CWS smartMate

The IoT solution

HYGIENE

CWS

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Introduction

Maintaining clean and well-stocked washrooms is essential to provide a positive user experience and promote good personal hygiene in public and private facilities. The importance of hygiene in the workplace cannot be overstated. As a supplier of hygiene solutions, CWS is aware of how crucial it is to keep the environment clean and safe and understands this sometimes can be a challenge. Especially in high-traffic areas where demand fluctuates throughout the day. Empty soap dispensers and overflowing waste bins can quickly lead to user dissatisfaction and complaints.

The importance of hygiene in public and private facilities

Organizations that deal with clients and guests must follow excellent hygiene procedures. An environment that is clean and hygienic contributes to making a good first impression by showing the professionalism, dependability, and reliability of the company. Eventually this can result in higher customer satisfaction and loyalty.

The power of IoT in washroom management

The Internet of Things (IoT) is a network that connects physical objects (the 'things') equipped with sensors, software and technologies over the internet to exchange data with other devices and systems. These physical things can be devices, cars, home appliances or the dispensers in your washroom.

Real-time monitoring

IoT, also known as 'Internet of Toilet, in the world of washroom management, aims to meet customer needs and expectations. The biggest annoyances of toilet and washroom users are poor hygiene, lack of toilet paper, bad odors, no soap to wash hands and then no product to dry them with. If you can gather real-time information on the consumption and status of your hygiene products, you can act accordingly to prevent such annoyances and increase employee and visitor satisfaction.

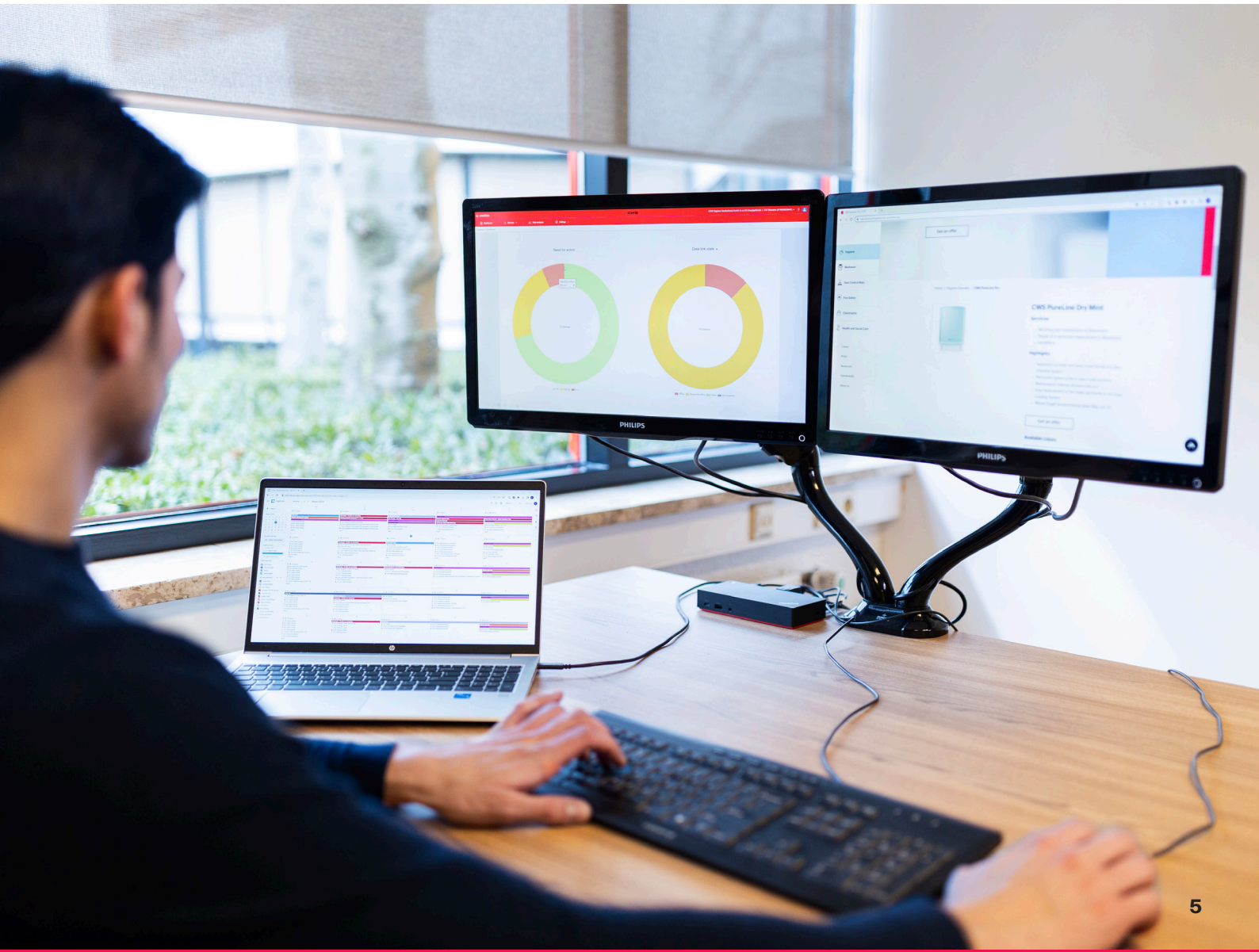
IoT solves your washroom management challenges:
IoT has the potential to reduce maintenance costs by up to 50% and increase equipment uptime to 10% (Unlocking the potential of the Internet of Things, 2015).

