

Triumphant Property Services cleans up with Valorem's new Praxeo Remote Token Service

Triumphant Property Services is not afraid of pioneering new technology – and is now reaping the rewards of becoming the first company in Western Australia to implement Valorem Systems' Praxeo Remote Token Service (RTS).

Not only is the company saving up to \$400 week with the new system, but the company's managing director Shannon Daniels no longer has to spend up to one hour a night managing phone calls and SMSs to keep track of after-hours staff.

Triumphant Property Services was founded in 2005 by Mr Daniels, who had a vision to create a commercial cleaning business that not only met, but also exceeded the expectations of its clients.

In four years it has become a successful and highly respected company that now employs close to 20 people. In addition to commercial cleaning services, the company now offers a broad range of services including specialist IT cleaning, carpet cleaning, pressure washing, gardening and more.

Mr Daniel's innovative approach to his company and its operations has also seen him recognised internationally, being named a national finalist at the 2009 Global Student Entrepreneur Awards.

He says he decided to implement the Praxeo RTS in early 2009 to address the need to monitor staff members after hours. This was necessary to ensure that staff had arrived to complete a job, while also ensuring their safety when on the job, by being able to monitor when they finished and left the premises.



“We needed to be able to guarantee the reliability of our service to clients in a difficult labour environment,” he explains.

“A successful cleaning business has very little to do with cleaning because clients only notice the cleaning of their surroundings if it is not done properly. It is about consistently providing a high level of service and building business relationships and networks.”

Mr Daniels read about the Praxeo RTS in an industry magazine. He had been looking for an alternative to the system he had which required after hours staff and contractors to SMS him on arrival at a job and again when they were leaving. This meant monitoring all messages and ensuring that each job was covered.

“It could be very time consuming and I had to have my phone on all the time,” he says.

“The reason we had to implement the SMS system was that there had been a couple of occasions where staff did not turn up for a job and we had no way of knowing until the next day when the client called to complain that the cleaning was not done.”

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Learn more about Shannon Daniel's business
Triumphant Property Services
at www.triumphantps.com.au

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