

Facility management in de zorgsector, hoe dragen Smart Buildings hieraan bij?”

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SPACEWELL
A NEMETSCHEK COMPANY

**MAKE
BUILDINGS
WORK
FOR
PEOPLE**

New standards

In the age of COVID-19 and
“enhanced cleaning,” how and
how often an organization cleans
its facilities has
drawn unprecedented levels of
scrutiny





In March, Amazon announced
that it had added over 5,700
janitorial staffers to its existing
teams





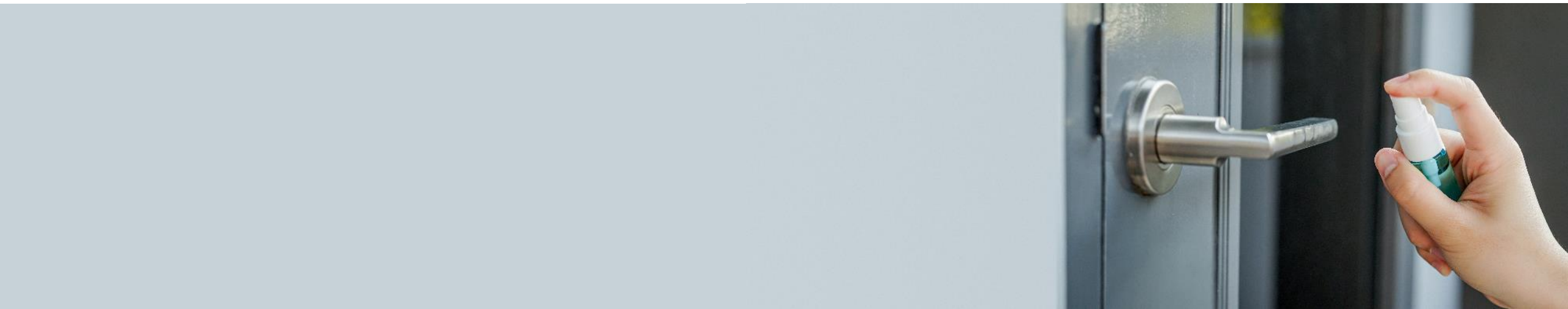
Marriott established a Global Cleanliness Council and rolled out hospital-grade disinfectants for cleaning across all its properties



Clean more or clean better?

“ If building users are mostly sitting at their workplaces, do they really benefit when cleansers disinfect the doorknobs in a conference room that hasn't been used all day? ”

Simply cleaning more doesn't automatically lead to better outcomes.



Smart Cleaning is a way to target cleaning services to address real-time needs.

