freshOps

We empower **Cleaning Contractors** and **Facilities managers** to better manage their teams on premise or in the field.

Monitor **who** is **where**, doing **what**, when.

Our clients deliver **exceptional** services to their clients **every time**.

How we help you take care of facilities…..

Tasks That Change

Regular and periodical Cleaning Duties that have their own schedules and deliverables

Visits That Change

Frequency of Service changes with multiple services onsite

People That Change

Transient, mostly unskilled and distributed workforce

Quality That Changes

Lots of inconsistent and changing deliverables means quality is difficult to track ,measure and delivery

Locations Change

Areas or Facilities that get cleaned repeatedly across one or multiple sites

Financial Results That Change

Proof of performance for payment, contract renewals and contractual obligations
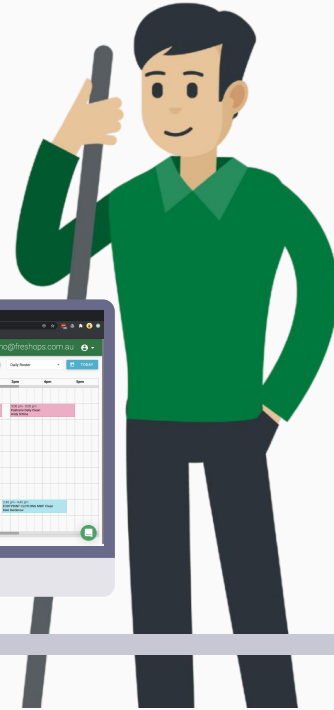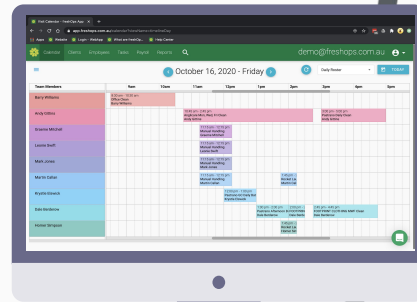
Transparency For ALL! The Best Solution For ALL Involved

Asset Owner/Client

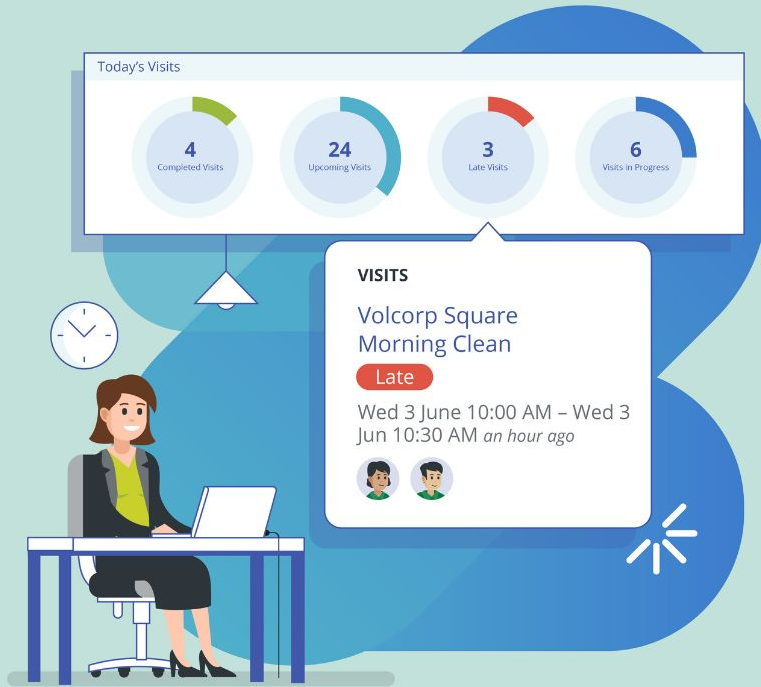Needs reliable, consistent services to maintain the value of their assets and ensure compliance

Cleaning Company

Team performing scope as efficiently as possible in accordance with contractual obligations with proof of service delivery.

Occupant/Tenant

Live or Work in a well maintained, clean, and healthy environment

Cleaners

Need to know where to be, what to do and how to do it. Improving Service Delivery.

