

## Reduce cost and boost customer satisfaction by cleaning what is needed when it's needed

### Demand-based cleaning

**Example:** 350k ft<sup>2</sup> building with a \$490,000 annual cleaning cost (\$1.40 per ft<sup>2</sup>)

**Data insights:** Usage patterns show heavily vs. sparsely used areas

**Results:** Change cleaning model to demand-based cleaning & achieve labor savings of **18%**

**Savings:** \$462,000 over 5 years

**Return on investment:** 96%

**\$462k**

net savings

**24%**

improvement  
in customer  
satisfaction

**36%**

improvement  
in response  
time

**18%**

labor savings



### Benefits

- User feedback to deliver real-time insights and information improving occupant satisfaction
- Understand the value and usage of common areas
- Track performance of cleaning contractors with arrival history
- Negotiate cost of cleaning contract
- Utilize activity data for strategic decision making
- Gather insights for ESG compliance
- Differentiation from competitors