



Optimized cleaning with reduced manpower costs

Description

Smart clean is an IoT & AI based solution bringing intelligence to toilet facilities with sensors and intelligent algorithms to enable data driven cleaning operations for increased productivity and improved service quality. Smart toilet cleaning solution helps facility management operators deliver a pleasant restroom experience with less manpower. Monitoring system with real time monitoring of the facilities via array of sensors and helps manpower planning.

Challenge

- Large workforce has to be deployed across toilets and more no of visits was required by the attendants to spot check and to identify if toilet cleaning was needed. Since there was no alerting system the identification of issues was done manually by spot checks
- Integrate real time data from IoT sensors and workforce system to identify alerts sent from the sensor to check if the Quality of service levels achieved. And assign cleaners to take necessary action and keep the customer at satisfaction levels.
- User feedback was not recorded and hence their complaints were neither recorded nor addressed, and unable to understand the user experience to take necessary actions and cleaning methodologies to adopt.

Solution

- Smart clean solution provides an approach to toilet cleaning, with real-time monitoring of toilet facilities via an array of sensors installed around the toilet. The sensors monitor everything from air quality, wetness levels, dispensers & footfall and also collect useful customer feedback.
- The system uses intelligent algorithms to evaluate and rate toilet cleanliness and alerts cleaners for any issues arise to resolve quickly and efficiently.
- The attendants are transforming from schedule based cleaning to on-demand cleaning this helps to improve the efficiency of the department. The attendants are now only required to visit the washrooms only if there is an alert raised for cleaning.

Benefits

- Maintain optimal cleaning levels at all times by collecting data from sensors, this information makes workforce management easier and optimizes the uses of manpower, making dramatic time and cost savings and improving the overall customer experience.
- Analysis of alerts helped identify locations where workforce could be optimized, reduced cleaning time which will lead to reduction of workforce. Maintenance is done on demand, and refills are attended timely and there by rapidly increasing customer experience.
- Sending notification when maintenance is needed so no need for attendants to check the state of the toilet as they get alerted when supervision is required. Resulted in

higher manpower productivity and increase in manpower saving and user satisfaction.