Meeting done
clean me now ←



Spacewell offering in the Operate and Manage segment



Real Estate



Property Management



Space Management



Facilities Management



Maintenance



Workplace Services



Building Monitoring



Building & Service Automation



Expert Advice

THROUGH



Standard, modular software to manage space, facilities & maintenance

IWMS
ENTERPRISE SOFTWARE



Cloud computing platform to manage digital workflows for enterprise operations

FM & RE
WORKFLOW SOFTWARE



Quickly develop a multi-year, sustainable maintenance plan & budget distribution

MAINTENANCE
PLANNING SOFTWARE



Improve space usage, air quality, assist employees and FM staff in real-time

SMART BUILDING
IOT PLATFORM

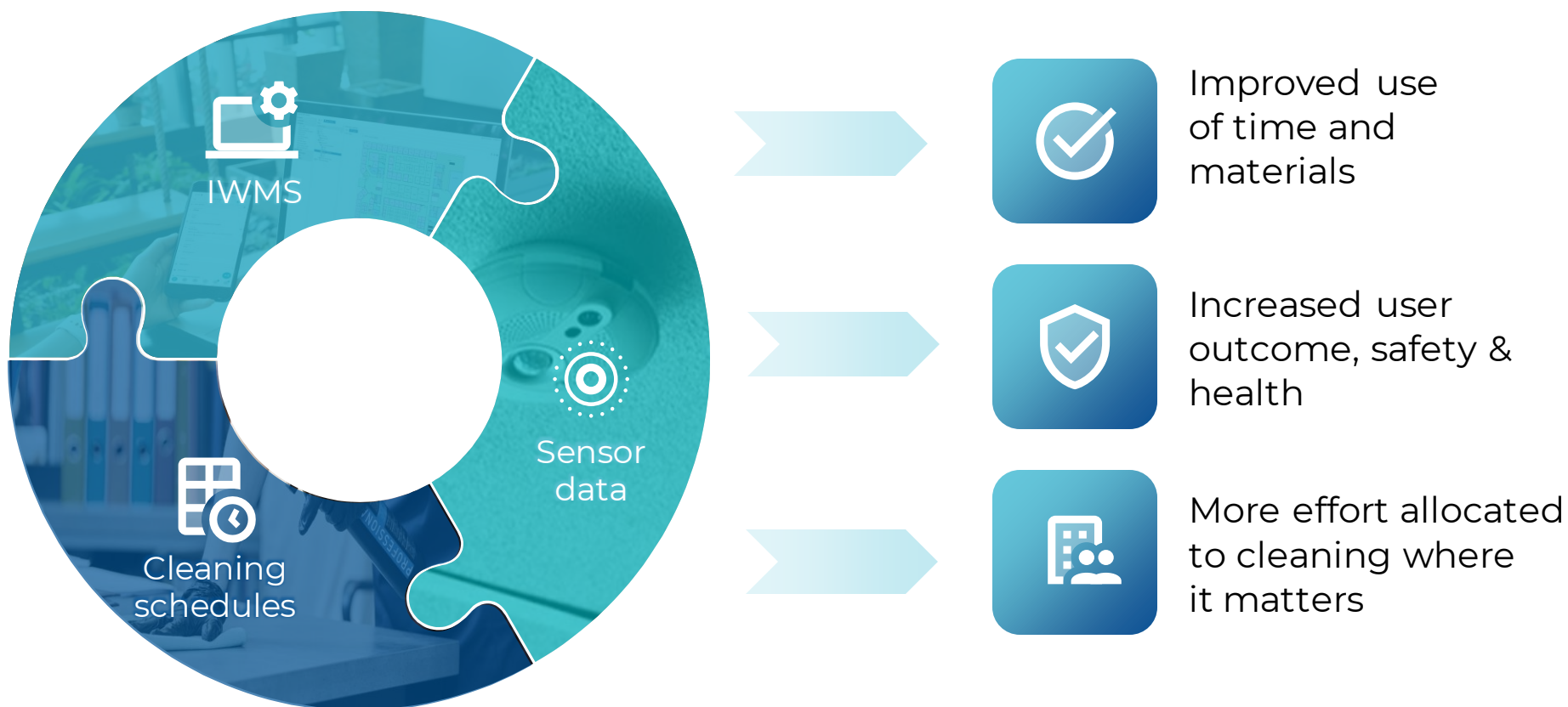


Domain experts & data scientists advising on tactical & strategic level

ADVISORY
SERVICES

How is smart cleaning achieved?

By combining cleaning **schedules**, the power of an **IWMS** and live **sensor** data



