

How Cleanology has embraced new technology as an integral part of its DNA

11 months ago



By Dominic Ponniah, CEO & Co-Founder of Cleanology

Technology has revolutionised the way commercial cleaning operations are carried out, enhancing efficiency, productivity, and service quality. By leveraging technological advancements, FM managers are able to optimise cleaning processes, monitor performance, and create safer and healthier environments.

At [Cleanology](#), we're at the forefront of technological innovation, strategically incorporating cutting-edge solutions across various facets of our operations. We have introduced new platforms throughout the business, enhancing integration and activity management. Our own platform, Cleancopter, allows our teams to manage tasks seamlessly online, reducing paper reliance and elevating satisfaction for both customers and employees.

In terms of attendance logging, our in-house IT experts have developed a custom app featuring advanced AI facial recognition technology, ensuring protection for lone and night-shift workers, real-time resolution of attendance issues, elimination of fraudulent activity, assured premises security, and client reassurance.

Cleanology's data-driven, predictive facilities technology – called Cleantelligent – optimises cleaning schedules, based on real-time building usage data. For example, passive infrared sensors are used to measure usage in each toilet area. Customers can give instant feedback or log issues and are able to access real-time data on their mobile phone or download it to their desktop. Every stage of work can be monitored, with cleaners tapping keyrings after cleaning takes place. Alerts are sent automatically when usage thresholds are reached or when users press a button.

Embracing energy-efficient technologies, such as LED lighting, electric vehicles and low-energy equipment,

has substantially reduced our carbon footprint, and lowered costs. For example, our decision to switch our fleet of vehicles to fully electric is saving more than £3,000 a year per vehicle.

This fleet is the exception in an industry that clocks up substantial mileage travelling to client sites. Our entire van fleet in London is 100% electric, saving 5,000 litres of diesel per year – equivalent to 13.5 tonnes of CO₂. There is no road tax or London congestion charge to pay, which saves £8,500 per vehicle, and a massive £51,000-a-year cost reduction overall.

Our staff help customers to meet their own recycling targets and boost recycling. This generates greater volumes of recycling materials. However, we understand that recycling alone is not enough. So, as well as reducing our own plastic waste, we decided to tackle end markets with the introduction of uniforms made from recycled bottles.

Each shirt is made from two bottles, while the sweatshirts are made from three bottles. This has saved 7,000 bottles from landfill in 2022, while also reducing the need for the resources and energy used to manufacture both bottles and new clothing. Our recycled uniforms and portion-controlled cleaning solutions were both industry firsts. Together, these initiatives are saving 28,000 bottles from landfill every year.

Cleanology have also advocated chemical-free cleaning for the past 10 years and is now almost chemical-free across its entire portfolio. Over-dosing of cleaning chemicals is a problem in our industry. While adding an extra cupful of solution may not seem significant, if you multiply that across the 450,000 people across industry, the impact becomes critical. To tackle this issue, Cleanology was the first in Europe to introduce portion-controlled biological cleaning sachets. Since 2017, we have saved over 144,000 litres of cleaning solution.

Since switching to portion-controlled biological cleaning sachets, we have cut plastic bottle usage from 22,000 to just 500 PET bottles a year. We have now saved a staggering 132,000 plastic bottles from being used since we launched this initiative.

Our focus has now shifted to deal with the enormous plastic waste created by mop heads with plastic sockets. Given we use over 135,000 mop heads a year, we are now using mop heads where you only change the strings, not the plastic.

The challenges facing commercial cleaning companies in the wake of fluctuating office occupancy rates are multifaceted. There are many operational, financial, and strategic considerations. But in finding new and interesting ways to work – including the use of time-saving technology – cleaning firms can adapt to changing needs. The commercial office sector will continue to evolve, and the role of commercial cleaning companies will remain an integral part of ensuring people stay safe and well in the workplace.

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