- Provide **real-time monitoring** by placing IoT enabled dispensers in washrooms. Their real-time data can help to better manage resources and ensure supplies are always adequately stocked.
- **Predictive maintenance** for Washroom Management is offered through IoT. IoT sensors can identify when certain devices require maintenance or have limited supply. Ultimately, this reduces downtime and helps prevent expensive breakdowns.

McKinsey. (2015, June 1). Unlocking the potential of the Internet of Things. McKinsey & Company. Retrieved from www.mckinsey.com/capabilities/mckinsey-digital/our-insights/the-internet-of-things-the-value-of-digitizing-the-physical-world

Introducing the CWS smartMate IoT solution

At CWS, we know how important it is to keep washrooms hygienic in an efficient way. That's why we launched smartMate, an IoT-based solution for our PureLine products. Using smartMate, you have a real-time overview of your dispensers, can predict busy periods and ensure that dispensers are always filled with soap, towels and toilet paper. Based on data, you can adjust dispensing quantities and shorten or lengthen the time between servings. This is especially useful during peak times. When an IoT-connected dispenser is out of order, you'll know before anyone notices.



Less downtime, better user experience
With real-time updates on the status of all dispensers, you reduce downtime, empty dispensers and dead batteries. With that, user satisfaction goes up.

Efficiency
With smartMate, cleaning staff work more efficiently; they can focus on the tasks that need to be done (data-driven), instead of routine work.

Inventory management
Thanks to insight into visitor numbers, peak times and consumption, inventory management can be optimized. Order only what is really needed.

Sustainability
No more replacing half-full soap bottles on a routine basis? Insight into the filling status of your dispensers ensures that you refill consumables only when they are really empty. This reduces wastage and increases sustainability.

Dispenser categories

Hand drying
(Cotton and Paper)

