

City Wide Facility Solutions Cleans Up Financial Reporting and Budgeting for Franchisees

As an international management company, **City Wide Facility Solutions** coordinates franchisees across North America to provide high-quality cleaning and maintenance services. For more than 60 years, City Wide Facility Solutions has been the continent's leading provider of commercial cleaning, as well as 20 additional facility solutions.



INDUSTRY

Building Maintenance

ERP

Microsoft Dynamics 365
Business Central

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– **Luis Arzate**, Financial & Data Analyst



THE CHALLENGE

City Wide Facility Solutions had migrated to Microsoft Dynamics 365 Business Central, but the ERP, alone, wasn't enough to serve the dozens of franchise locations across the United States and Canada. As the number of franchisees continued to grow, City Wide needed a reporting tool that was powerful enough to adapt to a variety of scenarios for financial planning for individual locations. The company wanted a product that could create financials for its franchisees and build specific reports that would provide each of them with presentable insights that were easy to digest and to make more-informed business decisions.



THE SOLUTION

Solver was the natural answer for City Wide Facility Solutions' franchisee challenge, given Solver's wide variety of functionalities for reporting, budgeting, and extended financial planning and analysis (xFP&A). Solver provided out-of-the-box and custom reporting solutions, while also giving individual franchisees the flexibility to budget and plan for their individualized needs. As a bonus, Solver has saved time for controllers, accountants, and auditors by improving monthly close processes.

How did Solver perform against expectations?

City Wide said Solver “definitely met our expectations” as a report builder. The integrations were easy to set up, the syncing process was quick, and the platform made jobs faster overall.



In what ways did Solver improve critical business processes?

Solver immensely streamlined the forecasting and budgeting process, making it easier for users to begin and complete the budgeting process by creating input templates within input workflows. City Wide franchisees are now able to budget to meet their own individualized needs, such as for targeted margins or for new employees, bonuses, and commissions.

What are some of the key benefits from implementing Solver?

The company built out customized reports for decision-making, commissions, and margins that franchisees requested. City Wide also built reports to help its users start asking the right questions to assess their franchise location’s financial standing.

City Wide’s controllers and accountants experienced the power of Solver by building monthly financial statements to ensure that books are closed accurately and on time. This helped make audits more efficient when auditors had the specific reports they needed, reducing the workload on the company’s controllers.

THE RESULTS

What has the return on investment been so far?

“The number of hours saved and efficiently gained is overwhelming,” said Luis Arzate, the Financial & Data Analyst at City Wide. “With just a few clicks, financial packages can be generated that provide balance sheets, income statements, and cash flows. We can easily build reports to help us analyze our numbers and make much more informed decisions. Franchise owners have loved using Solver due to its simplicity and dynamic report building.”



How was the experience with implementation, training, and support?

City Wide’s implementation teams and Solver’s consultants made using Solver easy. The Solver team made sure City Wide’s staff was well-informed on best practices based on its business model, IT environment, and ERP. Solver’s team created view tables in City Wide’s database to ensure that the general ledger data was complete and accurate before migrating to the Solver Data Warehouse. In addition, Solver Academy “was so helpful” for individual users who built out reports for their departments.

How does Solver play into City Wide Facility Solutions’ future xFP&A plans?

City Wide plans to create additional modules in Solver to provide more cost analysis for franchise locations and to monitor key performance metrics. The company intends to integrate Microsoft Power BI with Solver via API to show franchisee users how actuals compare to budgets. The company is also analyzing how it can apply machine learning models to Solver reports to extract key insights for the business.