Today's Visits

4 Completed Visits

24 Upcoming Visits

3 Late Visits

6 Visits in Progress

VISITS

Volcorp Square Morning Clean

Late

Wed 3 June 10:00 AM – Wed 3 Jun 10:30 AM *an hour ago*

Workforce Management

Take your Service Delivery to the Next Level

When was the last time you knew for sure your team cleaned down the benchtops or vacuumed the floors? Stop guessing. The power to scale and control your business is back where it belongs – in your hands.Transform your cleaning business with a single app. The freshOps interface delivers live performance updates, recording the activities of your cleaners without a single check-up call. Simplify the management of your cleaning workforce.

A Graphical, Simple to Use Staff Scheduling Solution

5:00pm – 7:00pm (2 hours)

Volcorp Group
Volcorp Square Offices
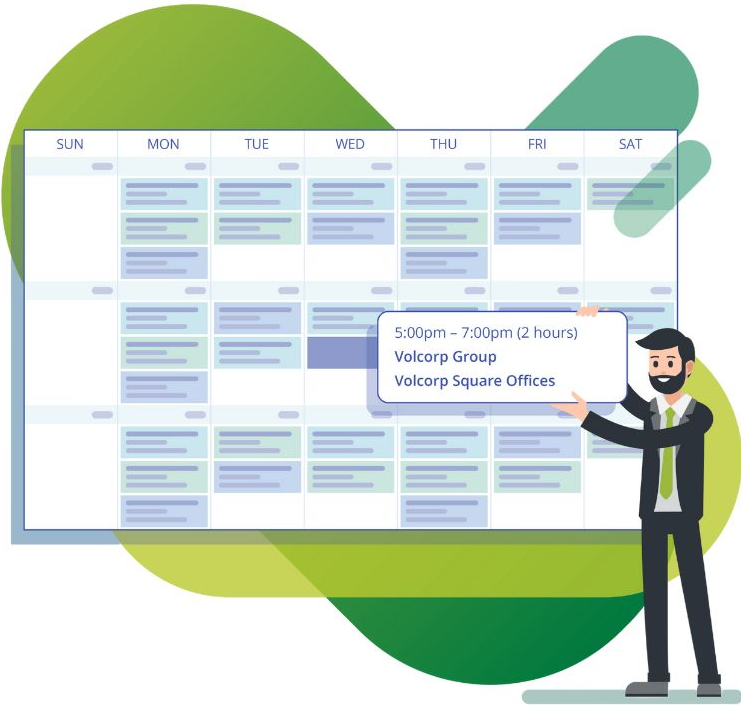
Scheduling and Rostering Made Easy

Simplify your cleaning business with our easy-to-use scheduling platform. From integrated calendars that help you manage remote teams, regular visits and client requests seamlessly, to multiple views and seamless task management, there's no better way of ensuring your people know what's required of them, when, where and even how.

TIME & ATTENDANCE
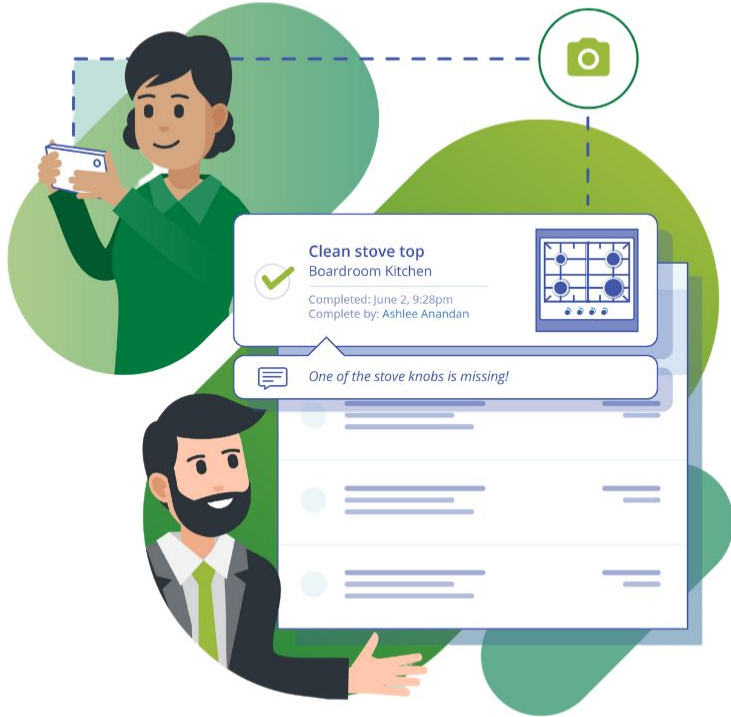
Track Attendance and Productivity