Smart cleaning is a process with 3 stages

Step 1



The cleaning program

Step 2



Augmented static cleaning

Step 3



Dynamic cleaning

Step 1: The cleaning program

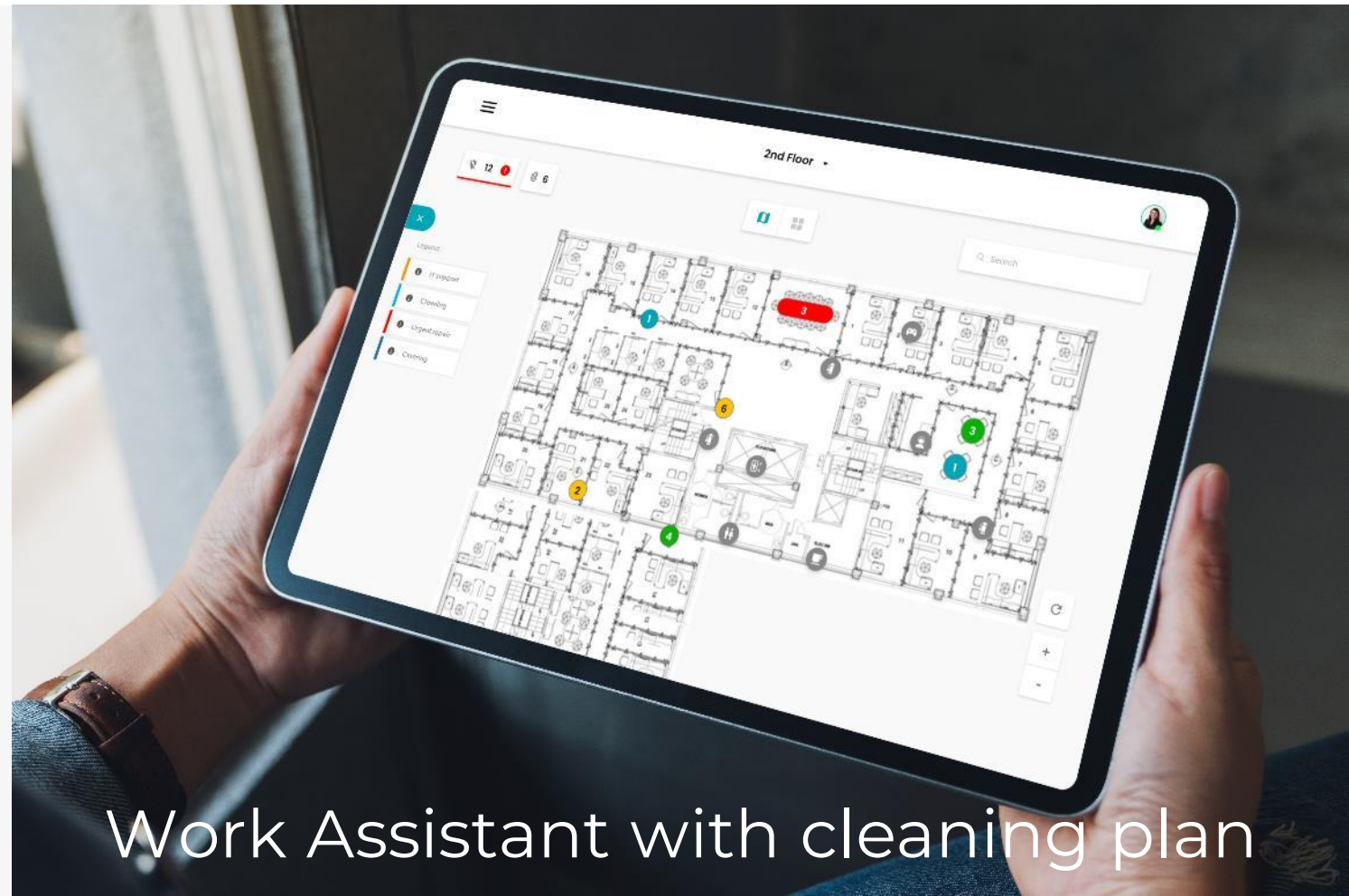
Step 1
The cleaning program

Step 2
Augmented static cleaning

Step 3
Dynamic cleaning

The first step in the process is to use the IWMS to lay out a clear cleaning program.

This program identifies what types of cleaning activities should be performed in any given location and at what type of frequency. Each type of task is broken down into its component parts, ideally illustrated with pictures or videos (including safety warnings) and accompanied by instructions about what types of supplies are needed for any given task. This information feeds into a mobile Work Assistant app that displays different tasks on a visual floorplan.



