



RSB Facility Services Nieuw-Vennep The Netherlands.

i-Synergy case study



RSB Facility Services chooses smart ICE scrubber driers as new standard.

RSB Facility Services from Nieuw-Vennep The Netherlands has stood for quality in cleaning, window cleaning and facade cleaning for over 25 years and provides an extensive package of facility services. The customer portfolio is largely located in the property sector and the medium-sized office segment, where a clean and fresh object is more than just a business card.

Floors must therefore always be in top condition. It is therefore logical that the machinery is carefully looked at. Recently the choice was made for scrubber driers from ICE Robotics via the ICE i-Synergy All-Inclusive Rental concept. "This way we always have an insight into the use and we keep a grip on the costs."



Erwin Moeken,
Relationship Manager
RSB Facility Services

INNOVATION

New Standard.

We are guests in the prestigious INIT building in Amsterdam, which houses the biggest mediacompany of the Netherlands, Persgroep, among others, but also houses construction company Heijmans and some fifteen other organisations. Relationship Manager at RSB Facility Services Erwin Moeken talks enthusiastically about the property and the daily cleaning challenges: "There are around eight thousand employees here every day. Add to that the visitors and imagine the potential pollution that brings. There is also a lot of construction going on around the INIT, so a lot of sand is brought in. It is essential for our employees that good means and materials are available to carry out the work satisfactorily. We are always looking for the right partners. We are pleased to have found ICE in this respect."



The first contact with ICE Robotics came about because of a broken scrubber drier. Moeken: "Then we rented a machine through a short lease construction.

The people in charge of operations liked it so much that we looked into the machines more closely."



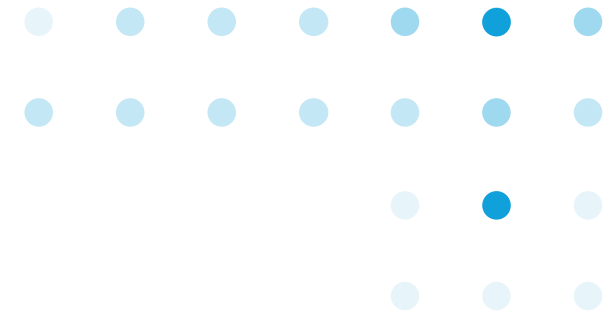
THE CHALLENGE

Make a Choice.

Until recently, RSB Facility Services had all kinds of machines of many different brands. Every well-known colour combination passed by. "This was not conducive to our employees when a machine had to be changed, and moreover we did not always have insight into which machines were operational where.

That just happens over the years when contracts change and machines are moved. It was time to put our affairs in order. We started with an inventory, and because it was difficult to gain insight into a complete cost overview of the machine deployment, the choice for one supplier was quickly made.

We didn't go for 'ICE' overnight," says Moeken, laughing.



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"After an extensive comparison, we ended up with ICE Robotics. Several things were decisive; ICE had all documentation neatly in place, the service orientation was excellent at first glance and the lead time of the start-up is extremely short.

Another plus, some machines were immediately available from the rental fleet. This meant that our employees could start working with the new equipment immediately."



