NORFOLK CLEANERS LTD · FIELD SERVICE

How Norfolk Cleaners replaced its subscription software with a system it owns

Twenty staff, more than 1,000 jobs a month, and a software bill of over £500 a month. Now Norfolk Cleaners owns its own system, built around the way its team already worked.

18 months
for the system to pay for itself

£50k
saved over ten years

£0
monthly licence fees

1,000+
jobs a month across 20 staff

> After using an off-the-shelf service software which cost over £500 per month for 5 years, we finally took the plunge and decided to have our own custom web app software created. Harvey was incredibly helpful from the start to get all our requirements and create us the perfect solution to stop an increasingly expensive monthly cost.
>
> We are now using the custom built software and have zero monthly software costs! Huge thanks to Harvey for taking this off the page as an idea to a fully working CRM software system that easily handles the rota and workflow for our 20 staff and over 1000 jobs per month.
>
> **Nick**, Owner, Norfolk Cleaners Ltd

Before

Norfolk Cleaners had run on subscription field-service software for five years, at more than £500 a month. The bill rose as the business grew, the team had bent its way of working to fit the software, and features it needed sat on the vendor's list with no date.

What we built

Scheduling and dispatch

Drag-and-drop job assignment, rotas, an unscheduled-work queue, automatic scheduling and a map view.

A portal for every cleaner

Each cleaner has their own login, daily schedule, property access notes and job checklists.

Automatic customer messages

Booking confirmations, reminders and on-the-way updates by email and text, sent as each job moves on.

Invoicing and customer records

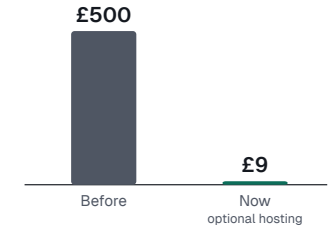
Invoices are raised the moment a job is marked complete, built around the company's own approval process.

The numbers

A one-off build of **£8,850**, plus optional hosting at £9 a month, against more than £500 a month for the software it replaced.



Total cost	Subscription	Owned	Difference
After 1 year	£6,000	£8,958	**Still paying back**
After 2 years	£12,000	£9,066	**£2,934 saved**
After 3 years	£18,000	£9,174	**£8,826 saved**
After 5 years	£30,000	£9,390	**£20,610 saved**
After 10 years	£60,000	£9,930	**£50,070 saved**



The figures count only the subscription, at £500 a month, against the build cost and hosting. They leave out card payment surcharges, staff time saved by software that fits the work, and the fact that the company now owns the system outright. It runs on mainstream technology, so any competent developer can maintain it.

Paying every month for software that doesn't quite fit?

Tell us what you use now and what it costs. We'll tell you honestly whether an owned system would pay for itself.

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