eversmart™ washroom

A guide to improving your customer satisfaction with smart washrooms

More than just connected soap dispensers

Did you know that a recent survey revealed 86% of people say a business's commitment to washroom cleanliness factors into their decision to patronize that location.

Availability, visible cleanliness, and supply of everything that's needed summarize the expectations of washroom users. And when there's a problem, being able to report it easily and anonymously to the right person to fix it fast.

Real time customer feedback speeds up your staff's response time and keeps your customers happy.
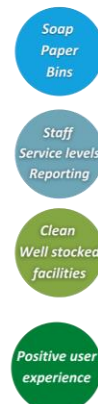
Who will benefit from a smart washroom?

- Suppliers of products and appliances
- Cleaning service providers
- Building managers
- Users of washrooms
- Local staff

STAKEHOLDERS

- Product suppliers
- Cleaning service providers
- Building managers
- Washroom Users

RETURN ON INVESTMENT

- Soap Paper Bins
- Staff Service levels Reporting
- Clean Well stocked facilities
- Positive user experience

But there's a deeper value, too.

- *Is there water on the floor*? This is not only off-putting, but also a potential liability should someone slip and injure themselves.

- *Is there a leak*? Catching a plumbing issue early can mean the difference between a simple fix and closing for repairs.

- *Is the toilet clogged*? Imagine the impact this scenario has on your brand.

Where to start

There is a wide range of technology on the market that can be installed to make a smart washroom, but it's important to find what's best for the needs of the business.

Smart soap dispensers allow janitorial staff to be notified when supply is running low. This can prevent waste and over-purchasing.

Customer feedback is one of the most powerful tools used to get a better understanding of a space. Anonymously capturing the washroom users' sentiment allows the business to have an independent real-time view of what's within their washrooms.

Anonymous **occupancy sensors** mean businesses can track how a washroom has been used throughout the day, allowing for a more efficient cleaning schedule.

Leak detection sensors are a small tool that can save businesses thousands in damage prevention. Undetected leaks can result in more serious flood damage and leave a business liable for any bodily injury that is a result of a water leak.

Microshare's EverSmart Washroom smart restroom management system provides a data-driven solution that alerts responsible staff about emerging problems, clogs, leaks or supply issues. Paired with feedback panels and the React-M app to manage workflow and accountability, EverSmart Washroom stretches precious labor resources and protects your company's reputation.

A comprehensive checklist to implementing a Smart Washroom

1. Assess your needs

- ❏ Current state of your washrooms?
- ❏ What are you hoping to improve?
- ❏ Who is responsible for washroom maintenance?

2. Install appropriate sensing technology

- ❏ Do you know the usage patterns of your facilities throughout the day?
- ❏ How do you capture customer feedback?

3. Implement change

- ❏ Identify who will be responsible for measure alerts.
- ❏ Adjust cleaning and maintenance behaviors

4. Measure improvements

- ❏ Track, measure and reward for improved response time
- ❏ Track satisfaction ratings
- ❏ Track usage of consumables to reduce oversupply

Contact sales@microshare.io for more information on EverSmart Washroom