

Robotics revolutionise cleaning efficiency at W12 Shopping Centre

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W12 Shopping Centre in Shepherd's Bush has transformed its cleaning operations with the introduction of the MS60, an advanced robotic scrubber dryer from Robert Scott.

Supplied by Source Supplies and deployed by cleaning contractor Dall Cleaning Services, the cutting-edge machine has improved cleaning standards while also optimising resources, helping the team to tackle an expanded workload without compromising efficiency.

Expanding responsibilities

Dall Cleaning Services has long been responsible for maintaining W12's 2,000 m² floor space. The contract includes daily scrubber drying, mopping, and dusting, but the recent addition of the car park to the cleaning responsibilities presented a new challenge. With an expanded brief but the same time restrictions, Dall needed a solution that could enhance productivity without significantly increasing costs or overburdening staff.

Chris Fenn, Director at Dall, explains: "As a company we're always keen to explore new innovations. In particular, we knew there was technology out there that could make a real difference with the new requirements we faced in the large W12 space. The idea of a robotic cleaning machine was particularly appealing because it could free up our team to focus on other tasks at the shopping centre, which aligned perfectly with our needs."

Introducing the MS60

Source Supplies, a trusted partner of Dall for many years, recommended the MS60 from Robert Scott's

Robotic division. Ollie Rastall, Director at Source Supplies, saw an immediate opportunity: “By deploying a robotic scrubber dryer, Dall could reallocate its team to higher-value tasks while maintaining exceptional cleaning standards. It was a win-win solution.”

Chris Fenn was impressed from the outset. “I’ve worked with Ollie for years and trust his expertise. After seeing the MS60 in action during a demonstration, I knew it was the right fit for W12.”

Why the MS60 stands out

The MS60 is designed for large, complex spaces like shopping centres. Developed with an industry-leading algorithm, the robotic scrubber dryer delivers close-edge cleaning with gaps of less than 10cm from walls and a zero-degree turning radius, ensuring high performance cleaning.

Equipped with 12 sensors, the machine can detect and avoid obstacles as small as 5cm high, making it ideal for navigating W12’s bustling environment, complete with pop-up displays, seating areas, and shoppers.

Peter Jones, Regional Sales Manager at Robert Scott, explains: “When Chris explained the challenges he faced, we knew that the MS60 would provide an ideal solution. It delivers a premium finish while reducing the need for manual follow-ups. Its real-time tracking and reporting capabilities also allow for continuous optimisation of cleaning schedules.”

The machine’s self-sufficient design can also include a charging station that automates wastewater disposal and clean water refills, further streamlining operations.

Deployment and performance at W12

Once the decision was made, Robert Scott worked closely with Dall to deploy the MS60 at W12. The floor area was mapped, and a QR code strategically placed to start the robot’s cleaning schedule.

The results have been remarkable. The MS60 handles the centre’s morning scrubber drying before opening hours, ensuring floors are spotless and dry for visitors. During the day, it switches to dust mopping mode, working safely around shoppers. On a single charge, the machine can scrubber dry once and mop three times, covering nearly 5,000m² over seven hours of operation.

The performance metrics from the project speak for themselves. The MS60 achieves an efficiency rate of 678m²/hour when scrubber drying. One full circuit around the shopping centre covers almost 1,200m² in less than two hours, using 50% of its battery. In dusting mode, it cleans the same area at a rate of 639m²/hour, consuming just 8% of its battery.

Transforming operations and delivering value

The introduction of MS60 has had a marked impact on Dall’s operations. “While the robot handles the floors, our operatives can focus on high-touch areas and new responsibilities like the car park,” says Chris. “It’s a seamless integration that has made us more efficient without additional costs.”

Peter Jones highlights the financial benefits: “While robotics can be perceived to be a significant investment, the MS60 offers a rapid return. Operating 49 hours per week, as it does currently at W12, the payback period is just 12 months.

A hit with staff and shoppers alike

The machine has also won over Dall's operatives. "Our team trusts it to do a great job," Chris notes. "After the initial scrubber drying, it's free to dust for another 10 to 12 hours a day, which is fantastic for them."

"As it's cobotics we were very conscious that we didn't want to be losing people's jobs; so now that we're required to put extra manual resources into the carpark, the robot frees up some of the existing workforce. It's worked really well."

Shoppers, too, have been intrigued. Ollie observes: "It's not just the cleaning results that impress - it's the way the machine navigates the space, avoiding people and obstacles. It's a testament to the technology, and the client is thrilled."

Looking ahead

The success of the MS60 at W12 has sparked interest from other Dall customers. "We're already exploring opportunities to deploy it in a large warehouse for another client," Chris reveals.

For the team at W12, the MS60 has proven invaluable in enhancing efficiency while maintaining high standards. As Ollie puts it, "It's a great bit of technology, and I can't wait to see where it goes next."