

Case Study

Mega Service Solutions

Overview

Mega Service Solutions in Tampa, Florida is responsible for cleaning a wide variety of buildings, one of which is a car dealership that needs to sparkle.

Mega Service Solutions prides themselves on making sure they are known for quality work, exceptional service and being a leader when it comes to using technology to help get the job done right.

For John Meija, the CEO of Mega Service Solutions, that means finding the right equipment from the right provider. He needs floor cleaning machines that help with more than just a clean floor but can also track data to help him measure success.

The goal at the car dealership is to make sure all 11,000 square feet of flooring are cleaned each day.

“In the long run the subscription will save us money—especially in larger spaces.”

-John Meija, CEO of Mega Service Solutions

The Challenge

For John, two major challenges arise when dealing with cleaning teams and equipment.

1) When sending his team to multiple locations, the challenge is the lack of insight and knowledge regarding what his cleaning staff is accomplishing each day.

Making sure his clients are getting the clean floors they expect is the most important part of the job and without any insight to how and when machines are being used, it can be a struggle to demonstrate proof of performance.

2) The other challenge is keeping track of maintenance costs for the machines.

“One of the data points I didn’t have was how many times we send out a machine to get fixed. On average it is \$350–\$600 dollars each time a machine needs repair.”

In just a three-month time span he had to send one of his machines to be fixed twice, costing just under \$1000. That adds up quickly when dealing with multiple floor cleaning machines.

Tracking machine maintenance costs can be tricky and unpredictable causing many BSC’s to struggle with knowing their Total Cost of Ownership. Plus, machine downtime due to maintenance and service can result in loss of time and money.

The Solution

John made the decision to partner with ICE Robotics and bring on the i28BTL+ scrubber from their Intelligent Cleaning Equipment line, for two main reasons:

1) i-Synergy, ICE Robotics fleet management software, provides users the ability to track equipment and collect important data through an app on any wireless device. It is an easier way for facility leads to manage cleaning as it gives visibility into their fleet and helps them solve problems before they arise.

John says: I love the program that is on the desktop...you are able to see the machine, square footage, an analysis of when employees are using it (i-Synergy), what time they are using it, [and] are they charging it."

He goes on to point out: "there is a way to set timers so if the machine isn't charging or isn't being used by a certain time, I can set an alert for my night supervisor to go out and check out what is going on. Or I can call the employee and ask why they are not using it."

"This is a huge benefit because we lost a client due to a situation where a job wasn't done, and we didn't know about it until it was too late," he adds.

2) The subscription service includes active maintenance, service, and parts, plus users make a set monthly payment over the terms of the lease, which frees them from having to pay large down payments and helps them hang onto capital.

Beyond that, John points out that training and set up were really easy—it took an hour at most.

Plus, "We made a 30 second video because we weren't able to teach the night cleaner how to use the machine that night due to another job. With that 30 second video he was able to take care of both shops, no issues, he didn't call us or anything."

The Results

Some exciting results have happened over that last two months since bringing on the i28BTL+ scrubber.

1) By using floor cleaning equipment with i-Synergy fleet management software John has been able to gain better control and insight on what his team accomplishes each day while out in the field.

"I have more oversight about what is going on at the dealerships, including how many square feet are getting cleaned each day."



John was able to use i-Synergy to increase efficiency when he noticed one of his cleaning reports showed that only 8000 sq. ft. had been cleaned one night, 3,000 sq. ft. below average. He sent his operations director on site to talk with the staff member and investigate what was happening. The next day, the square footage cleaned was back up to 11,000—the daily goal.

"It's really important to hit the square footage marks each day because then we know the whole job is getting done," John says.

He goes on to add: "The fact that I'm able to see when the customer is getting the full clean, we're able to control that and tell our team make sure you maintain this level each time."

2) In terms of the subscription, while John was deciding to bring on the ICE Robotics floor scrubber, he was dealing with a machine that kept breaking down.

"I started to ask myself, why do I continue to do this if I can just go get a lease that will take care of everything, [ICE Robotics] will take care of it."

John spent time weighing the benefits of an all-inclusive subscription versus buying machines outright. He worked with his accountant and ICE Robotics to weigh out the cost analysis, ultimately deciding it made sense.

"It works better for us because if anything happens or it breaks down, ICE will handle it for us, now I don't have to worry about sending someone to fix the scrubber or move the scrubber. They take care of the logistics," he says.

Plus, by using a subscription John can keep cash liquid for bidding more jobs, and "In the long run the subscription will save us money—especially in larger spaces," he adds.

On top of that, John points out: "The dealership client was impressed and could tell the machine had made a big difference in the cleaning," and one of his team members who has been in the industry for 22 years said, "it's one of the best scrubbers he's ever used."

Final Thoughts

When asked what was most surprising about working with ICE Robotics, John said the "Customer service aspect of the entire process. If something doesn't work, it gets fixed right away. ICE Robotics takes care of their customer...When it comes to equipment, the equipment works, is efficient, and is good equipment, the scrubbers are really well built."

"It's one of the best scrubbers he's ever used."

- John Meija

Best Feature on the ICE Robotics 28" Scrubber:

"There is a way to set timers so if the machine isn't charging or isn't being used by a certain time, I can set an alert for my night supervisor to go out and check out what is going on. Or I can call the employee and ask why they are not using it."

-John Meija