freshOps is your eyes on the ground, reporting exact start times, exit times and the important details in-between. Our platform feeds live attendance records, time stamps and productivity gaps straight to the platform, ensuring the services you deliver are transparent and always available to every single client.

freshOps provides secure and accurate Time & Attendance with both GPS Attendance but also our unique freshOps NFC Tags that provide a Attendance Records within 10cm of the placement of the Tag. Which far exceeds the 100m radius of accuracy traditional GPS solutions provide.

When your cleaner checks-in with a freshOps Tag, you can be confident that they are exactly where they are supposed to be.

Checked out
via FreshOps Tag

ACTUAL START
2 June 5:33:40 PM
Scheduled: 2 June 5:30 PM

ACTUAL END
2 June 7:22:18 PM
Scheduled: 2 June 7:30 PM

freshOps
REQUIRED BY CLEANERS
NOT TO BE REMOVED

7:22 PM - 2 June
Secure check-out
Complete

NFC

Clean stove top
Boardroom Kitchen

Completed: June 2, 9:28pm
Complete by: Ashlee Anandan

One of the stove knobs is missing!

TASK MANAGEMENT

Create and Manage Tasks Effectively

freshOps empowers business owners to take control of their workforce from anywhere they are, delivering the tools you need to create, schedule, and manage tasks. Let them know what you want to be done, when, how often and to what standard, keeping an eye on progress with down-to-the-minute updates and performance alerts. They will never skip emptying the bins again.

With our advanced photo verifications, proof of service delivery is available instantly to your team and to your clients. No more messy uploading to Google Drives and your team having to manage photo uploads themselves.

freshOps Takes care of all of this with secure and organised storage of photo evidence of Task Completion available from anywhere and anytime.
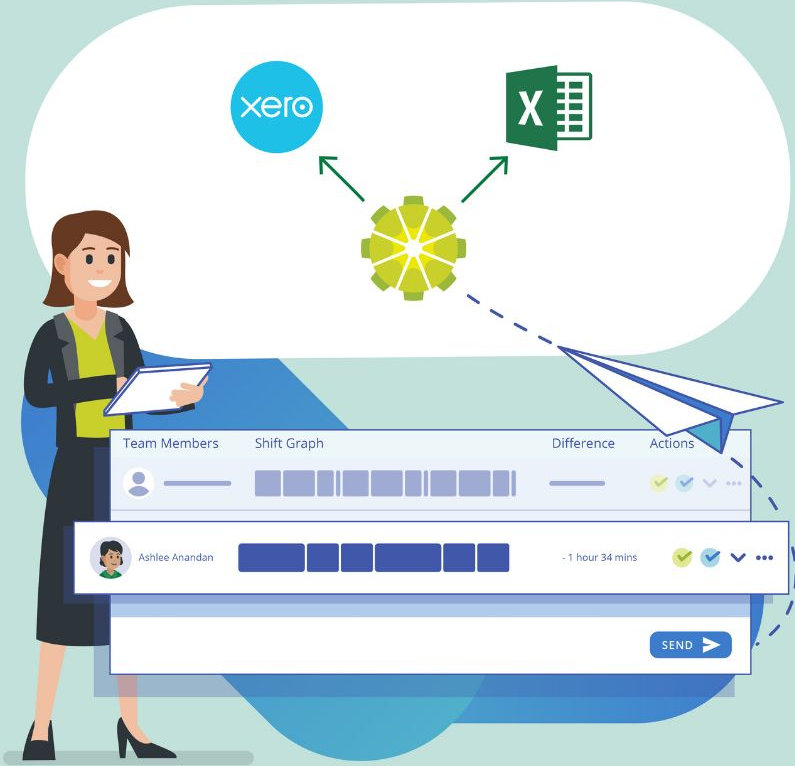
Payroll Just Got Easier!

