

Arcus FM Wins Technology in FM Award for Arcus Connect

2 months ago



[Arcus FM](#) has won the Technology in FM Award at this year's I-FM awards, recognising the impact of Arcus Connect in transforming cleaning performance across national retail estates.

The award celebrates organisations that use technology to deliver measurable improvements in business processes and performance. Arcus Connect was recognised for shifting a multi-million pound contract from paper-based and reactive processes to a fully automated, evidence-based cleaning regime.

Developed in collaboration with operational leaders, Arcus Connect combines NFC tags, a secure mobile app and cloud-based analytics. More than 2,000 frontline colleagues now use the platform to log and evidence over 24 million cleaning tasks each year, creating a real-time audit trail that strengthens compliance, reduces risk and improves visibility for managers and customers.

Since implementation, task completion exceeds 98%, missed tasks have reduced by 15% and the platform has generated annual cost benefits of more than £670,000. Digitised reporting has also given managers back valuable time each day to focus on coaching, quality and customer engagement.

Chris Green, Chief Executive Officer at Arcus FM, said: "Arcus Connect demonstrates how technology, when designed around operational need, can drive meaningful change at scale. This platform has improved transparency, strengthened accountability and delivered measurable performance gains across a complex national estate. Winning this award reflects our commitment to practical innovation that supports our colleagues and gives our customers confidence in delivery."

Derek Quinn Managing Director of Soft Services at Arcus FM, said: "Arcus Connect has fundamentally changed the way we manage cleaning. Our teams now have live visibility of performance, instant access

to audit trails and clear insight into where support is needed. It has reduced administration, improved consistency and enhanced safety across the estate. Most importantly, it allows us to evidence the service we deliver every day.

“What makes me most proud is how this has been delivered. From our frontline colleagues through to regional leaders, the whole Soft Services team has worked together to make this a success for our customer. The commitment, collaboration, and pride in getting it right have been evident at every stage, and this recognition belongs to them.”

Arcus Connect continues to evolve, with further enhancements planned to strengthen predictive insight, incident analysis and proactive performance management. The award recognises not just a digital tool, but a step change in how cleaning services are planned, delivered and monitored across the connected workplace.