Work Assistant with cleaning plan

Step 2: Augmented static cleaning

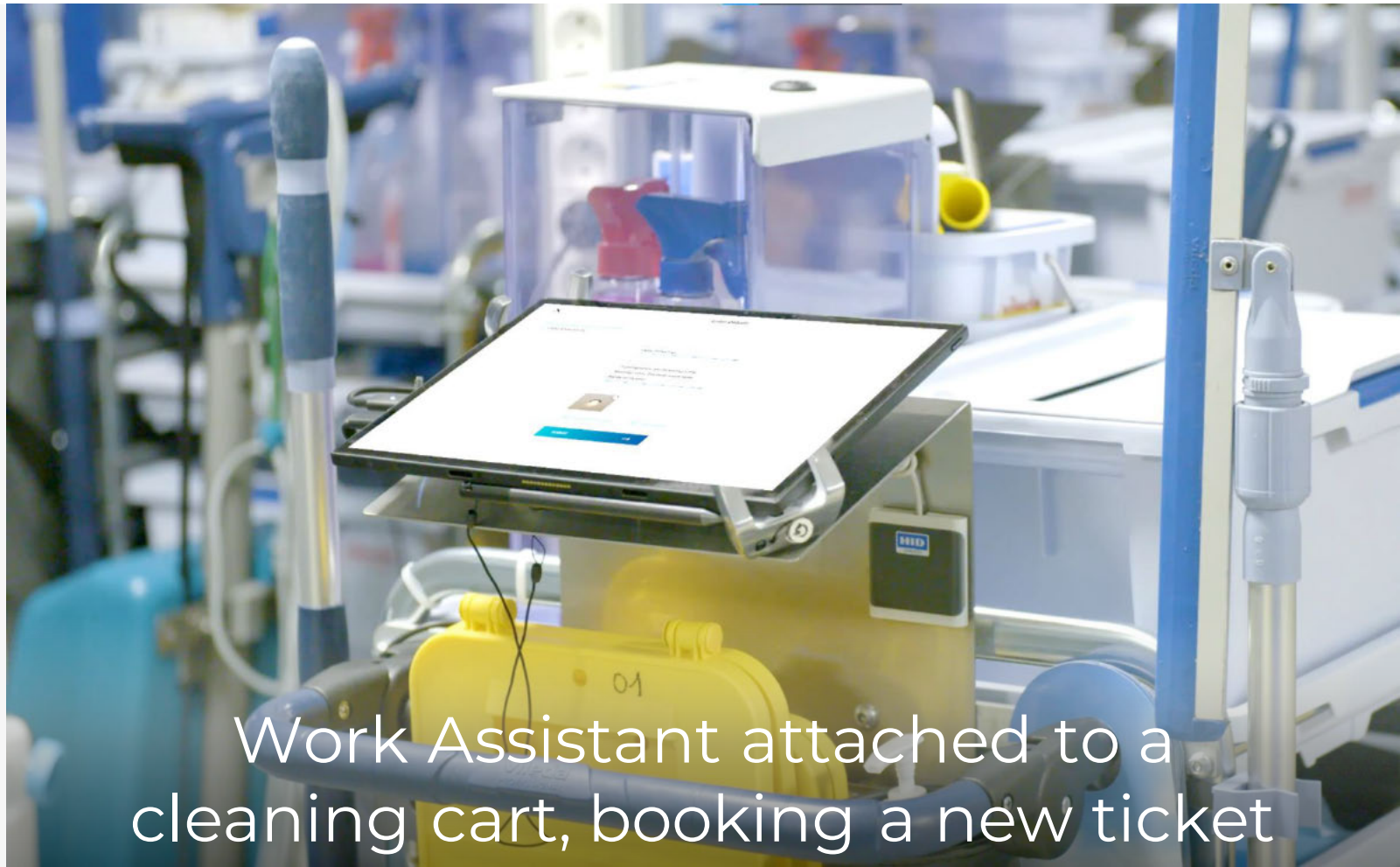
Step 1
The cleaning program

Step 2
Augmented static cleaning

Step 3
Dynamic cleaning

The second step is to augment this static cleaning plan with ticketing information

This second step allows cleaners to reflect urgency and to add new tasks on the go. Cleaners would then have the autonomy to redirect their activities to locations where urgent needs have emerged and would also be given the ability to activate tickets themselves – notifying managers if they notice anything that requires additional attention or that cannot be completed as anticipated.