TIMESHEETS & PAYROLL

Spend more on the things that matter

freshOps generates 100% accurate timesheets, pulling attendance stats from the system to reflect actual time spent on-site. Don't hinge your business on trust alone!

⭐⭐⭐⭐⭐

"We chose freshOps as it not only combined a time & attendance option but also an efficient task management solution. It is very user friendly and ticked all our boxes."

Lee Keets - Director
Vapour Clean, United Kingdom

⭐⭐⭐⭐⭐

"I feel like I have a lot more control of my business when I know to the second how long my staff are on site for. freshOps is simple and cost effective solution to the most difficult part of the business to manage – staff."

John Reale - Director
Realcorp Commercial Cleaning, Australia

⭐⭐⭐⭐⭐

"freshOps has provided Green House Services clients transparency with a cost effective solution for our teams task scheduling, time and attendance."

Joseph Eerden - Director
Green House Services, Australia

⭐⭐⭐⭐⭐

"The app has helped our cleaning business immensely and really has just streamlined everything from front to back. Love the Task Management."

Jessica Sloan - Principal
Aspire Commercial Services, USA

⭐⭐⭐⭐⭐

"The CheckIn/CheckOut technology has been a game changer in staff accountability, reporting and is a huge advantage when quoting new clients!"

Katie McGrath - General Manager
Five Star Cleaners, Australia

⭐⭐⭐⭐⭐

"Making adjustments to jobs and employees on the fly is very easy for the times when you have a last minute change."

Mary-Jane Overall
Mackay Office Cleaning, Australia

How does the pricing work?

Pricing is based on an activity basis. When a user checks in and out again to create a new record, then this signifies a new shift and our pricing works on the number of monthly shifts recorded by our customers. We do not charge per user, as many users in our industry are casual and we wish to capture all user activity. We also don't charge per site, meaning you are not penalised for split locations or sites with minimal activity. We believe it is important ALL team members and locations are on the ONE system.

Are there any setup costs or charges?

You can choose whether to take **Do It Yourself** setup (many organisations with less than 50 staff do this themselves) or you can elect to take up one of our service establishment packages to get things happening faster – it's totally over to you. Have a look at the pricing information at the end of this document.

What are the costs for the application (initial and ongoing)?

Pricing is based on an activity basis. When a user checks in and out again to create a new record, then this signifies a new shift and our pricing works on the number of monthly shifts recorded by your team. We ***do not*** charge per user, as many users in our industry are casual and we wish to capture all user activity. We also ***don't charge per site***, meaning you are not penalised for split locations or sites with minimal activity. We believe it is important ALL team members and locations are on the ONE system.

Initial Costs

You can choose whether take on loading Site and Employee information yourself (Many organisations with less than 20 staff do this themselves) or you can elect to take up one of our service establishment packages to get things happening faster – it's totally over to you. Have a look at the pricing information at the end of this document.

Ongoing Costs

We expect to be able to provide our service between $0.20c and $0.35 per job. However this is subject to scale and can be determined with further discussion – See slide on 'Your Investment – Initial and Ongoing'

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What are the Ongoing Cost and Commitment?

We expect to be able to provide our service between $0.10c and $0.35 per job. However this is subject to scale and can be determined with further discussion. Your **freshOps Rep will have put together a Implementation Package** that will outline your costs as per your discussions with them.

We are a typical Software As A Service (SAAS) business, meaning you only pay a **monthly subscription** to use our service. **No lock in contracts. No penalties for cancelling (not that you will ;-))**

Payment for the service is taken from a Credit or Debit Card that is registered securely with our payment gateway Stripe and is managed through our subscription software Chargebee. An Invoice and Receipt will be issued each month upon the anniversary of your subscription.