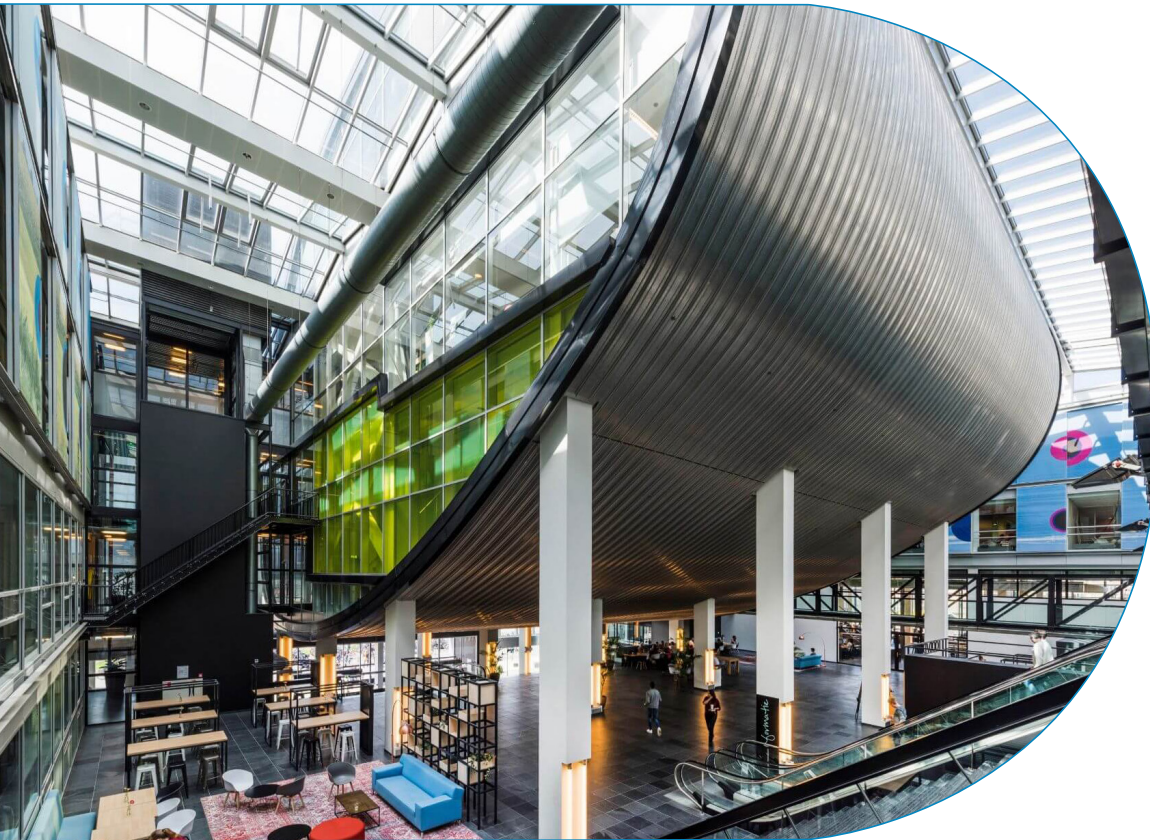
"The intelligent scrubber driers from ICE Robotics are the new standard for us."

FULL-SERVICE SUBSCRIPTION

No Financial Surprises.

Choosing ICE Robotics will initially increase the monthly costs for RSB. But because all service, maintenance and

inspections are included, RSB expects to be on the safe side.



Product Specialist Rental at ICE Robotics
Dick Altena explains: “Our Rental concept can be compared to the full operational lease as we know it from the automotive industry. For a fixed price per month, customers are assured of working cleaning machines without additional costs for service or spare parts with unprecedented flexibility with a duration from 12 months.”





Moeken adds: “The fixed rate appeals to us enormously. It gives us financial security and there are no surprises. Moreover, ICE also thinks with us on location during the start-up, storage and inspections. At every location we get an excellent advice on the machine to be used. Moeken refers to a wrong measurement in the INIT building. The scrubber drier that was supposed to do the job turned out to be too big for the lift. Before the smaller model arrived, immediate action was taken by adapting the machine so that it was suitable for the lift. Moeken: “That’s real service orientation.



Erwin Moeken:
“You can rely on each other, and that gives you peace of mind.”



