



Case Study

**Building a Robust Service
Team and Efficient Robot Fleet
for Cleaning Service Providers**



Background

A mid-sized cleaning company, sought to innovate its operations by integrating a fleet of advanced cleaning robots. Recognizing the potential for improved efficiency and service quality, the service company aimed to enhance its service offerings and expand its customer base.

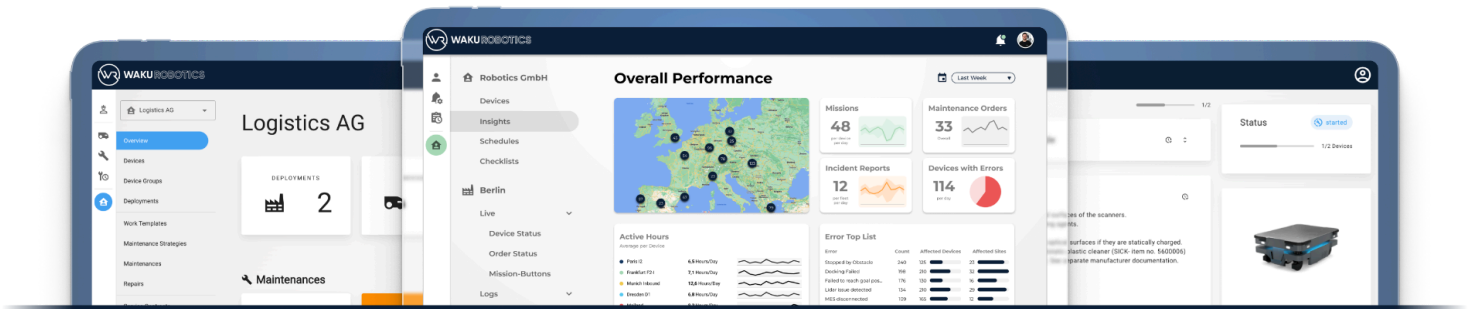
Challenge

The primary goal was managing the robotic fleet effectively while ensuring high operational standards and minimizing costs. They faced a particularly steep learning curve as the company had no prior robotic expertise. This meant that not only did they need to select and procure a whole new type of asset, but they also had to develop the capability to operate and maintain these advanced machines. The integration process required extensive training for the existing staff and the establishment of new operational protocols. Additionally, the company had to ensure that the transition to using robots did not disrupt their current service quality or customer satisfaction. The complexity of managing these new technological assets demanded a robust and user-friendly solution to streamline operations and minimize potential downtime.



Source: <https://www.faz.net/aktuell/rhein-main/frankfurt/deutsche-bahn-setzt-reinigungsroboter-ein-17280724.html>

Solution: WAKU Care Software



The company selected WAKU Care, a cutting-edge SaaS tool, to address these challenges. WAKU Care provided a robust platform to facilitate and monitor the scale and rollout of the robotic fleet.

Implementation

Fleet Management and Monitoring:

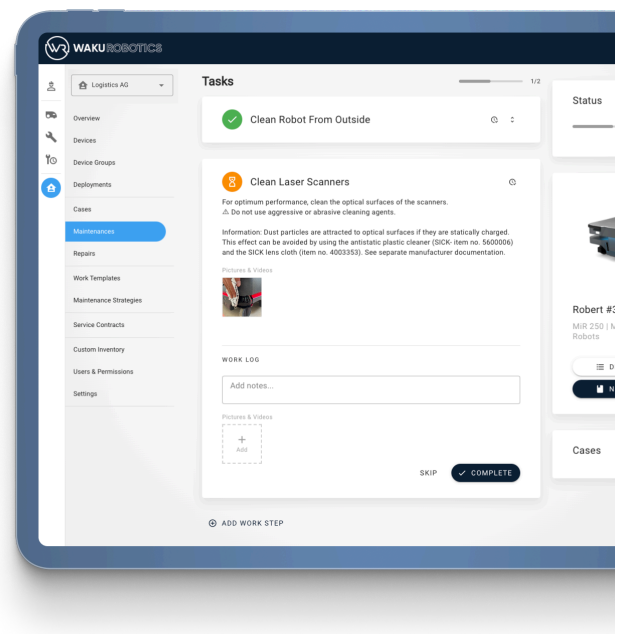
WAKU Care enabled real-time monitoring and centralized management of the robotic fleet. This ensured that the operational status of each robot could be tracked, and any issues could be promptly addressed.

Standard Operating Procedures (SOPs):

CleanTech Services utilized WAKU Care to develop and implement SOPs for servicing and troubleshooting the robots. This standardization improved the efficiency and consistency of maintenance operations.

Remote Monitoring and Operations:

The SaaS tool provided remote monitoring capabilities, allowing the service team to oversee and manage the robots from a central location. This reduced the need for on-site visits and expedited issue resolution.



Results

1. Increased Customer Base and Efficiency

By leveraging WAKU Care, the cleaning provider significantly increased the number of customers served¹.

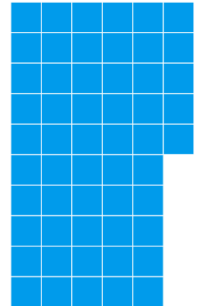
The platform allowed each service technician to manage more devices effectively, improving overall operational capacity.

Reduced drive times and trip distances mean each worker can support more sites.

Current state:
~45 sites per technician



Future state:
~55 sites per technician



2. Cost Management

The efficiency gains allowed to keep service contract fees low, making their services more competitive in the market. The reduced need for physical hardware investments further contributed to cost savings.

McKinsey
& Company

3. Enhanced Fleet Availability and Performance

WAKU Care provided data-driven insights to the end customers, ensuring the highest fleet availability and performance. Customers could access detailed reports and analytics, enhancing their satisfaction and trust in the service.

¹ Graphic Source: <https://www.mckinsey.com/capabilities/operations/our-insights/smarter-faster-asset-allocation-for-more-coverage-at-lower-cost>

Conclusion

The integration of WAKU Care transformed CleanTech Services' operations, enabling them to scale their robotic fleet efficiently while maintaining high standards of service. The SaaS tool not only optimized fleet management but also contributed to significant cost savings and customer satisfaction. CleanTech Services stands as a testament to how innovative technology solutions can drive growth and operational excellence in the cleaning industry.

Sources: Overall, studies of McKinsey

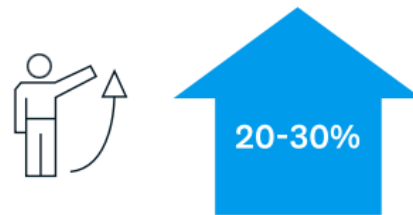
Technology advances have led to major performance improvements in field operations.

Lower costs



Improved productivity

Jobs / FTE / day



Repeat visit reduction



Travel time reduction



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