Work Assistant attached to a cleaning cart, booking a new ticket

Step 3: Add sensor data into the mix

Step 1
The cleaning program

Step 2
Augmented static cleaning

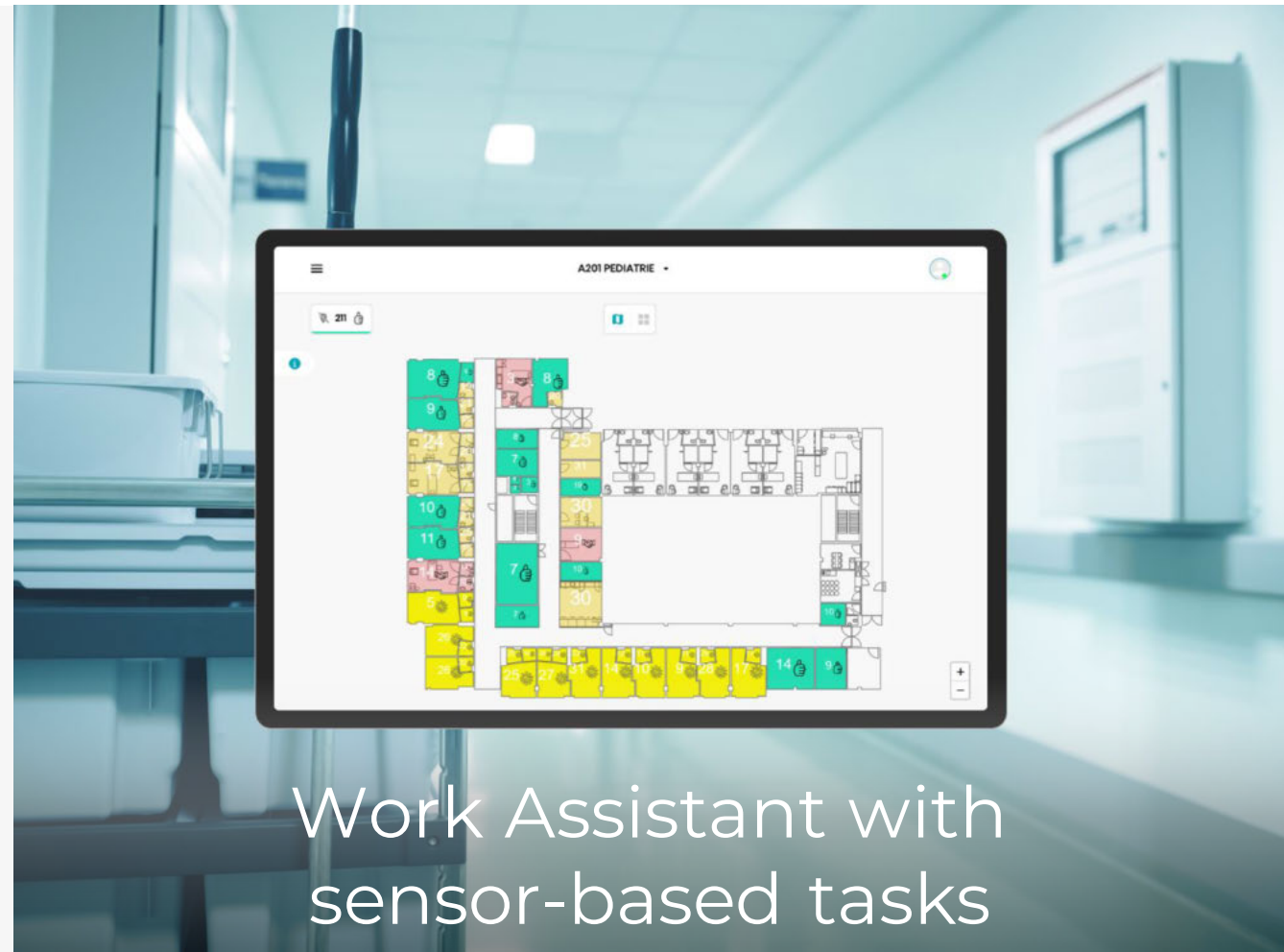
Step 3
Dynamic cleaning



The third stage of Smart Cleaning is to introduce live sensor data into the mix.

Occupancy sensors trigger automatic cleaning tasks for conference rooms and workplaces that need to be sterilized between reservations. The tasks are logged and show up on the Work Assistant App once the space is vacated.

Conversely, if a reservation was made but no one showed up, the work order is cancelled, making the room available more quickly and saving time and supplies while freeing cleaners for other tasks. **Door count sensors** installed at the entrance to a bathroom can trigger cleaning or refills when utilization reaches certain thresholds.