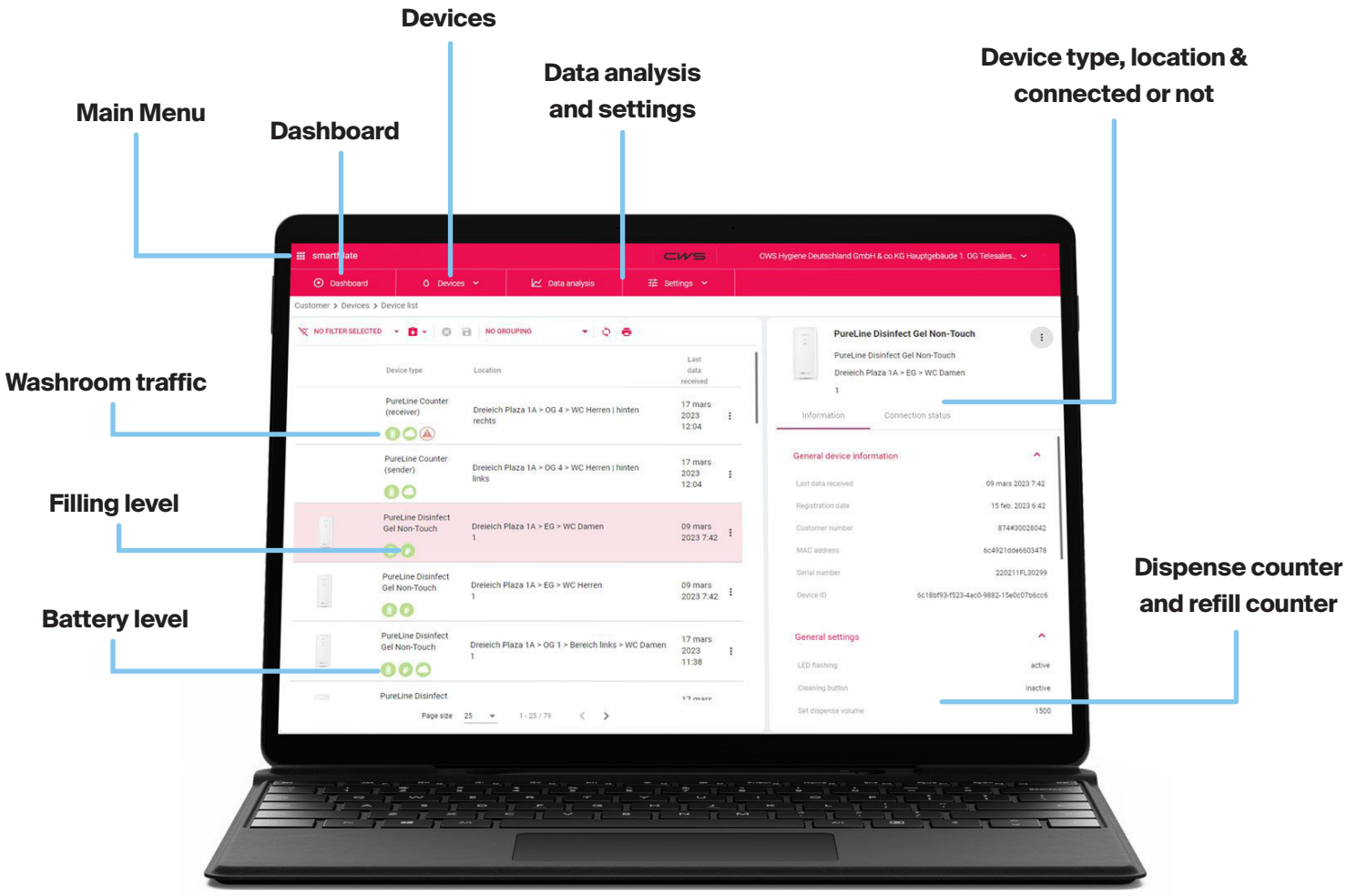
Toilet paper

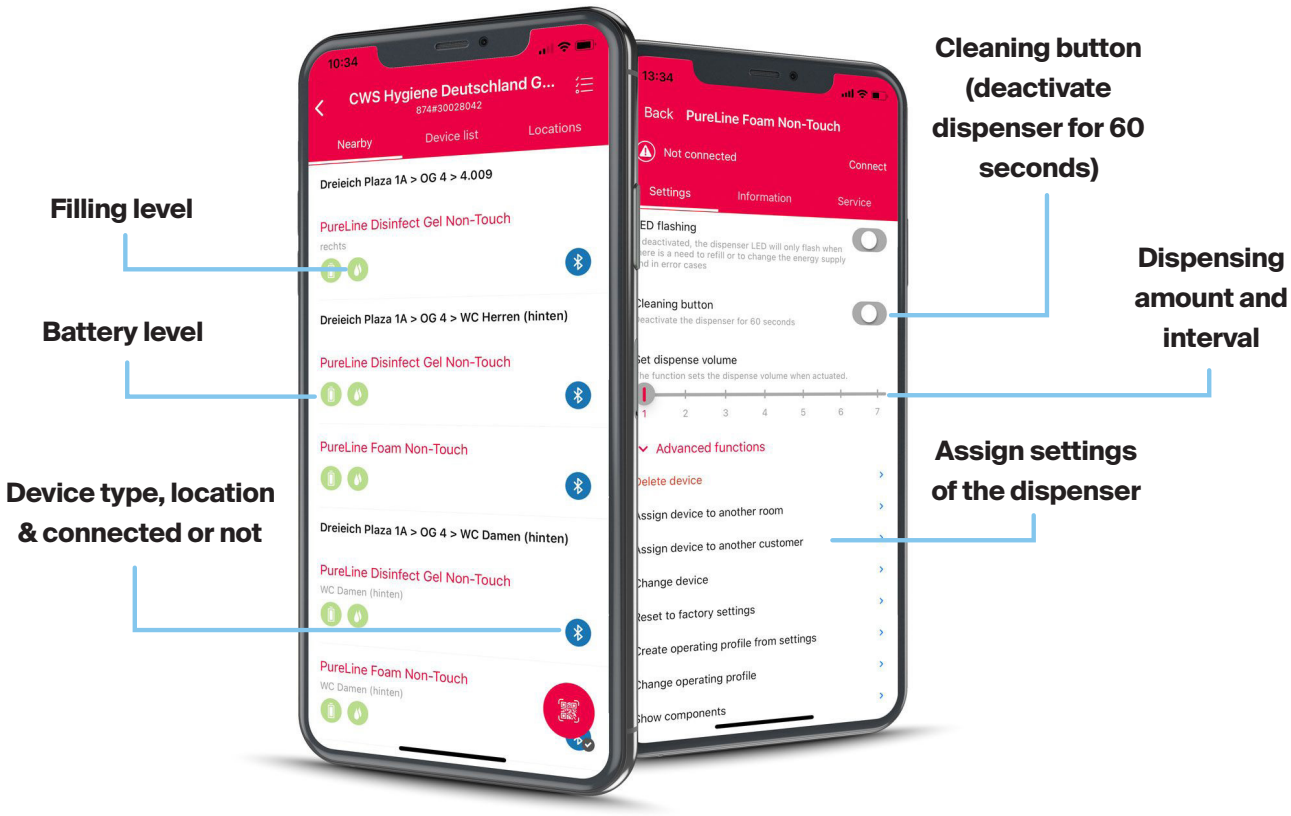
Liquid

Online tools – Dashboard and App

We believe in providing our customers with easy-to-use and efficient solutions. That's why we offer two convenient ways to check all your dispensers; the **Online Dashboard** - to check the current status of your dispensers, analyze your data and even change the settings of your dispensers centrally - and our **smartMate App** for smartphone and tablet, to give you insight on the go.

Through the **Online Dashboard**, you can easily access the real-time status of dispensers by selecting a building, floor or room. This comprehensive view includes critical information such as: battery status consumable status, online status and data analysis, allowing you to closely monitor your facility's hygiene requirements. smartMate uses statistical data, such as the dispensing counter and refill counter, to identify peak hours.





The flexible smartMate App

The smartMate App provides an on-the-go overview accessible via smartphones and tablets and displays status indicators for all nearby devices. You can easily monitor when it's time to refill or change the batteries in the dispensers with the statuses: full, low, and empty.
Cleaners can use the app to change settings or activate the '60 seconds cleaning break'. Additionaly, it is possible to change the servings per consumable and set time delays between activations of the dispenser.

When browsing the smartMate Online Dashboard and App, you will see a comprehensive overview, with icons indicating device status and more. These icons provide a quick and easy way to visualize important dispenser status information and help you identify potential issues that need attention.

Full Almost empty Empty

Contact us for support

If you need help implementing smartMate or have any questions, our support team is here to help. Just fill out the contact form on our website at www.cws.com/smartmate and we will get back to you, providing you with the right information or scheduling an appointment to help you get the most out of your PureLine dispensers and the smartMate IoT solution.

Visit our smartMate website for more information or request free personal advice