What training do I receive?

freshOps Training is done by **"Train the Trainer"** approach. All subscriptions come with an amount of included Training and Onboarding Support. freshOps does suggest a 'Train the Trainer' approach for larger organisations – as it is extremely beneficial to have a recognised product champion as an internal resource, to ensure that all staff are operating the service in accordance with your internal policies.

freshOps Support has an extensive online **Helpcentre/Knowledge Bas**e https://help.freshops.com.au to ensure you can quickly access the answer you need on how to use freshOps. We also have an **Integrated Chat Support** directly inside both the WebApp and Mobile Apps to help you and your team out as quick as possible, for more specific support enquiries. You also have support only an email away at **support@getfreshOps.com**

For Enterprise Clients training will form part of your Implementation Package and you should discuss your requirements with the freshOps Representative.
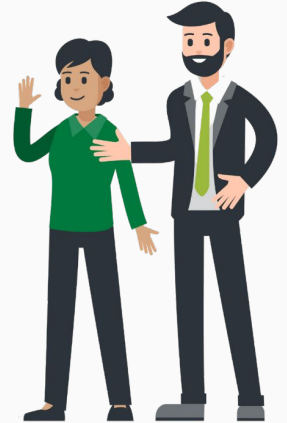
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What is a typical timeframe to rollout?

All Clients get access an Onboarding Session which is used to bring them up to speed with general setup. freshOps automatically invites your Cleaning Teams to freshOps when you add them into our system. Including their user ID & PIN, the Welcome Emails provides the correct links for your team to quickly download the freshOps Employee App and Login.

Rollout to your entire team largely depends on your time frame and the available resources inside your business to setup sites and get your team up and running. We are happy to work through a project plan with you if required…however, most new users are up and running within 2-3 weeks. (dependent on the size of your organisation of course)

What is the Support and Service Level Agreement?

Support will be provided by our support team in Australia. Support is a major focus at freshOps. We understand you're running a busy cleaning business and need answers straight away. We have 4 separate support platforms;

- our DIY Help Center,
- our 24/7 Email Support,
- our In-App Messaging Service
- and our Onboarding & Onsite Training

Plans all aimed at providing you with the level of support your require when and where you need it or critical support events we will use the scoping period to ascertain the business hours that dictate critical, urgent and non-urgent response times and how these are met.

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What is your change management strategy for Upgrades, Updates, Patches etc?

We co-develop most releases with our clients today, and most new features are from client feedback. We are releasing features and enhancements on a 2-4 weekly basis. Larger parcels of custom work are released in consultation with the clients who often request them to help ensure they meet their needs most directly.

Obviously many of these benefit other clients and we develop them with a view to benefit as many clients as possible. All clients on the relevant plan for the feature get access to the feature as it is launched. You only pay for features you request and we will quote and collaborate with you on these on an as needed basis.

What software or hardware do we need?

For Management

No "desktop" client or software needs to downloaded. freshOps is accessible on any modern supported web browser. We typically see clients using Chrome or Firefox. If you have a specific preference we can emphasise this, but we support all browsers with more than 5% market share.

For Cleaners

We have built an iOS and Android native app to take advantage of the NFC, camera, GPS and other functions of the handset this makes available. Employees can see ALL visits, daily or weekly, and record tasks completed, take photos to verify work and record breaks using their own devices.

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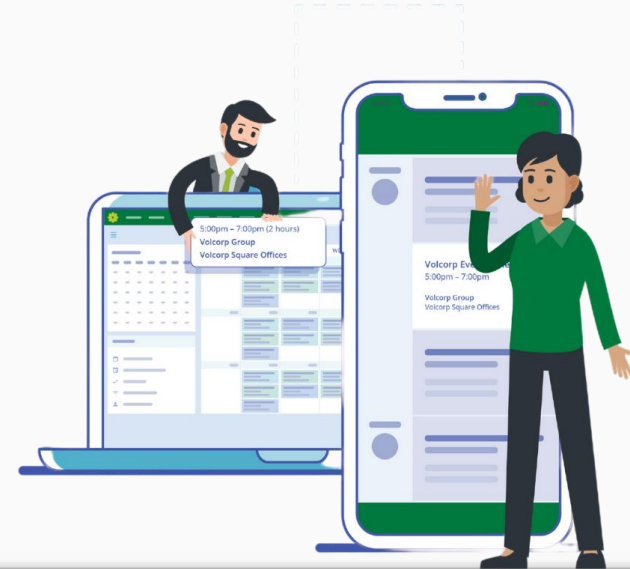
What methods of authentication are used

We use a combination of 3 technologies and are confident at being the most secure,immutable, mobile check-in tool available.

