



D&B The Facility Group World Trade Center Amsterdam The Netherlands.

ICE i24BTL+ i-Synergy case study



D&B The Facility Group and ICE Robotics go for 'five-star service'.

A 5 Star Experience is what D&B The Facility Group strives for with the services it provides. Certainly also when it comes to the cleaning services in the World Trade Center (WTC) Amsterdam, a dynamic commercial 'metropolis' populated by some four hundred companies. A huge job.

"Thanks to the close cooperation with ICE Robotics, we realize our objective: an optimal experience." Richard van Veen is the cleaning supervisor at D&B The Facility Group and responsible for D&B's entire cleaning services at WTC Amsterdam. He tells his story amidst the hustle and bustle of Amsterdam's Zuidas district. "One of the first things I did at the WTC when it came to the 5 Star Experience cleaning services was to recruit employees with cleaning experience from the hotel world, including a property manager. That makes such a difference in the approach to cleaning."



Richard van Veen,
Cleaning Supervisor
D&B The Facility Group

THE CHALLENGE

Resources.

In addition to the fact that people playing an important role in optimizing that specific service and realizing the 5 Star Experience at the WTC, the right materials and resources are also essential, Van Veen realizes.

"ICE Robotics is our partner for cleaning machines.

Together with ICE, we are constantly looking at how to use them correctly." This improvement, because that's what Van Veen calls it, since the arrival of D&B in the WTC has also been made by deploying a scrubber dryer from ICE Robotics, the ICE i20 BTL+ i-Synergy.



“The work here is quite specific. We have to deal with different buildings, different floors, narrow passages, public areas and rooms that are rented out and also restaurants. Not every scrubber dryer can handle that diversity, the i20BTL+ from ICE Robotics can.”

SIMPLE OPERATION

Two Teams.

D&B works in the WTC with two cleaning teams, a morning and an afternoon-evening shift. “In between, smaller teams are active that, for example, check the sanitary facilities,” says Van Veen. A total of almost fifty cleaning hosts are employed, who collectively clean between ten and fifteen thousand square meters of floor space each day.



“The public areas are included in our contract; companies that rent spaces in the WTC also make use of our services. Of the total of four hundred companies here, almost half use our services. And that number is still growing,” explains Van Veen. The i20BTL+ scrubber dryer is widely used, and can be used by all employees. “A child could even do it. The operation is simple, basic.

Cleaning path 50 cm
Capacity 2.400 m²/hour
Working time 3,5 hours

SAFE AND EASY

It is in the Details.

'ICE Robotics is not an unwieldy, heavy locomotive, but a modern express train'. And the machine can be used both forwards and backwards and is super light in use, so that even our female employees can handle it well. That is sometimes different, I know from experience. Some machines are so heavy and difficult to maneuver that it is simply not comfortable."

Furthermore, the ICE machine is safe to use. According to Van Veen, this is mainly in the details, for example the smart emergency stop on the operating side of the machine. "Should an employee become trapped between the machine and a wall, the machine will automatically switch off."



INNOVATION

Exellent Experience.

In addition to the ease of use, D&B also looked especially at the appearance, matching the excellent experience that it wants to achieve at every location where the facilities specialist is active. "We also clean here during the day and this machine should be seen. In addition, the i-Synergy system is also very innovative in these days of connected cleaning, an important aspect of D&B's services," explains Van Veen.

A number of sanitary areas have been equipped with sensors and the cleaning host is controlled by a tablet on the trolley.

i-SYNERGY
Cleaning Management in Motion





Cloud Based
Technology



Fleet
Management



Lithium-ion
Battery



Data-proof
Cleaning



Pro-active
Maintenance

SMART CLEANING

Connencted Cleaning.

“Use-oriented cleaning: employees clean where it is really needed (more often),” says Van Veen. He also likes to see innovation reflected when it comes to the cleaning machines that are deployed. The i20BTL+, for example, is always online. “Via an app or desktop, the number of square meters that this smart machine has cleaned in the morning, for example, can be seen in real time. This also applies to the lithium-ion battery capacity. Very handy, so the object manager can always check whether the machine is sufficiently charged.” Often, Van Veen says, the battery of the i-Synergy machine is charged at night.



“After all, you want to avoid employees wanting to get to work in the morning and finding that the battery is dead by then. And should they forget to ‘plug in’, the object manager or myself will see this and we can intervene.” What’s more, the i20BTL+ can also be re-charged as normal in between jobs. Van Veen: “This battery works in the same way as my smartphone: you can charge it at any time, and interrupting the charging process does not affect its lifespan.”

