan Hansen

Meet Ryan, a product manager, urban hiker and problem solver.

Ryan Hansen, a natural born problem solver, has been with TEAM Software since May 2016. During his time here, he has seen the company continually evolve and adapt to the ever-changing landscape of the technology industry. Ryan's background in data analytics and technical project management led him to his role at TEAM as one of the Product Managers of our new product, Q by TEAM Software. As Ryan puts it, his role exists in between our developers and our clients to connect the development evolution to the product evolution.

"My biggest focus is taking the necessary information from all parties involved to solve the right problem at the right time in the right way. It doesn't have to be my answer; it just needs to be the right answer," he said.

While working on Q, Ryan has been a key part of helping TEAM define what's next with our newest product for small security and janitorial contractors. The product, set to launch formally in January 2019, is hitting the mark with beta customers, Ryan noted. The intelligent scheduling, time and attendance capabilities, and payroll-ready data are features designed straight from extensive industry research and feedback. He credits a stage-gated development process, constant communication with beta customers and the product development team as a few of the reasons why Q is resonating with the market so well.

"The best part about how we're developing Q is that we're checking in with our beta customers every step of the way to make sure we're



on the right track and that we're giving them what they need when they need it," he said. "And, we have enough autonomy and trust from our department that what we're doing is right for our customers."

There's something really special about this place [TEAM]. There's a buzz you can feel and hear, and you know that big things are happening.

— Ryan Hansen
Product Manager, TEAM Software

When he's not channeling his time and energy into finding the latest solutions for our clients, Ryan enjoys spending time with his family and urban hiking — think hiking, but in a city setting — as much as he can. Some of his favorite places to hike include Portland, Chicago, San Francisco and Denver. Visiting a city for a quick weekend trip and really immersing himself in the essence of that place is how Ryan likes to recharge.

"I like to take the earliest flight I can find, so I can land and be downtown having a cup of coffee somewhere new by 9 a.m.," Ryan said. "You get to wake up with the city while

they're going to work. There's no better way to feel the energy of a city than experiencing it like that." In addition to a flexible schedule, autonomous work style and the opportunity to work on cutting-edge projects, Ryan is proud to work at a company that creates a culture of innovation and creativity. And there are several small, but memorable, things that have added to his experience at TEAM.

"It's the little things that add up to the big picture here — things like allowing employees to wear hats in the office or having a kegerator in the innovation space — that might sound insignificant, but they matter," he said. "It sounds silly, but it's further proof of TEAM's commitment to being a modern tech company that values employee freedom and trusts their employees to always Get Stuff Done. It's not that you need to have a ping pong table in order to prove you're a tech company. But it does make it more fun."

More than ping pong, what really makes TEAM unique for Ryan is the combination of 30 years of expertise with fresh talent ready to solve tomorrow's problems.

"There's something really special about this place," he said. "There's a buzz you can feel and hear, and you know that big things are happening." ▶

Employee Profile: Michaela Larson

She's forward-thinking, adventurous and committed to customer success.

Michaela Larson has been keeping customers first since she joined TEAM as an Implementation Specialist in March 2007. She's contributed in several customer-focused roles in her time at TEAM and most recently was promoted to Education Manager in October 2018. In her new role, Michaela's focus is on supporting the success of both our Education Department and our customers. It's those people who keep Michaela excited to come to work every day.

"We have such a great group of clients and they're so fun to work with," said Michaela. "And, it's easy to work together when we all have the same end goal — to make our customers more productive and more profitable."

As busy as it gets for Michaela with client trainings and preparing for TEAM Client Conference, she appreciates the sense of fun and focus on employee engagement at TEAM. That's something that has been consistent during Michaela's 11-plus years with TEAM.

"Being one of the more tenured employees, I'm so proud of how well we've maintained the culture over the years," Michaela explained. "As companies grow, you expect the employee-driven culture to fade into more of a corporate, buttoned-up atmosphere. But TEAM has never lost sight of our values and what makes us unique. Our people are our core, and that's not going to change."

You see our culture present in everything from the hiring process to how people go about their day-to-day lives at work, said Michaela. For

any given job opening she's trying to fill in the Education Department, there might be a dozen people who can do the job. The key to keeping the culture in tact is to find the one person in the bunch who's going to fit the culture and have that desire to keep customers first.

We have such a great group of clients. They're so fun to work with. And, it's easy to work together when we all have the same end goal — to make our customers more productive.

— Michaela Larson
Education Manager, TEAM Software

For Michaela, staying true to our roots is even more important as we continue to grow and keep moving forward. With her eyes on where we're headed next, Michaela was naturally excited by the announcement earlier this year of Accel-KKR's strategic investment in TEAM. Policies evolve, and new procedures get put in place, but TEAM is still the customer- and

employee-focused place it has been since 1989.

"This is the natural next step for us. As the company grows, this gives us the support we need on the road to continued success. I'm so excited to see what's next, and I'm excited for everyone here. The people who are here now get to be a part of the beginning of the next chapter," she said.

As a natural forward-thinker, Michaela also spends time thinking about her next adventure outside the office. And by her side? Her husband and two sons, ages nine and ten. Life with her boys is full of sports, camping and outdoor experiences. Over the summer, Michaela and her family spent two weeks in Mexico on the trip of a lifetime that included swimming with dolphins. And, if Michaela had it her way, they'd constantly be off on a new adventure.

"I would camp every single weekend if it weren't for the minor detail that my husband hates sleeping in tents," joked Michaela. "Really, I just love anything and everything outdoors. I like being outside as much as possible."

In the meantime, Michaela's focused on her new leadership role and TEAM's next great adventure. ▶





407 S. 27th Ave. | Omaha, Nebraska 68131

TEAM's Getting a Digital Makeover

A new learning center and corporate website are coming in January.

In an effort to keep customers first, we're putting all client resources in one place. We're combining our online training platform, TEAM University, and our online help site, Solutions Online, into an all-in-one site called the TEAM Software Learning Center. Plus, we'll be adding some new resources that we think you'll love. It'll be live in January at help.teamsoftware.com.

With our fresh, new look, we're launching a brand new teamsoftware.com, too. Look for the new website near the end of January.

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