

# CASE STUDY

Smart cleaning and auditing with  
Incentive QAS

 mpro5

  
incentive QAS  
contract cleaning  
AN ITALIAN SERVEST COMPANY



# INTRODUCTION

Professional cleaners Incentive QAS want their staff to love working for them and clients to love working with them...

## WORKING SMARTER, NOT HARDER

**By using smart FM technology, Incentive QAS can work intelligently while still delivering an excellent customer service.**

Staff on the ground use the mpro5 app to record their work, follow instructions and perform routines.

Internet of Things (IoT) sensors fitted in their clients' facilities provide real-time data that can trigger remedial actions, automating the decision-making process for allocating resources efficiently.

This enables dynamic cleaning, where resources can be deployed to focus on low-scoring or high-traffic rooms whilst still carrying out routine cleans.



**Dynamic Cleaning with Incentive QAS**

## INSIDE THIS CASE STUDY...



### THE RESULTS

Incentive QAS are ensuring the highest standards of service and cleanliness for their clients with mpro5...

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### THE PROBLEM

The Facilities Management industry is crowded and competitive...

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### THE SOLUTION

We worked together with the Incentive QAS team to configure their mpro5 platform...

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“

**We are now improving the way we work with data, opening it up to our customers and delivering it in real-time. The support, customer experience and returns have been invaluable.”**

**Jamie Wright**, Managing Director

in



A person wearing blue nitrile gloves is cleaning a light-colored wooden surface. The person's right hand is holding a clear spray bottle with a white nozzle, and their left hand is holding a white microfiber cloth. The background is a blurred wooden surface. A semi-transparent purple rectangular overlay covers the right side of the image, containing the text.

## THE RESULTS

Incentive QAS are ensuring the highest standards of service and cleanliness for their clients with mpro5...

## AN ENHANCED SERVICE THROUGH DIGITAL TRANSFORMATION

**Incentive QAS can use their bespoke dashboards to demonstrate the work they have done for their clients, proving both their value and commitment to embracing innovative technologies.**

They can also use this evidence to win new business and continue to grow.

**Visibility** of their sites with real-time data and long-term insight has enabled Incentive QAS to drive continuous improvement to their service.

**Productivity** has been increased significantly as cleaners no longer spend time cleaning areas that don't need as much attention – and they can easily follow the mpro5 app to see what needs doing next.

**Efficiency** has also been boosted by smart working patterns: in some instances they have been able to reduce the number of required cleaners by as much as 40%.

**Compliance** with SLAs, health and safety and contractual expectations has also been improved by smart workflows that ensure nothing is missed.



A person wearing a blue uniform and a face mask is holding a grey bucket filled with cleaning supplies. The bucket contains a white spray bottle, a black bottle with a red cap, a blue spray bottle, and a white brush. The person is also wearing blue gloves. The background is a blurred office or industrial setting.

# THE PROBLEM

The Facilities Management industry is crowded and competitive...





## AN UNSUPPORTED AND PROBLEMATIC POINT SOLUTION

**Incentive QAS had recognised that smart cleaning was the way forward for their business, but they were burdened with software that was hurting more than it was helping.**

The software had poor web capabilities and inadequate support that then became unavailable entirely, leaving them without any help.

Getting useful data out of the system was a drawn-out process and it was inflexible, making adapting the software to evolving requirements difficult.

In short, they were paying for a redundant solution that created more work for its users than it saved.

“  
**We had a system in place  
but whenever we asked it  
for a report, it took a long  
time just to get the data  
out. We knew we needed to  
change.”**

Jamie Wright, Managing Director  
**in**



A woman in a dark business suit stands in profile by a large window, holding a tablet and looking out at a city view. The scene is overlaid with a semi-transparent purple rectangle containing text.

## THE SOLUTION

We worked together with the Incentive QAS team to configure their mpro5 platform...