Work Assistant with
sensor-based tasks

Redefine what it means to clean better

Rather than simply more cleaning, better cleaning means



More efficient use
of cleaner time
and materials



More effort allocated
to cleaning where
it matters



Better user outcome,
improved health,
safety & satisfaction

What can you expect over time?

Over time, data from various sources – sensors, historical work orders, user surveys – can all be fed into a machine learning algorithm to develop a self-learning system to schedule cleaning tasks. Such a system would be able to better estimate how much time different types of tasks require in a given location or what types of cleaning needs tend to arise in different areas, resulting in more efficient use of resources and better cleaning outcomes.



SCOPE

- Smart Cleaning
- Work Assistant for Janitors

LOCATION

Ghent, BE
640.800 ft²

RESULTS

- Digitalise cleaning environment
- Live sensor data to drive activity-based hospital cleaning
- Janitors get live instructions on a mobile app



Work Assistant

App Deep dive

The Work Assistant

A personal assistant for your cleaning staff



Assist cleaners in doing the right thing

Using colors and pictogram-based tasks highlighted on floor plans, the app clearly indicates which tasks to perform and where, automatically sorted based on priority and type.



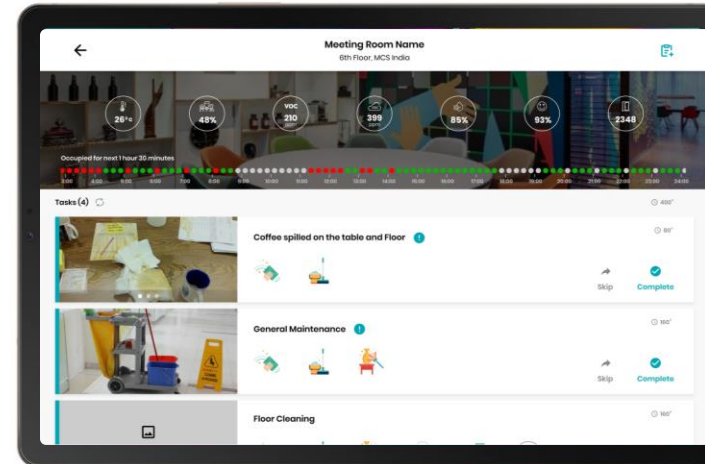
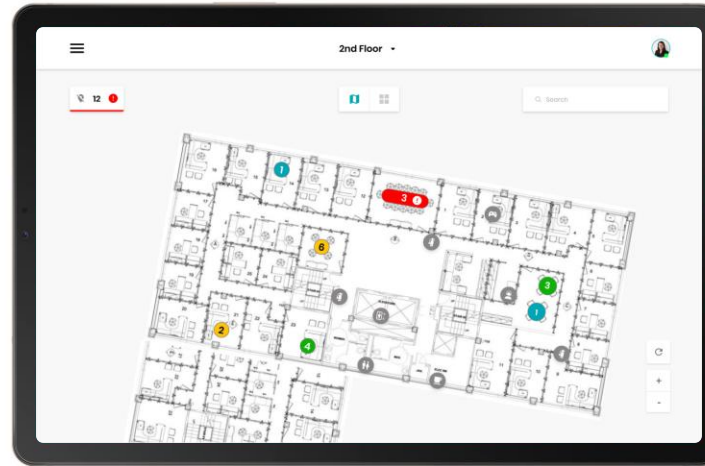
Real-time data

Make incoming requests and complaints visible in real-time to help staff to target their efforts where it matters most



Contextual information

Ensuring tasks are being executed as planned, the app shows exactly what needs to happen for every task. You can also skip tasks if there is an emergency and report issues for the FM team to resolve



Data-driven cleaning

Sensors play a vital role in triggering tasks, when traffic reaches certain levels or when incidents occur.



Keep your staff motivated

The use of a personal assistant makes everyday challenging for the cleaning staff and supports them in a simple and intuitive way to avoid escalations and complaints



Make your customers happy

Customers will be happy too, cleaners are more responsive to requests, response times are shorter, and cleaning happens where it matters most





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