

# A GUIDE TO REMOTE MONITORING AND DYNAMIC CLEANING

How dynamic scheduling can transform  
your efficiency and enhance your service...



# INTRODUCTION

You might have heard about smart sensors, also known as the Internet of Things...

## WORKING SMARTER, NOT HARDER...

**You might have heard about the Internet of Things, but how can sensors empower you to deliver an exceptional service to your customers?**

The soft FM space is more competitive than ever, as customers seek higher standards of cleaning and service for fewer resources. Technology can achieve this and give you the data to demonstrate your improved service to old customers and new prospects.

This guide aims to demystify sensors and show them in action. When combined with smart works management software, they can enable you to work to dynamic schedules that prioritise the most important jobs on your list, without forgetting everything else.



**Dynamic Cleaning with Incentive QAS**

## INSIDE THIS CASE STUDY...



### WHAT IS REMOTE MONITORING?

Remote monitoring uses sensors to give you real-time site-specific data...

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### HOW DOES IT WORK?

Simply put, you have two ways to communicate with your back-office system...

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### WHAT ARE THE BENEFITS?

Remote monitoring and dynamic scheduling will transform your company...

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

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



## WHAT IS **REMOTE MONITORING?**

Remote monitoring uses sensors to give you real-time site-specific data...

## SMART SCHEDULING FOR ENHANCED EFFICIENCY

### **Remote monitoring uses sensors to give you real-time site-specific data.**

If you work in FM, then you know that keeping a site clean, particularly one with varying use, is challenging.

You can waste time cleaning a little-used area, and a particularly busy bathroom can get messy quickly despite your best efforts.

Rather than watching every room in a building, you can use sensors to track room and floor usage. Your work is led by accurate data that lets you respond to changing demand in real time.

This is known as Dynamic Cleaning.

In the long-term this added visibility and understanding of your operations will empower you to deliver more for your clients.

It can also make cleaning audits, simple and continuously updated with minimal manual intervention.





## HOW DOES IT **WORK?**

Simply put, you have two ways to communicate with your back-office system...





## REAL-TIME DATA, REAL-TIME ACTION

**So what are the mechanics of this system?**

**When it comes to Dynamic Cleaning, you have two ways to communicate with your CAFM: a works management field application (like mpro5), and door sensors that can detect movement.**

The sensor interprets 'door opens' as a visit into an area and, after a certain threshold is reached, a notification is sent to a team letting them know that the room needs cleaning and restocking.

Cleaners can scan a QR tag attached to a room to let your system know they are on the job and the alert is being dealt with.

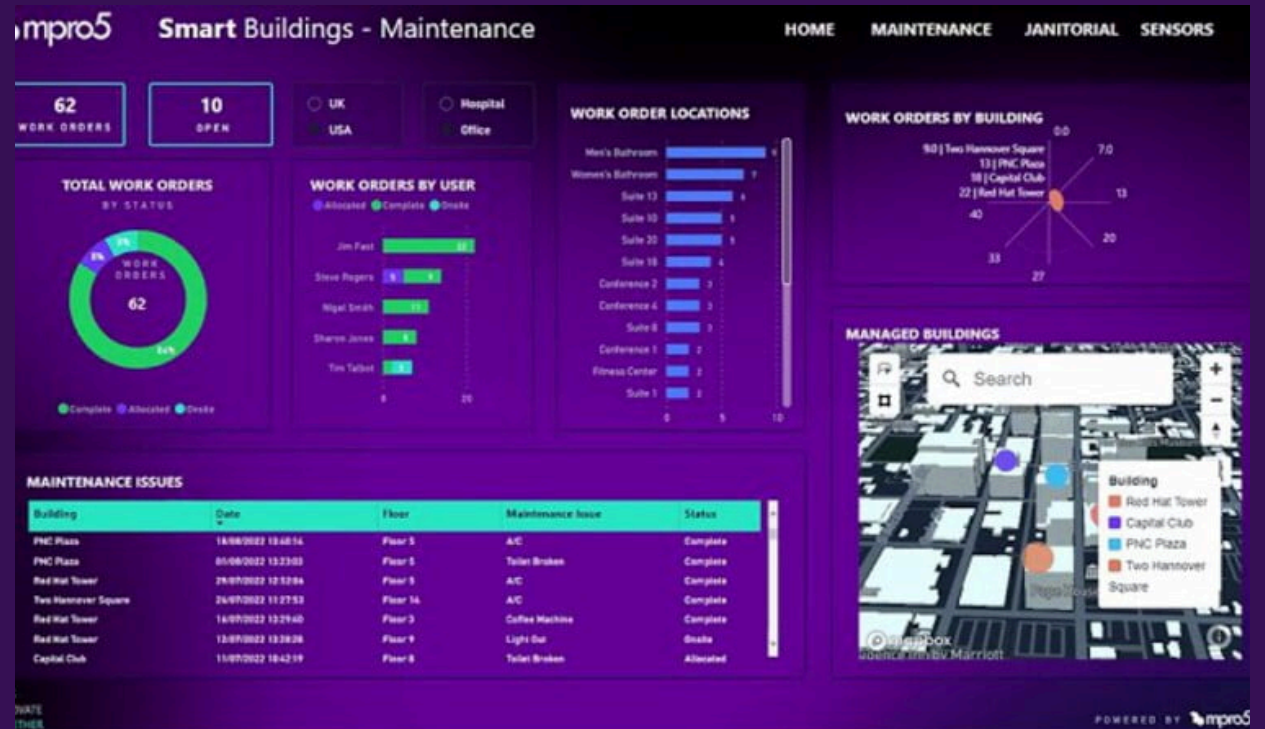
When they've finished cleaning, they can use their device to upload details of the clean and close the feedback loop.

## REPORTING, AUDITS AND INSIGHTS

### How does remote monitoring fit into your reporting and audits?

Combining your sensor data, works data and audit scoring will give you a complete picture of your operations:

- Use a Power BI dashboard to get a real-time overview of daily operations.
- Spot recurring patterns and adjust priorities.
- Re-target low-scoring areas for improvement.
- Drill-down into the data for extra detail and insight into particular jobs, or recontextualise the data for further insight.
- Collect your audit data continuously through your mobile works app and sensor data.



**DYNAMIC SMART BUILDING DATA FOR TOTAL VISIBILITY**

“  
**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 at Incentive QAS

in





## WHAT ARE THE **BENEFITS?**

Remote monitoring and dynamic scheduling will transform your company...

## AN EFFICIENT CUTTING EDGE SERVICE

### Work smarter, not harder

It's hard to understate the increase in efficiency that you will see. One of our clients reported needing just a third of the staff normally required to work on one site.

Dynamic scheduling allows you to respond to demand in real-time so effectively that you can clean those high traffic areas and still have time for the rest of your routine.

### Provide an exceptional service

Continuously improve your audit scores with highly visible and transparent data. Empower your staff to actively improve these scores and ultimately, provide an enhanced service.



### Impress your clients

Blow your customers away with detailed reports and audits that tell them more than just whether you turned up.

Demonstrate your commitment to improving their level of service and your interest in leveraging new technology. Dynamic scheduling is still a cutting edge approach to FM, and one that could make you a uniquely indispensable provider.

### Win new customers

Your engaging live dashboards, tons of insightful data and a forward thinking approach to technology and service will make you stand out in a competitive market.

Thank you for reading  
A GUIDE TO **REMOTE  
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[www.mpro5.com](http://www.mpro5.com)