## MAKING DYNAMIC CLEANING SIMPLE

**Employees use the mpro5 app to record their work, follow instructions and perform routines.**

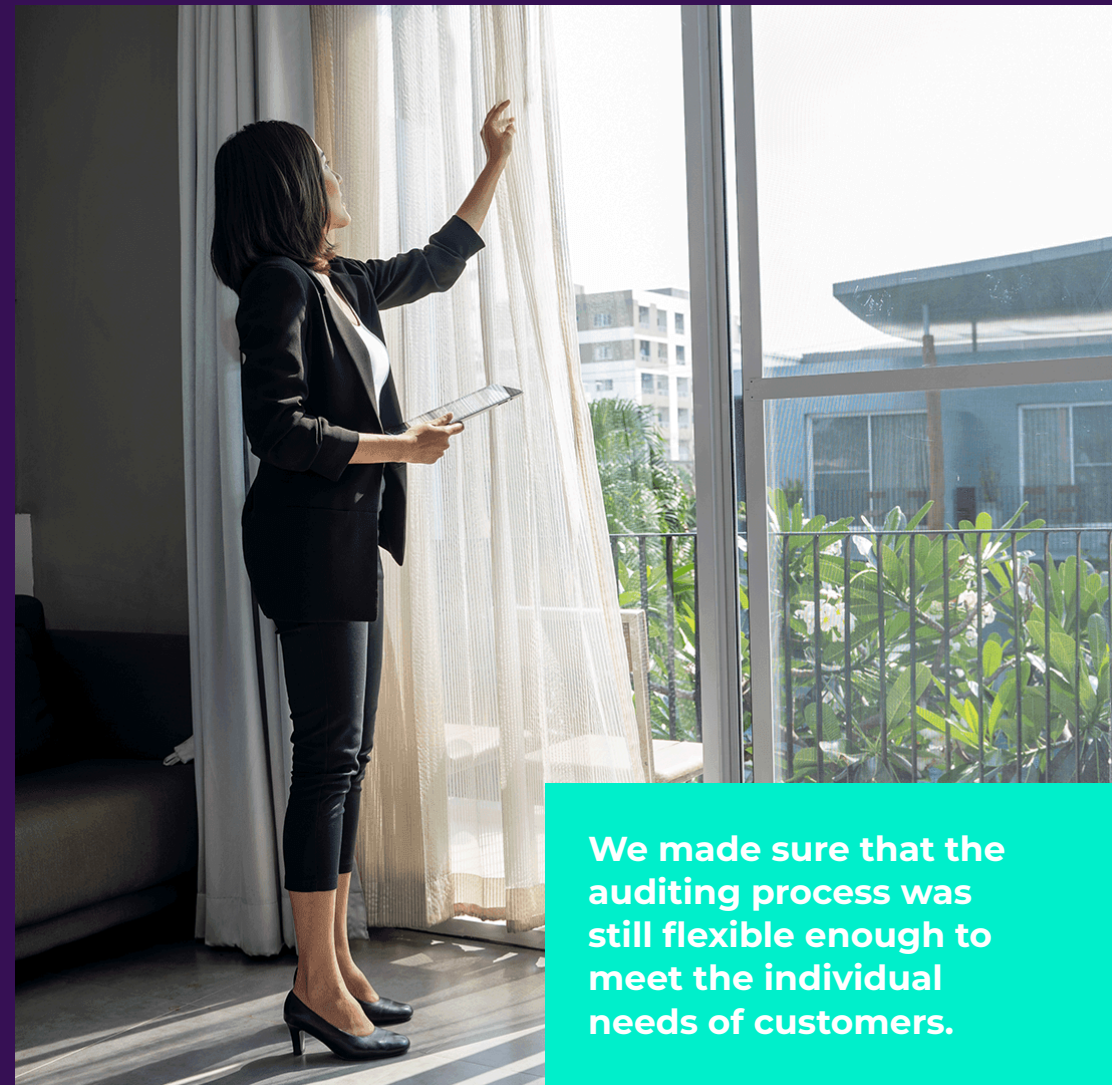
Remote sensors fitted in their clients' facilities provide real-time data that can trigger remedial actions, automating the decision-making process for allocating resources efficiently.

Follow-up jobs and remedial actions can also be generated by the data captured.

This is fed back into the mpro5 platform, which then structures the data for effective reports and auditing.

Custom dashboards also provide a way for teams to quickly assess the live situation on any site.

This allows them to go room by room, prioritising those with the highest demand and the lowest audit scores.



**We made sure that the auditing process was still flexible enough to meet the individual needs of customers.**

Thank you for reading  
DYNAMIC CLEANING  
WITH INCENTIVE QAS:  
**CASE STUDY**

[www.mpro5.com](http://www.mpro5.com)

