EMPAUA + TGS TEEGEN GEBÄUDEDIENSTLEISTUNGEN

Customer Success Story

TGS Teegen - Customer Success Story
EMPAUA Germany

Overview

About the company

TGS Teegen is a family-owned mid-market facility services and industrial and health cleaning services company. Their specialisation lies in the highly complex industrial cleaning standards and high intensity hospital cleaning services, that require frequent quality certification and around-the-clock services.

Over the years, the IT infrastructure of TGS has come to age with local servers going out of date and they decided to aggregate their entire business processes to run on Salesforce, including sales, object management, time tracking for over 2000 employees, application management, controlling and the entire accounting process.

■ **Company**

■ **Industry**   Professional Services

■ **Sector**   Industrial Cleaning

■ **Salesforce Solution Implemented**
- Sales Cloud
- Platform
- Accounting Seed (ISV)

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Customer Challenges

Ensure all bookkeeping data can be exported to DATEV on a monthly basis.

- Seamlessly integrate Bank Statement and automate reconciliation of Open Positions.
- "Hard-Cut" Timeline.
- Discontinuing Sage Finance App at 31.12.2020 used as their primary accounting solution based on Salesforce.
- Complexity to run all financial processes within Salesforce: Invoicing / Billing including follow-Up processes Invoicing, Measurement of profitability including all direct and indirect costs, incoming invoice processing, processing of incoming payment from customers (SEPA), processing of outgoing payments to suppliers.
- Adaptation of an American-based billing/accounting system for the German Market.

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Solutions

EMPAUA implemented a number of custom solutions in order to improve the client's experience with Salesforce.

- Built a custom DATEV Connector that allows refactoring of all bookkeeping relevant data into DATEV readable records.
- Connector uses Amazon Web Services (AWS) for data processing and Export file generation.
- Re-formatting of CSV bank exports into Accounting Seed's OFX format via Salesforce-based custom converter tool based on Lightning Web Components.
- Apex-Based Solutions: Generation of XML based SEPA files for payments that can be uploaded to Bank Account.
- Monthly invoicing run: A custom solution to generate up to 800 Billings each month via a click of a button.
- Manual invoicing page to insert Billings based on cleaning services Monthly re-allocation logic to assign an overhead cost to Cost Centers.

Sales Cloud

Platform

salesforce

DATEV

accounting **seed**

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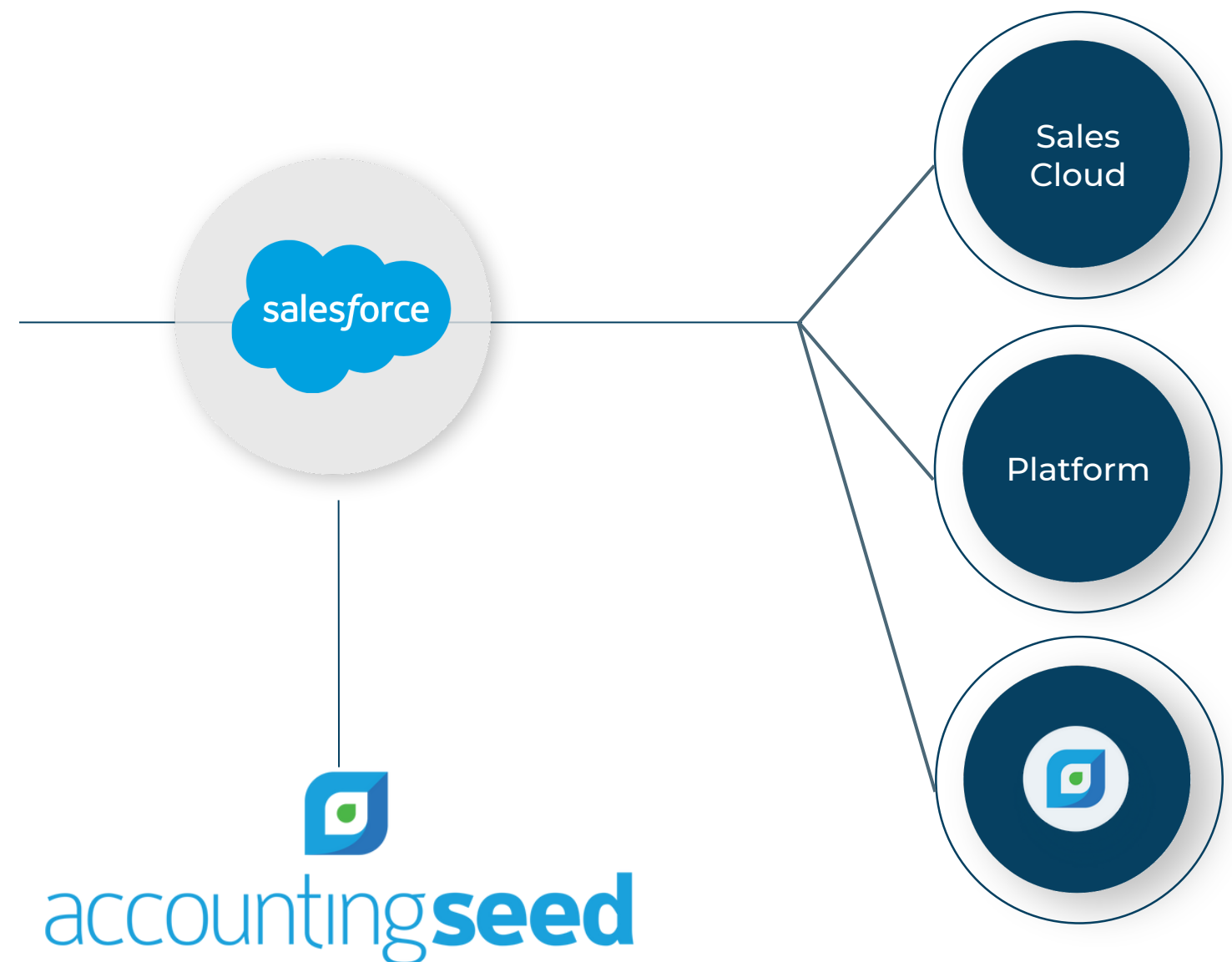
Results

- A higher level of automation: Customer payments are automatically matched to open Billings. In Sage Financials, this had to be done manually (30% efficiency increase).

- Now TGS have a 90% faster UI in Accounting Seed as it uses Salesforce Standard and not custom pages in the UI as Sage Financials did.

- Efficiency gains in year close work as all bookings are already in DATEV, where the tax advisor is reviewing and preparing the year close.

30% efficiency increase in Customer payments.

90% faster UI in Accounting Seed

"Accounting Seed has a clearly structured user interface that runs much faster compared to our prior system (Sage Financials). A particular highlight for me and my team is the Bank Direct functionality together with EMPAUA's auto-matching add-on. This allows us to automatically match the bank exports with Salesforce records in a highly reliable way and on a daily basis. The integration of our billing from Salesforce to Accounting Seed has also been flawless and easy to use."

Jan Wörle
CFO

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