

CASE STUDY

mpro5 enables dynamic cleaning and maintenance for Compass Denmark...

 mpro5

 COMPASS
GROUP

A close-up photograph of a person in a blue uniform and black gloves using a blue and black spray bottle to clean a surface. A white cloth is visible in the foreground. The image is overlaid with a semi-transparent purple rectangle containing text.

INTRODUCTION

Compass Denmark are finding new ways to bring innovative services to their customers and get ahead of the competition...

DYNAMIC SCHEDULES AND EXCEPTIONAL SERVICE

FM providers are increasingly expected to deliver more value using the resources they already have.

Covid has highlighted the idea that customers are assured by tangible evidence of cleaning in action, that closing the gap between the users of the building and the facilities staff can improve the level of service.

We are working with Compass Group Denmark to develop and iterate on just this: using the Internet of Things, call buttons and our smart workflow management platform to improve service, increase attentiveness to user needs and still meet day-to-day requirements for their client, Total Energies.



INSIDE THIS CASE STUDY...



THE RESULTS

Total Energies employees have been impressed by the service that call buttons provide and the speed of response to jobs.

This elevates Compass beyond a standard FM offering by providing dynamic cleaning and exceptional service.

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THE PROBLEM

It's widely accepted that digitalisation in FM is the next logical step, but it can be a daunting project both in terms of implementation as well as making a compelling business case with a significant ROI.

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THE SOLUTION

There were two key objectives for implementation. The first was to bring substantial ROI on the new IoT network and the second was to target cleaning in the areas it was needed most and, through saved hours and more targeted responses, add value to the service provided.

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**“
Developing a new concept
from the ground up has been
an inspiration, and mpro5 has
made it possible for us to
exceed the customer's
expectations.”**

Elsie Reitzel, Team Manager at Compass Denmark

in



A photograph of a technician in a white shirt and blue overalls working on a ceiling. The technician is reaching up to adjust a square ceiling panel. The ceiling is composed of white acoustic tiles. A large, semi-transparent purple and pink gradient rectangle is overlaid on the right side of the image, containing the text.

THE RESULTS

Compass have elevated the quality of their service significantly since installing call buttons...

ENHANCED SERVICE...

Total Energies employees have been impressed by the service that call buttons provide and the speed of response to jobs.

This elevates Compass beyond a standard FM offering by providing dynamic cleaning and exceptional service.

Engaging directly with the customers has helped shape a stronger service culture in the on-site service team.

Refined workflows from the mpro5 app guide them through their duties, making their shifts frictionless and demonstrating their hard work. Employees have also appreciated the added accountability.

By involving ground teams with the development and configuration of mpro5 from the start, Compass have received enthusiastic buy-in from their teams.



97%

**REDUCTION IN
RESPONSE TIME**

“ In Compass Group we consider this project to be a stepping-stone towards shaping the future of service. mpro5 have stepped up as a key partner for this journey.”

Jonathan Hentze, Head of Innovation and Digital Development at Compass Group Denmark
in

THE PROBLEM

The pandemic's impact on the FM industry continues to be significant...



**WET
FLOOR**



ALL CLEANLINESS IS NOW A MATTER OF HEALTH AND SAFETY

It's widely accepted that digitalisation in FM is the next logical step, but it can be a daunting project both in terms of implementation as well as making a compelling business case with a significant ROI.

Flexible working patterns have also reduced demand and footfall on sites.

Cleaners need to be agile enough to prepare rooms for varying numbers of users, as well as responding visibly to changes in demand for these spaces.

Cleaning by routine is inefficient, but a lack of data limits attempts to work dynamically.

For users, it could take hours or even days to get a problem dealt with, as it wasn't clear who to notify or how to.



THE SOLUTION

There were two key objectives for implementation. The first was to bring substantial ROI on the new IoT network and the second was to target cleaning to high-traffic areas...

