Turn Insight Into Action:

Improving Tenant Satisfaction and Operational Efficiency by Taking Control of Your Restrooms

Today's buildings are becoming increasingly sophisticated. Through sensors, software and network connectivity, facility managers are able to remotely manage everything from temperatures and energy usage to lighting and security systems.

The Internet of Things (IoT) – a network of physical devices that collect and exchange data – is a big part of this. It allows the transfer of information to occur without human-to-human or human-to-computer interactions[1]. According to the information technology research firm Gartner, Inc., more than half of major new business processes and systems will incorporate some element of the Internet of Things by 2020. "Uses of the IoT that were previously impractical will increasingly become practical," said W. Roy Schulte, vice president and distinguished analyst at Gartner[2].

Yet, as the connectivity revolution marches on, one area has been largely overlooked: The restroom.

One of the top three sources of tenant complaints, this small yet critically important space is ideally suited to the IoT's many benefits. Knowing when and where demand is enables facility managers to use real-time data to identify and resolve potential issues before they happen. This can go a long way toward achieving three key goals:

• Efficiency

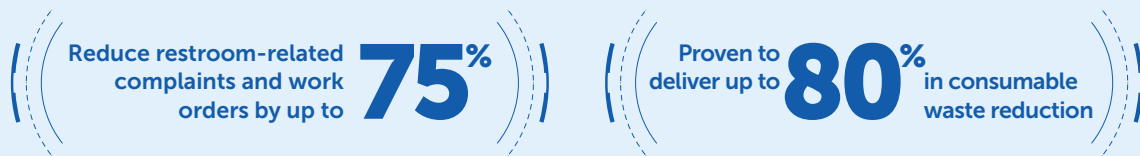• Tenant satisfaction

• Sustainability

Harnessing technology to improve efficiencies

Humans have always found ways to work more efficiently. From the use of crude tools by our ancestors nearly three million years ago to the creation of the assembly line in 1913 to personal computers revolutionizing how we process and retrieve information in the 1970s, history is filled with examples of technology being used to simplify work processes.

The Internet of Things is no different. For facility managers, it provides numerous opportunities for efficiency gains – from more effectively managing energy consumption to proactively monitoring restroom conditions to minimize waste while ensuring that the right products are available when and where they are needed.

For example, through the collection of consumable restroom data, facility managers, building service contractors and janitorial staff can get instant information on dispenser volume levels, letting them know which dispensers need to be refilled and when. But knowledge of dispenser volume levels alone is not enough. To truly impact efficiency, you need a smart system that delivers relevant, actionable analytics and insights, that can help you take control of your business by taking control of the restroom. This type of system provides:

• 24/7 monitoring

• Visibility of restroom traffic

• Simple and intuitive remote monitoring of washroom conditions

• Real-time alerts for battery levels, usage, dispenser malfunctions and jams

Reduce restroom-related complaints and work orders by up to **75%**

Proven to deliver up to **80%** in consumable waste reduction

Think of all the possibilities. With this treasure trove of information, you'll have the visibility needed to avoid premature refills and get the most out of the product in your dispensers. A smart restroom management system also enables you to reallocate resources to enhance productivity. Instead of treating all restrooms equally, you can assign staff to the areas that actually need service. And here's another benefit: You can use the system to make informed decisions about budgeting, planning and scheduling – and be proactive rather than reactive.

A system that does all this can help make your business more efficient and transform restroom management in a myriad of ways.

Boosting tenant satisfaction

As the average space per office worker continues to shrink, the restroom has become even more important. Less space equals less privacy and fewer places to escape the stresses caused by open offices and collaborative workspaces.

When people do take a break, the most popular destination is the restroom, according to a recent study. It's among the reasons why comfortable, hygienic restrooms are so important to a building's success. Restrooms can negatively impact tenant satisfaction and retention as well as overall perceptions of building and management effectiveness.

According to a new study:

• 73 percent of tenants say a bad restroom equals poor management

• 60 percent say an unhygienic restroom lowers their opinion of a facility

Add to this the fact that the typical office worker visits the restroom three to four times a day and that translates into more than 1.1 million annual opportunities to impress or disappoint.

A smart restroom management system can help you come out on the plus side of this equation. By providing you with real-time data and alerts on everything from dispenser malfunctions to restroom traffic, you can address and eliminate problems before they become complaints – enhancing tenant satisfaction and giving you peace of mind.

ROI guarantee[†]

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Waste not. Want not.

Waste reduction is a key component of any sustainability effort. A truly smart restroom management system helps you accomplish this by letting cleaners know exactly when dispensers are going to run out of product, so they can be serviced at precisely the right time.

Without this, the only way to ensure that product does not run out is to check it at fixed intervals, which can lead to towel and tissue products going to waste by being discarded on a schedule rather than when they are actually about to run out.

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Janitors often change out the toweling in a restroom every night, regardless of how much remains on the roll[3].

Strategic scheduling can help ensure that the needs of each restroom are met as well as mitigate the chances of wasteful, premature restroom refills. Plus, the janitorial staff can respond to restroom paper outages before – rather than after – they occur.

Fix the restroom. Fix the rest of your building.

Information really is power. And a lack of it can lead to costly choices, tenant complaints and waste. Information can also help you achieve a clean, hygienic and fully stocked restroom. This can go a long way toward enhancing tenant satisfaction by reducing complaints.

The restroom doesn't have to be a problem. Let it mirror the rest of your property in technology, appearance and functionality. The Internet of Things has positively impacted the rest of your building. Use it to manage the restroom. Because when you fix the restroom, you fix other big problems too.

To learn how Onvation™ measures up at your facility, visit **http://home. KCProfessional.com/onvation-site-survey** to request a site survey.

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