TRAX® SmartRestroom
Business Cases

The TRAX® SmartRestroom platform transforms custodial operations from scheduled-based cleaning to data-driven, demand-based cleaning.

Our state-of-the-art platform increases data-driven decision making in the following areas:

- Optimize staffing and labor costs
  - Analyze passenger movement and activity to create an effective cleaning routine to meet the demand of the facility vs the standard scheduled approach.
  - Optimize daily staff breaks; instead of breaking during peak times in the facility, stagger the breaks during off-peak times.
  - Save costs on additional labor because the existing staff are utilized more efficiently.
  - Reduce inventory costs and increase savings through analytics tracking.
  - Sustainably refill dispensers (soap, paper towel, toilet paper) and avoid extra use of unneeded supplies.
    - Our Smart Restroom sensor solution eliminates the need for a custodian to waste supplies and time at a restroom that doesn't need to be cleaned and increases triple bottom line costs savings for the facility.
  - Utilizing data to give custodians real-time levels of consumables to allow them to take a productive approach to replenishment. The information collected will assist in increasing customer satisfaction levels.

- Experience faster issue resolution and increased guest experiences
  - Receive real time notifications through our survey tablets and when negative feedback is inputted, dispatch staff to address the situation before it escalates.
  - Utilize our enterprise mobile app to manage work orders more efficiently by assigning them, allowing staff to see them on a map, and route staff to the area of the work order through the app.

- Analyze trends in staff performance and how its tied to guest feedback and cleaning times
  - Correlate cleaning duration and cleaning frequencies to the feedback guests are giving through the survey tablet.
  - Have visibility to staff that have potential performance issues or need additional training.

- Use data to ensure staff are compliant to their break schedules
  - Utilize our TRAX Mobile app to see when a staff member left their post to take a break and when they returned.

- Identify quality or maintenance issues quickly through data and real time alerts
  - Clients identified maintenance issues in the ventilation systems by reviewing consistent negative feedback from guests about the quality of the air, the temperature, and humidity.
  - Clients identified quality issues in the paper products due to constant feedback that the floor was dirty, when the staff had just cleaned, due to paper products tearing and falling on the ground.
  - Clients identified flooding and leaks in the restroom faster through alerts and guest feedback than they would have if custodians were on a scheduled cleaning.
  - 3%-30% average feedback tablet utilization which includes data associated from guests to help supervisors and custodians to make actionable decisions.

- Analyze throughput data, establish if and when restrooms need to be renovated and fixtures/assets added, and track safety concerns or issues
  - Architects and engineers can analyze how many sinks, urinals, stalls are needed in order to meet the real demand you are seeing of the restrooms.
  - Monitor throughput data to timely respond to possible safety hazards.