MAKING DYNAMIC SERVICE SIMPLE

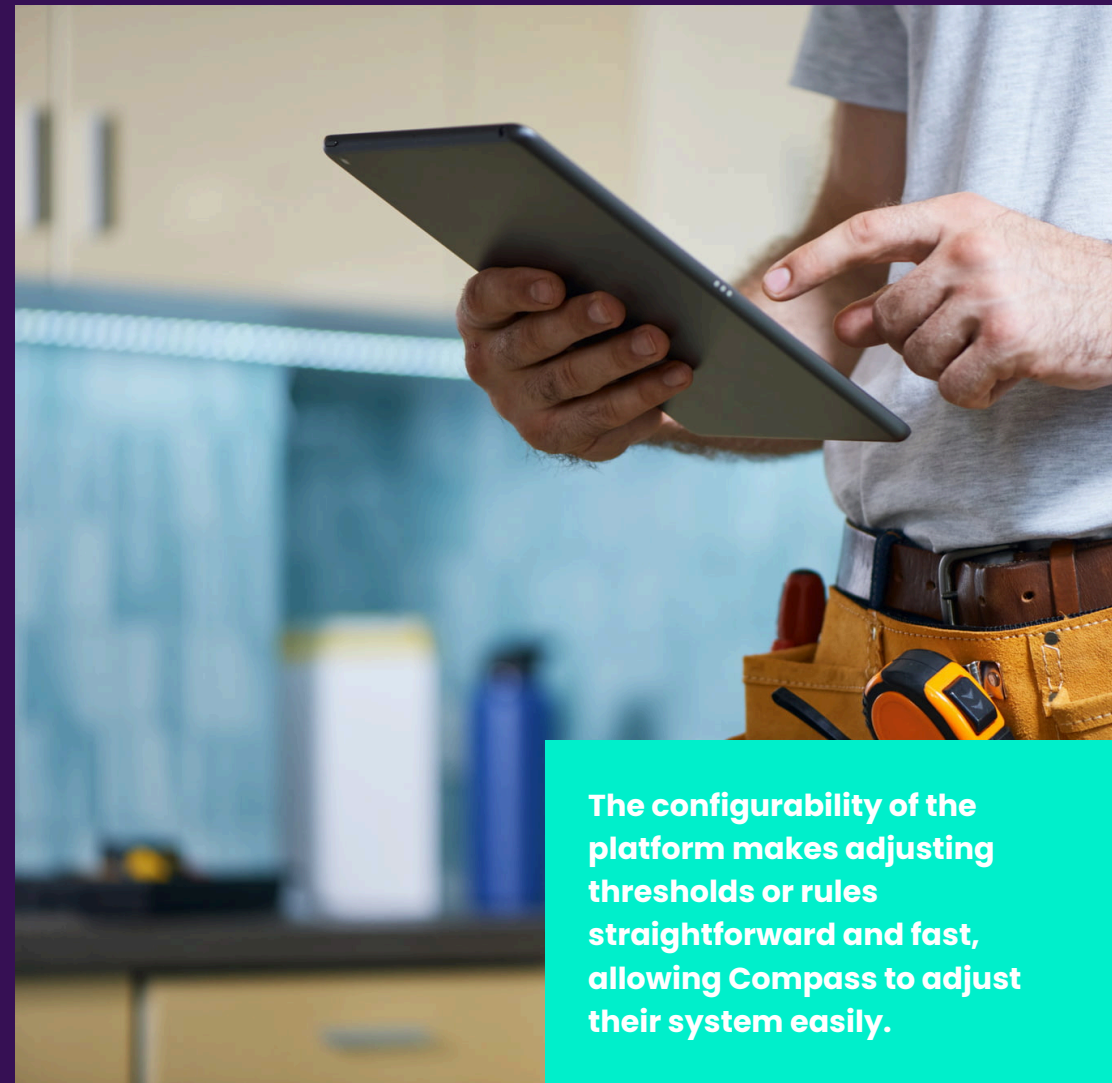
There were two key objectives for implementation.

The first was to bring substantial ROI on the new IoT network and the second was to target cleaning in the areas it was needed most and, through saved hours and more targeted responses, add value to the service provided.

The first component of Compass' IoT network is call buttons, which were installed across five floors in kitchens and copy rooms. Users can press a call button to report a fault with a coffee machine for example, and this will send an alert directly to the relevant team.

A team can then action this alert by going to the kitchen in question and scanning a QR tag, which loads the correct workflow to guide them through any processes and give proof of task completion, closing the feedback loop.

The mpro5 platform was configured specifically for Compass' needs and adoption was aided by live configuration calls and user walkthroughs.



The configurability of the platform makes adjusting thresholds or rules straightforward and fast, allowing Compass to adjust their system easily.

“The team also went out of their way to meet our demands in terms of data availability, which has allowed us to shape the insights we need and make them an integrated part of our business operations rather than a separate entity to our core service.”

Jonathan Hentze, Head of Innovation and Digital Development
in

Thank you for reading

CLEANING ON DEMAND WITH COMPASS DENMARK: **CASE STUDY**

www.mpro5.com

