

Mitie Cleaning Services

Innovating through robotics

An overview of cleaning technology

Technology has evolved at a rapid pace, particularly the last few years. With more innovations than ever, it is up to cleaning teams to select the most appropriate solutions for their needs to deliver maximum efficiency without compromising on the quality of finish.

One area that has seen a particular boom has been in the area of robotics. Growing in popularity due to their ability to deliver efficient services that can also prove to be more environmentally sustainable, robotics are a key element of modern cleaning solutions.

At Mitie, we deliver a wide range of robotic solutions, while continuing to trial the latest innovations.

Our robotic cleaning range includes scrubber driers, vacuum cleaners, mops, internal and external sweepers as well as more recent innovations such as UV robotics and misting robots.

Staying on the cusp of the latest technology enables Mitie to deliver a blended approach, combining the efficiency of technology with the expertise of dedicated personnel to deliver the exceptional, every day.



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In addition to innovative robotic solutions, sensor technology has also come to the fore in the cleaning industry, with solutions being implemented to ensure cleaning is carried out more efficiently as well as assisting teams with stock management.

Introducing sensor technology, most predominantly in washroom environments, enables companies to implement a demand-led cleaning model, ensuring that areas are only cleaned when necessary, for example when a set amount of people have used the facilities.

Managing the cleaning regime in this way ensures the best use of colleague time, as they only focus on areas that require cleaning, rather than taking an arbitrary set route around a building.

In addition, sensor technology can enable teams to manage stock, with calculations based on number of users used to alert colleagues when consumables need replenishing in a certain area.

Technology continues to be a growth area in the cleaning industry, already proving to deliver efficiencies in time management, cost, and sustainability.

However, it must be integrated in the correct manner and blended with more traditional, human solutions to ensure the best possible service delivery.



“Robotics and other cleaning technology is fast becoming an essential consideration for a modern cleaning solution”



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Where is the technology being implemented?

Technology continues to infiltrate every aspect of daily life, providing an array of benefits specific to each users' unique requirements. Cleaning technology is no different, with a wide array of options available, particularly in the robotics space. With such choice available, cleaning technology can be utilised to great effect in a vast selection of environments and industries.

At Mitie, we have already implemented cleaning technology in a range of sectors and environments, whilst others are currently trialling the latest solutions.

Our range of robotic solutions have already been introduced across customers in transport and aviation, retail, pharmaceutical, public sector, critical national

infrastructure and the public sector. These solutions are helping a number of customers in these areas to already improve productivity and efficiency in their cleaning solution.

Able to be implemented in such a wide array of environments and fit a multitude of requirements, robotics and other cleaning technology is fast becoming an essential consideration for a modern cleaning solution. Through multiple efficiencies, robotics and technology can enable on-site cleaners to focus on other areas, specific cleans or more detailed cleans to ensure a holistic cleaning service is delivered. By implementing technology alongside more traditional, human-led cleaning solutions and taking a blended approach, organisations can truly get the best of both worlds, with an efficiency driven, high-quality output.



The impact of technology in cleaning

Across multiple sectors we have seen the benefits that can be delivered by cleaning robotics. However, it is dependent on the specific requirements of each environment as to which technologies are suitable and provide significant efficiencies, as each industry and environments will have unique challenges to overcome. The below case study highlights how one trial has proved successful in delivering results for one particular customer at their head office.

The Customer	The Challenge
<p>A national UK retailer</p>	<p>The customer wanted to improve cleaning efficiencies at their head office. A building spanning 15 floors, of varying sizes, the customer set Mitie the task of delivering innovative solutions that could provide efficiencies without reducing the quality of cleans.</p>
The Solution	The Result
<p>To demonstrate a forward thinking and innovative mindset, as well as deliver efficiencies quickly, the team trialed robotic vacuums in the building, specifically the ECO Bot 40.</p> <p>The machine was trialed on 8 floors of the building for nearly four months, to test its effectiveness and appropriateness for use. With long corridors free of obstruction, the robotic vacuum was an ideal solution for cleaning large areas, enabling cleaners in the building to focus on more detailed cleans, for example underneath desks and around chairs.</p>	<p>Thanks to the productivity savings of 23% delivered by the robotic vacuum, the teams were able to focus more time on detailed cleaning areas and therefore provide an enhanced overall service to the customer. Due to the overriding success of the trial, the robotic vacuum solution will be implemented permanently on site, predominantly used during nights while the building is empty, to minimise its impact on the working day.</p> <p>The trial has demonstrated the power of a combined approach to cleaning, integrating the best technology with dedicated people. As a result, the customer and Mitie will continue to collaborate to deliver new innovations in cleaning and to further enhance efficiencies and productivity.</p>

Emma Harris, Director of Technology & Transformation, said,

“Technology is continuing to develop at rapid pace in every industry, and it’s important that as a facilities provider we stay at the forefront of developments and innovations to enable us to deliver the most efficient and effective solution to our customers.

Whilst there has been a vast range of robotic solutions available in the cleaning industry for some time, only recently have they been able to deliver the level of efficiencies that make them a truly viable option for all environments.

Delivering integrated technology solutions to drive more efficient service to our customers is key, and we will continue to explore, test and implement new technologies to benefit our customers.”