



“Business Accelerator 365 has enabled Trident to set the standard in Facilities Management by reducing operational risk, increasing compliance, and boosting efficiency

GREG GATELY / CEO, *Trident Services Australia*



THE RESULTS

**\$20,000 saved
per year**

in liability insurance

**9 million staff
rotations tracked**

per year

100% paperless

all documents in the cloud

100% online

with powerful analytics



INDUSTRY | Cleaning, Security, Facilities Management

LOCATION | Australia (nationwide)

USE CASE | Risk Management & Operational Efficiency

Trident Goes 100% Paperless and Modernises Facilities Management with BA365

THE CUSTOMER

For over two decades, Trident Services Australia has been managing a diverse range of large multi service precincts that include airports, shopping centres and commercial buildings. Trident employs over 1,200 staff servicing 46 locations across Australia in roles that include cleaning, security, and maintenance.

THE CHALLENGE

In early 2018, Trident embarked on an aggressive customer acquisition strategy that resulted in accelerated growth in the management of large scale facilities. With this growth came the challenge of coordinating and training on-site operations, ensuring that service levels and staff rotations are surpassed, and keeping operational risk and compliance optimised. Additionally, Trident's visibility into what was happening “at the coal-face” was limited to supervisor reports that were often unreliable and incorrect.

THE SOLUTION

Trident performed an evaluation of potential solutions and found that, while products existed for individual features, there were few comprehensive solutions that encompassed the functionality required to operate across multiple roles in a diverse environment. In BA365 they found a modular solution that offered the capabilities they required, along with a comprehensive reporting infrastructure based on Power BI. The time taken to mobilise a site is now a fraction of what it was due to the hosted nature of the product (Microsoft Azure), with immediate access to staff using any standard browser or the mobile app.

RISK MANAGEMENT

Instead of using paper forms, incidents are now reported using the mobile app. The risk of each incident is rated based on Trident's own risk register, and a risk profile for each site is calculated in real-time. On-site supervisors and off-site management are alerted of high risk incidents as they are reported, and can view a dashboard to easily identify trends

EFFICIENCY

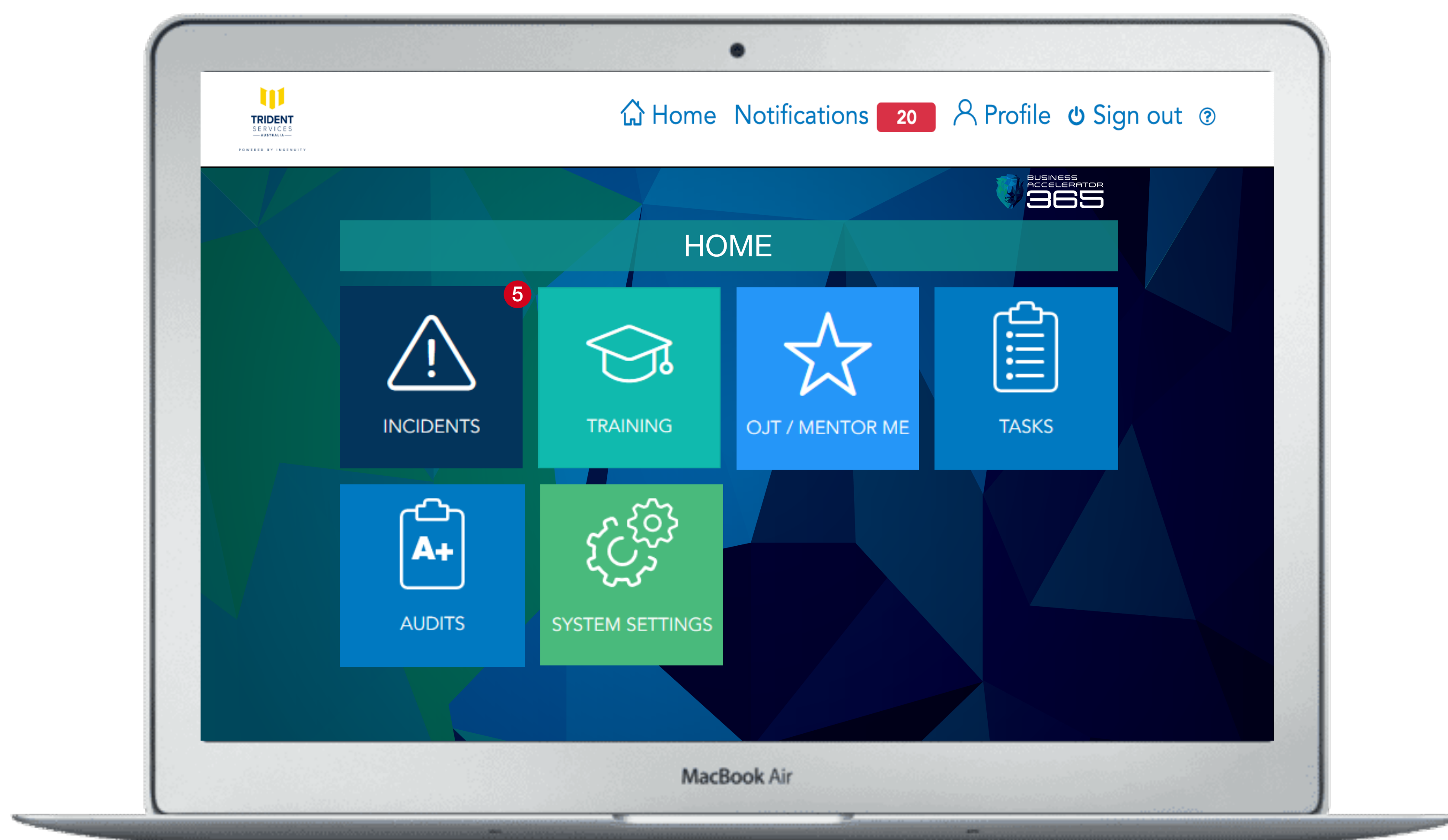
Hitherto email and paper based tracking of maintenance and cleaning activities now use the BA365 Tasks module, which tracks the lifecycle of each work item as well as cost of labour and materials. On-Site inspections are performed on a mobile device using the Audits module, and KPIs are measured across locations and sites.

COMPLIANCE

All Inductions and Training of Trident staff are performed within the BA365 application, with individual users receiving notifications of any new or updated courses. Contractors arriving for on-site work now sign in using the BA365 visitor appliance, and Trident Management is automatically notified of any expired credentials. Manual check-in sheets have been replaced by Smart Track module, which uses geofences and Beacons to automatically track staff movements on-site

VISIBILITY

All the data generated by BA365 is warehoused in AWS, and stored based on the compliance requirements of each client. Trident site supervisors and management have access to a set of dashboards that use Microsoft Power BI as the analytics engine, giving them unprecedented visibility into the day to day operations at each site



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