Cloud Based
Technology



Fleet
Management



Lithium-ion
Battery



Data-proof
Cleaning

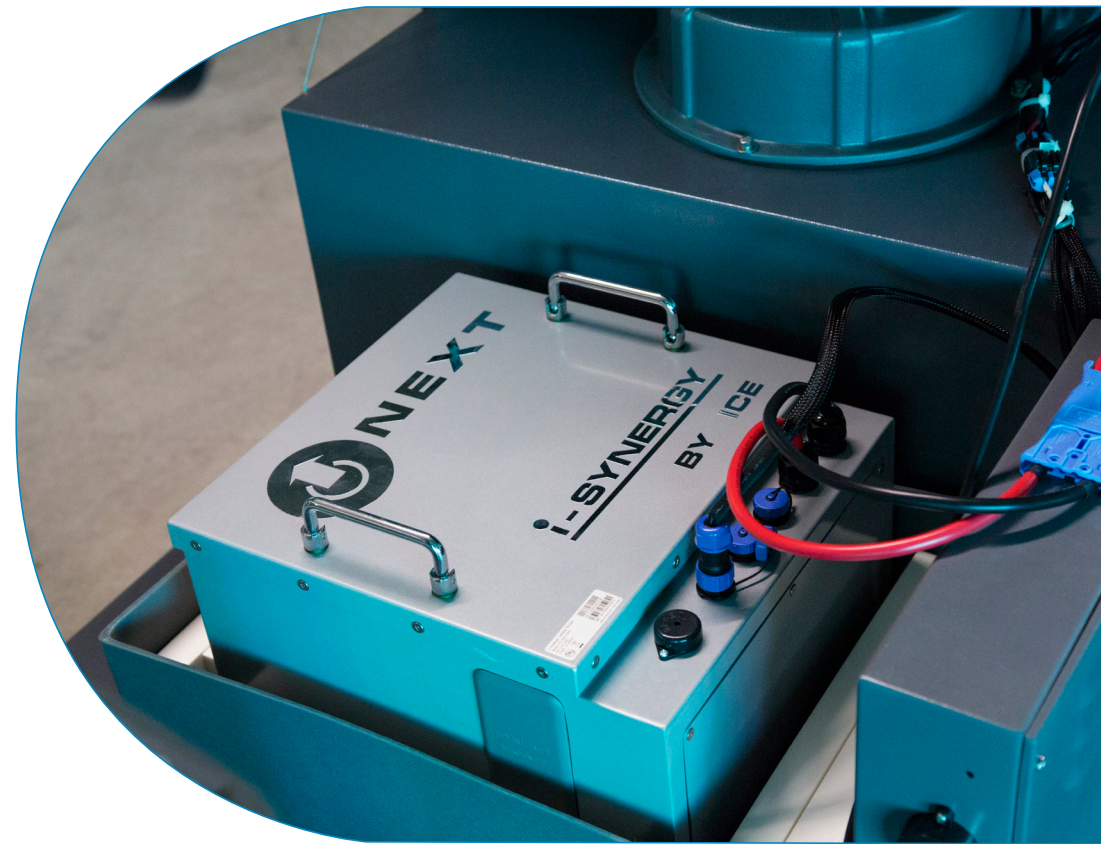


Pro-active
Maintenance

SMART CLEANING

Connected Cleaning.

The scrubber driers come with the i-Synergy concept. This means that the machines are connected to the Internet at all times and transmit current user information. This way, the cleaning company always has an insight into user times, locations, user identity and the number of square metres cleaned. Fleet management can be that easy. The most important components in the machine are also monitored. If abnormal values are found or if service is required, the machine warns.



Usually, a telephone instruction is sufficient to prevent failure. Altena: "This way, we can proactively prevent failures. Incidentally, this is all-inclusive. In other words, parts and service are fully included in the monthly price.