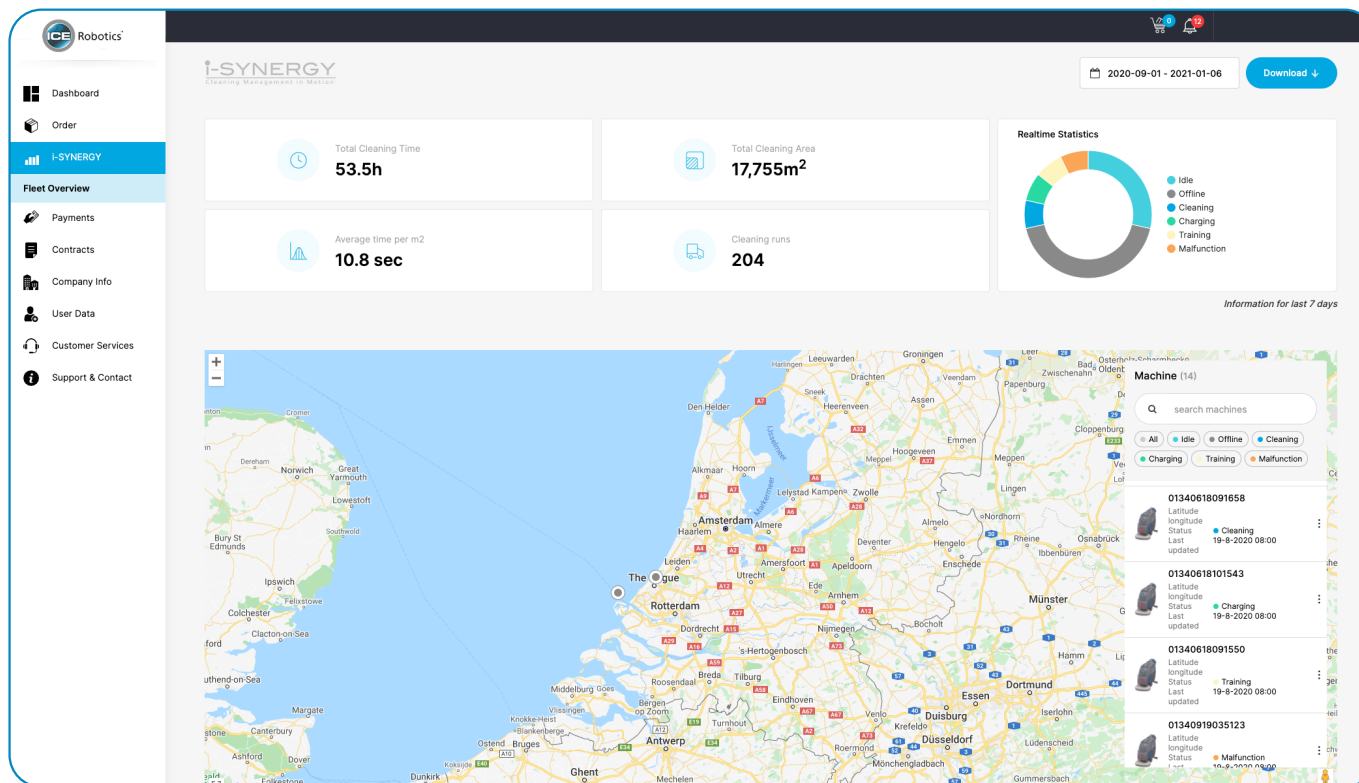


REMOTE TECHNICAL MONITORING

No Worries.

Also unique: faults are reported by the machine itself to the service personnel at the office of ICE Robotics. They can read or reset the machine remotely and thus send a mechanic very specifically. “At ICE they know, for example, that the machine has a fault before we

