

Customer Case Briefing

March 2007

Client Name:	Metropolitan Building Services, a Washington DC based custodial and janitorial facility services company.
Summary:	Mobile Spectrum increases daily efficiency and decreases reporting time for SLA driven custodial company and their client, a large municipal airport.
Product Offering:	m-Custodial for Building Services
Technology Used:	Handheld Barcode Scanners, Web Administration and Reporting

CUSTOMER PROFILE

Metropolitan Building Services, Washington DC

MBS has been in the business of janitorial and custodial services since 1986. The company was founded in the Washington DC area to provide services to the Federal government, primarily in cleaning and janitorial management, but also for security and guard services. They have over 200 employees in the Washington DC area, and at Reagan National Airport. There are approximately 35 custodial staff that monitor and clean the facility's 200,000 square feet of public space. MBS's responsibilities at Reagan airport include providing facility-wide cleaning services, stocking and maintaining cleaning supplies, as well as provide the airport maintenance and engineering departments with work and repair citations noted during hourly cleaning tours.

CUSTOMER PROBLEM

MBS has tried to use an electronic cleaning management system in the past. They were using a rudimentary custom built application that used barcodes and scanning wands to manual tracking of different issues encountered by workers. The two facility managers had access to this system from the application side, meaning they sat at the computer and were able to compile reports based on the information that was being collected. The process was very crude and time consuming. Managers would first assign a location at the facility with a barcode, then that barcode's number would have to be inputted into their tracking application by hand. They gave their workers and duty managers a simple barcode scanning wand and a clipboard with more barcode stickers attached to it. Workers would move out to their assigned areas; when they approached, they would scan a designated barcode sticker representing that location. They would then perform whatever duties were needed to clean the facility. The process was very cumbersome, and the biggest problems involved no accountability for the amount of time a worker was spending on site, or if they were even on site at all, since barcode stickers could easily be removed from their location and kept together. A problem that MBS was facing was that workers were cheating the system,

“m-Custodial revolutionized the way our business works and helped us get an advantage over our competition.”

and facilities were not getting the attention they needed. Another problem was that since workers had to physically take their electronic wands back to the MBS office in the lower basement of the airport, any action items found on site were not being reported fast enough, leading to issues where facilities were out of order for long periods until the action item information from the wands was extracted to the management desktop. These problems aside, one of the biggest issues MBS faced was how to justify their Service Level Agreements that were in place by the airport. Managers within the airport's maintenance and operations divisions wanted to have some sort of basis by which to pay MBS for their services, and like many other large organizations, they opted to use actual cleaning instance metrics to determine the MBS payment basis. As an example, it was agreed between MBS and the airport that each bathroom in each terminal would be cleaned and inspected 16 times during each 8 hour day shift. The airport would be independently monitoring the bathrooms with their own staff to provide audit accountability, but it was MBS's responsibility to make sure SLA metrics were fulfilled, and with their wand and clipboard system, the responsibility of ensuring quality and consistency cleaning could not be given to workers without also giving much to chance. MBS had become

dissatisfied with the lack of quality output, cumbersome process, and outdated hardware/software, and began searching for a replacement to their electronic custodial management system.

THE SOLUTION

MBS approached Mobile Spectrum after learning that its inspection and data collection systems were already being used by the airport itself for operational and protocol inspections. They wanted a system to replace their wand and clipboard process, but they also wanted to have the ability to provide confirmation of cleaning processes to the airport, as well as their other clients. They wanted:

- A system that would be able to collect and transmit action item data in real time, or near real time.
- A system that would be able to utilize the preexisting barcodes that MBS had already invested in.
- A system that would allow MBS's management to seamlessly share collected maintenance, cleaning time, duration and work order information with their clients, specifically Reagan Airport.
- A system that didn't require a desktop installation, and was web based for easier access to reports and administrative actions.
- A system that utilized a scanning wand, but that also gave field workers the ability to assign action items and work order requests without having to carry cumbersome barcode stickers and

clipboards, but at the same time, was easy to use, and required minimal retraining for field staff.

Mobile Spectrum was able to provide MBS with the m-Custodial field inspection system. The process for implementation was painless and began with managers working with Mobile Spectrum solutions managers working together to map out the entire 200,000 square foot airport facility into the web based m-Custodial system. By providing all the possible locations and scenarios where a worker might stop during their duties, MBS was able to ensure that no matter the location, they would always have cleaning data being sent back to their office regarding what was happening on site.

With m-custodial, MBS:

- *Realized increased time efficiency between cleaning each location at the facility*
- *Reduced the costs associated to keeping staff on site for longer than needed*
- *Was able to analyze the average amount of time required to clean specific locations on site*
- *Can now create cleaning, discrepancy, and maintenance reports on the fly from any computer with internet access, and deliver reports to their customer via email with no transcription.*

Since they were using the same barcodes from their previous system, it was easy for MBS to make the transition into m-Custodial.

FEATURES, ADVANTAGES, BENEFITS

MBS was able to quickly realize return on their investment into m-Custodial:

■ Managers were able to track workers progress throughout their shift routes, knowing how long each stop along their shift took, what materials were needed at each stop, what action items were required, as well as provide their airport counterparts with easy to read reports of how often facilities were being serviced and what was needed to ensure high quality service to airport patrons.

■ Workers no longer had to carry a bulk of equipment, stickers, and clipboards along with them at each shift. By moving to a compact Symbol MC70 ruggedized PDA scanner, they were able to lighten their load while collecting more, and more valuable data.

■ Since the system was administered from the web, managers were able to create reports and manage the system from anywhere they had Internet access. This allowed managers positioned outside the Reagan Airport network to manage the site with ease.

CUSTOMER REACTION

MBS was very pleased by how well m-Custodial fit into their preexisting processes. Management has been able to reduce the

amount of time taken for compiling and delivering reports drastically, allowing for same day reporting of discrepancies, inventory control, and SLA statistics, especially important for ensuring that contract fulfillment with their customers. The company has opted to continue working Mobile Spectrum, partnering with us to develop additional modules for their business, as well as include Mobile Spectrum's technology as a solution for other industrial and commercial facility custodial services contracting opportunities.

BIG PICTURE ADVANTAGES

With Mobile Spectrum's m-Custodial janitorial management solution, MBS is poised for growth and providing their customers with a high caliber of service compared to their competition. They have successfully used technology to increase their working capacity, provide their customers with excellent, accountable, consistent service, all while reducing the overall cost of managing an IT system in house.

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