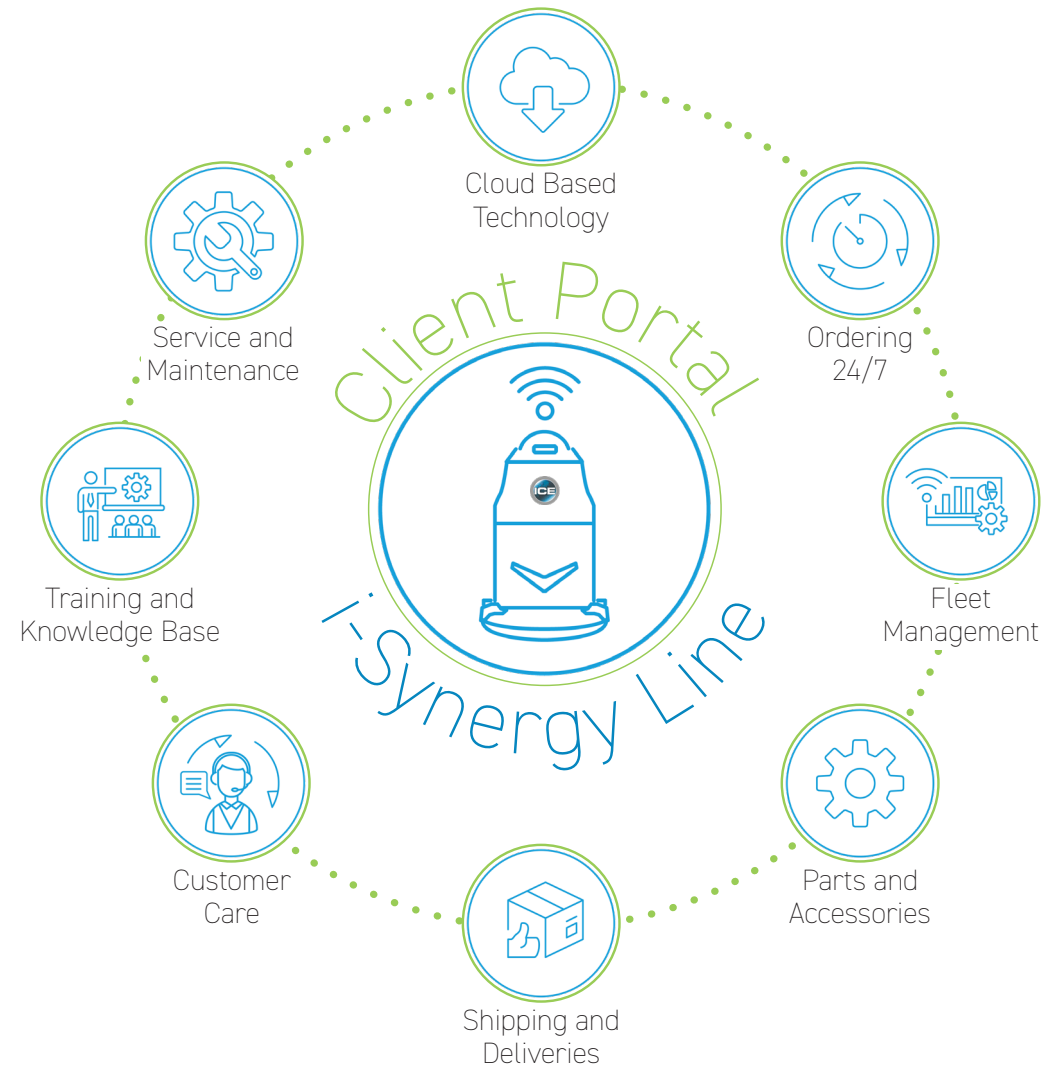
EXPERIENCE

Real Convenience.

For a people business like RSB Facility Services, it is especially important that the machines are always operational. "Machines are essential for our people. Large areas often have to be cleaned. Partly because of this, a broken machine is an enormous source of frustration.

It also sometimes happens that a machine is stopped by mistake because people forgot to put it on the charger. Now we always receive a message when we forget to 'plug in'. Downtime is therefore a thing of the past. Very nice."

Employee Charles agrees: "We just need to be able to work comfortably and we get the right materials for that." Being able to work comfortably is certainly possible, as we can see from the enthusiastic reactions of the cleaning staff. Even if the initial costs are higher, RSB Facility Services is convinced that they will win in the end, and concludes: "The intelligent scrubber driers from ICE Robotics are the new standard for us.





Erwin Moeken:
“That’s real service orientation.”





Smarter Cleaning. Brighter Future.

ICE Robotics EMEA

Airborne Avenue 55 | NL-2133 LV Hoofddorp | +31 (0)23 20 41 020
info-emea@icerobo.com | www.icerobo.com
Customer Care +31 (0)800 90 99 | cc@icerobo.com