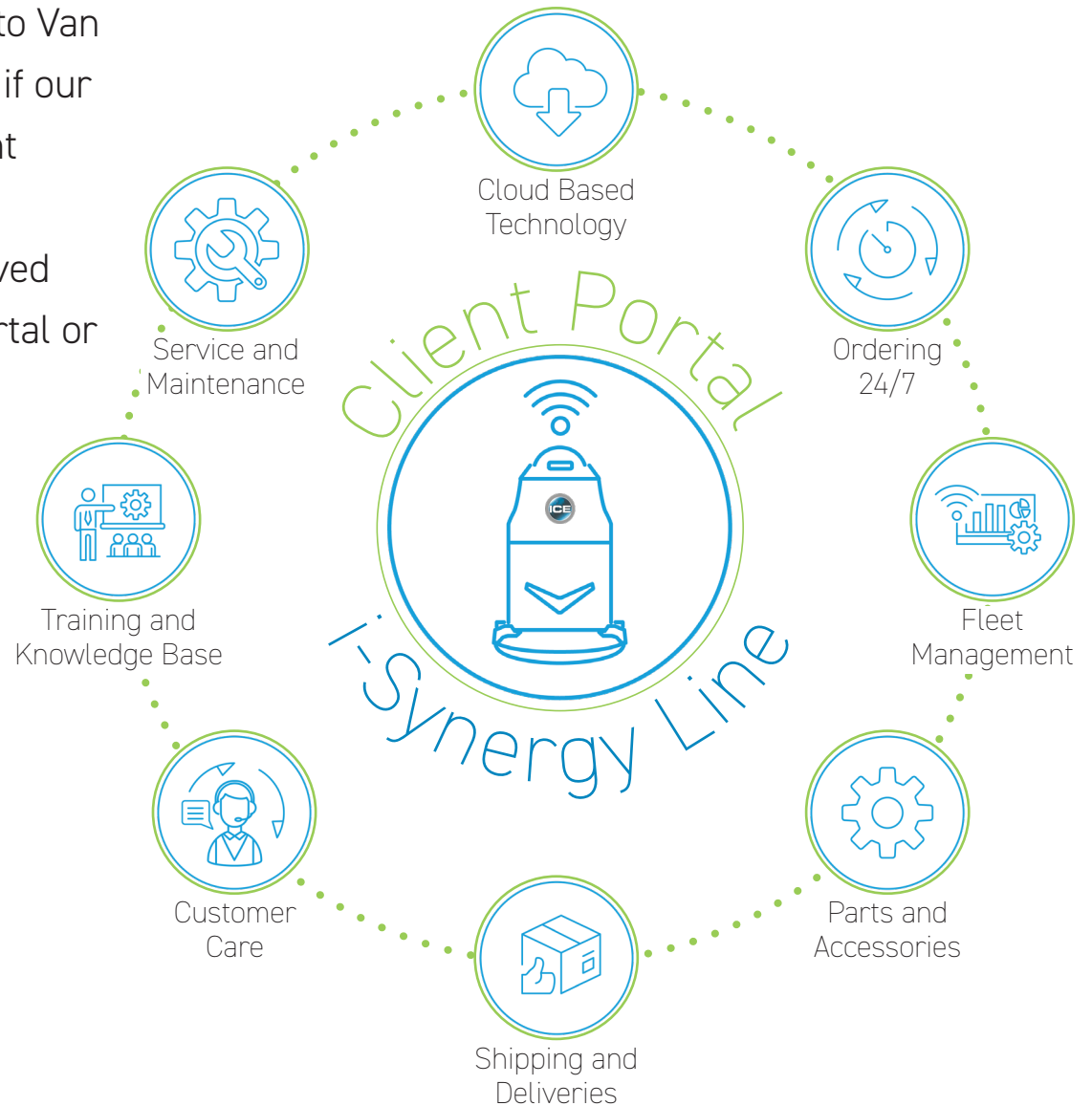
do,” laughs the cleaning supervisor at D&B. The response time in case of failure is also short, says Van Veen. “Not that it happens often, but if something does happen it is solved quickly. And the nice thing is, the object manager and I don’t have to worry about it. Thanks to the readout file, the mechanic exactly knows what is wrong and how to solve it. He or she even knows exactly where the machine is located in the building.”



EXPERIENCE

Real Convenience.

The easy way of communication with ICE appeal to Van Veen. "We can only achieve a five-star experience if our partners also think along with us, supply the right solutions and switch quickly. Does something go wrong? Is there a malfunction? This must be solved quickly. We use the state-of-the-art ICE Client Portal or just having one phone call is often enough. And a deal is a deal. I really like that too."



FLEXIBILITY

All Inclusive.

The maintenance is included in the subscription agreements between ICE Robotics and D&B. The facility services provider uses the machine on the basis of full-service subscription. A construction that, in the eyes of Van Veen, is very logical in the present day. "It offers flexibility, at a fixed cost and without activating it on the balance sheet." He backs it up with more arguments. "The cleaning sector is evolving, innovations follow each other in rapid succession. Also in the field of scrubber driers. One that is up-to-date now may be outdated in a short time. If you buy it, you don't replace it so quickly, but it's easier if you rent it by subscription. More or less the same goes for the contracts; their duration is getting shorter.

Richard van Veen:

"The cleaning sector is evolving, innovations follow each other in rapid succession. Also in the field of scrubber driers."





Smarter Cleaning. Brighter Future.

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