- NFC tags with layers of proprietary security to verify a user and their device.
- GPS pin drop to authenticate being 'near' the work location when checking in.
- QR code check-in for non-NFC devices. In doing so we use an image capture to verify the tag and location (by background of tag mount) and the GPS pin drop.
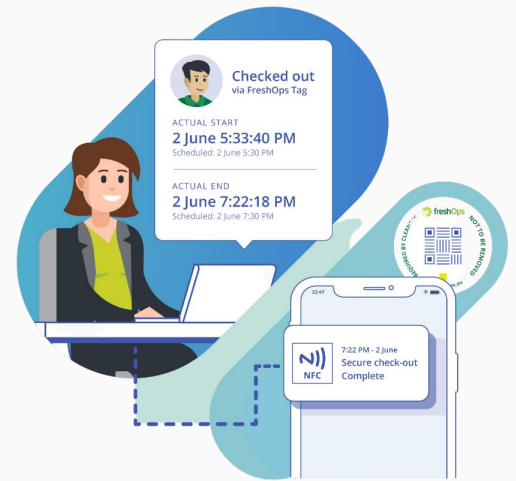
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Piecing it all together

Let's try it out

Stage 1: Introductory Pilot

Introduce freshOps as a pilot service for a period of up to 6 weeks. Identify 2 Sites to Pilot with your Team is ideal for this process.

Sites that are serviced frequently or have a large team onsite works best.

We'll supply you with 2 complimentary freshOps tags to get your Pilot up and running. Further tags can be requested at a Cost of $1.50 each plus postage.

Stage 2: Rollout

Upon Successful completion of Stage One – Client to work with freshOps to identify any remaining sites/cleaners that will utilize freshOps for attendance management as desired. Distribution of freshOps tags to assigned locations.

Work with you to provide online training for both 'Train the Trainer' and approved operational management as directed by you. Expected timeframe of 4-6 Weeks.

Accounting Integrations such as Xero, can be implemented usually at around 50-80% rollout stage.

STARTER

FREE
/month

Includes 50 Shifts

Standard Features

freshOps Tags $1.50ea*

Learn More

ACCELERATOR

$95
/each month

Includes 250 Shifts

Standard Features

freshOps tags $1.50ea*

Online Onboarding Session

1hr Online Support/Month

Learn More

PREMIER

Popular

$185
/each month

Includes 500 Shifts

Standard Features

freshOps Tags Included*

Payroll – Xero Integration

2 Online Onboarding Sessions

2hrs Online Support/Month

Learn More

MASTER

$295
/each month

Includes 750 Shifts

Standard Features

freshOps Tags Included*

Payroll – Xero Integration

4 Online Onboarding Sessions

4hrs Online Support/Month

Dedicated Support Manager

Learn More

ENTERPRISE

$350+
/each month

Includes 750 Shifts PLUS $0.10 for all additional shifts

Standard Features

freshOps Tags Included*

Payroll – Xero Integration

Priority Online Onboarding Sessions

Priority Online Support/Month

Dedicated Account & Support Manager

Enquire Today

Plans and Pricing that **Scales**

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Packages	Details	Investment
Self Managed	Access to freshOps Learning Centre where, as a new Client you will be able to Self onboard your Clients/Employees, as well as add any Tasks and Employee Schedules. Access to any online training and marketing material for internal and external use	**$0**
Quick Deploy	Access to ALL of the services in Self Deploy PLUS direct import/configuration of Client/Employee/Task information PLUS up to 2 hours of direct training and system review by freshOps support team. **NOTE - services must be used within 2 months of booking date	**$500**
Rapid Deploy	Access to ALL of the services in Quick Deploy PLUS direct import of Client/Employee/Task/Scheduling (10) information PLUS up to 4 hours of direct training and system review by freshOps support team. **NOTE - services must be used within 2 months of booking date	**$1000**
Xero Integration	2 x 1 hour Sessions - Xero Discovery Session and Basic Setup, Payrules Creation and Data Synchronisation	**$160**

Training to get you moving **faster**

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