



TASKI® SWINGBOT 2000

at World Trade Center Rotterdam (WTC)

CHALLENGE

Founded in 1598, The Beurs-World Trade Center Rotterdam (WTC) is the beating heart of the international business community in the Rotterdam region. As one of the major business centers' in Holland, it provides approximately 41,000 sqm of office space on six floors in the low-rise section and 20 floors in the 90-meter high-rise. The WTC Rotterdam offers a wide range of services - from high-spec office space to high-tech meeting rooms - in addition to shops, restaurants, convention centers, dance halls and even an art gallery.

An international office environment such as the WTC Rotterdam has to be a well-oiled machine and lean and presentable at all times. Behind the scenes, a skilled team from ISS - a long-time customer of Diversey - has been responsible for the facility's cleaning for more than 10 years. ISS is one of the world's largest facilities services providers, with solutions including: cleaning, support services, facility management, property services, catering and security.

In their constant quest for greater efficiencies for their customers, ISS always aims to ensure that their cleaning processes are as effective, productive and as consistently high standard as possible. When the WTC decided to upgrade and modernize its own premises, ISS sought to follow suit and modernize and further improve the services offered on the site. "There are a lot of transformations going on inside the WTC building - especially now as they're building a hotel in it. The challenges are pretty big; we have to work behind the WTC team during the construction works," explains Michel Hiddes, Regional Operations Manager at ISS and responsible for cleaning at the WTC Rotterdam. Many routine parts of the ISS services were previously being undertaken manually - which was both time-consuming and wasteful in the use of resources. ISS used the reconstruction work as a catalyst to seek a faster, more automated way to ensure an efficient cleaning process so that their employees could focus on other responsibilities.



SOLUTION

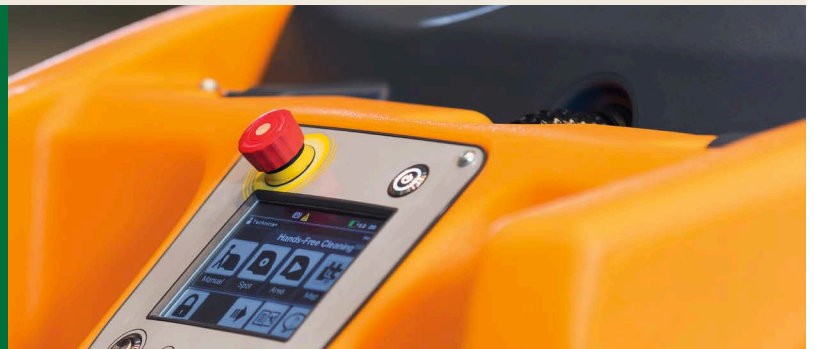
After being shown Diversey's TASKI® SWINGOBOT 2000 – a hands-free robotic floor care machine designed to reach a high level of productivity while having zero compromise on safety – the ISS team immediately expressed an interest. ISS subsequently bought the machine and the on-site team at the WTC have had it in their hands for just over three months. They've been putting the robot through its paces, making sure it is ready to work in the community.

The adoption of the TASKI® SWINGOBOT 2000 was an easy process for ISS team members, and they have found the customer service provided by Diversey, as well as the consistent contact from a dedicated account manager, enormously helpful. “They sent us a programmer and within a few days it was totally operational. You press the button, and the TASKI® SWINGOBOT 2000 does the work for you. If we were ever to have a problem with the TASKI® SWINGOBOT 2000, a team from Diversey would be here to help us out,” explains Michel Hiddes. The TASKI® SWINGOBOT 2000 is just one example of the latest technology Diversey is innovating for the cleaning market. Its robotic mode allows operational cost savings up to 70% and ensures continuous site activity, along the same high quality of cleaning, day after day. The TASKI® SWINGOBOT 2000 can clean up to 9,600 sqm per shift, providing best in class productivity and results. It works on Diversey's ground-breaking Internet of Clean (IoC) platform, which communicates with the team members via email, while the Intelli-Trak real-time monitoring and reporting system allows them to track operations and deliver remote diagnostics. Various safety features are installed to ensure that the cleaning robot works safely in all environments, such as business centers' – like the WTC Rotterdam – to ensure a stress-free experience for staff and guests alike.

The TASKI® SWINGOBOT 2000 operates autonomously, and the machine can avoid obstacles in its path. It will intelligently stop as soon as any change in its environment is detected. For such a big space like the WTC where internal layouts in public areas can change on a daily basis, it is an ideal solution.

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RESULTS

The adoption of the TASKI® SWINGOBOT 2000 has revolutionized cleaning operations at the WTC Rotterdam. “This is the next step in cleaning; this is the future, but here now. It always gives you the right quality, and it never changes; it always has the same high level,” states Michel Hiddes. “The management team of the WTC Rotterdam are highly satisfied too. They wanted to step into the future with their project of renovation, and the TASKI® SWINGOBOT 2000 was also a step into the future. It was a perfect fit,” he continues. The TASKI® SWINGOBOT 2000 enables ISS employees to have clear visibility over the cleaning process and, consequently, to manage it more effectively. This effective management is a crucial point in a big building such as a business center where everything has to be perfectly organized.

Some of the cleaning employees originally expressed concerns that the platform could be used as a means to replace them, but have found the result to be quite the opposite. In terms of productivity, there has been a clear improvement; resource management has progressed, employing people where their benefit can be maximized. “It’s a mundane task to clean a building as big as WTC Rotterdam, and now we have a machine to do that. We’re not trying to eliminate jobs. What we are trying to do is multiply the force that we have. Employees have more time to perform more detailed tasks that a robot cannot do,” according to Michel Hiddes. Economically, all these factors have helped manage budgets more accurately and have reduced treatment costs. Michel Hiddes concludes, “I would recommend the TASKI® SWINGOBOT 2000 to everyone!” As ISS has clearly realized, the adoption of this Diversey solution provides them with more efficient cleaning that also uses resources in a more innovative and less wasteful way. Their employees’ time is used more effectively, and the cleaning process is better organized. It also creates a more enjoyable environment for all involved.

Diversey’s TASKI® SWINGOBOT 2000 won the Innovation Award at Pulire 2017 – a leading exhibition for the professional cleaning industry. It has already been adopted in rapidly increasing numbers by some of Europe’s top building services contractors for use in retail, healthcare, educational, airports, commercial and warehouse locations.