Company
Two of the Big Four Supermarkets in the UK

Requirement
These major retailers were facing the following issues:
1. Time consuming, inaccurate paper-based auditing processes for store cleaning
2. Inability to monitor the performance of cleaning contractors
3. High levels of fraudulent insurance claims and hours wasted contesting them

They wanted a solution that would address the 3 issues above in order to reduce wasteful costs and make stores cleaner and safer for staff and customers.

The solution needed to be available on mobile devices in order to increase staff productivity and enable them to react to in-store incidents much faster.

Profile of mpro5 users
Cleaning contractors, housekeepers, store managers and claims handlers.
THE CHALLENGE

Multiple contractors carrying out work in stores with no visibility of performance

Thousands of slips, trips & fraudulent claims

TIME & MONEY NOT ACCOUNTED FOR

PAPER-BASED ERRORS

MILLIONS SPENT ON INVESTIGATION & PAYOUT OF CLAIMS

MANUAL PAPER-BASED JOB SCHEDULING & AUDITING

INEFFICIENT REPORTING
These retailers have replaced their paper-based workflow processes with the mpro5 mobile enterprise solution. Cleaning staff now use the mpro5 app on their mobile devices to complete store checks and incident capture forms. All data is synced back to the retailer’s mpro5 cloud based management website from where office staff can analyse job data in real time and run reports instantaneously.

With mpro5, retailers are able to perform the following on mobile devices:

- Periodic & scheduled cleans
- Reactive alerts
- Remedial & follow up actions
- Incident capture
- Insurable risk protection
- Standard cleans
- Audits
THE SOLUTION

As part of the mpro5 solution, each store has mobile device or smartphone which is used by their contractor or cleaner during their shift.

HOUSEKEEPING – QR code tags can be placed around the stores, creating set areas to aid in housekeeping workflows and jobs. These tags have unique codes, programmed to represent an area in the store, such as frozen foods, homewares, clothing or aisle numbers. These areas form the basis of the housekeeping hourly checks workflow, guiding the cleaner around the store, ensuring no area of the store is missed.

The result – consistently cleaner and safer stores.
The cleaner logs onto mpro5 on the smartphone app at the start of their shift. The scheduled, hourly housekeeping jobs are downloaded to the device, allowing the cleaner to complete the jobs on their mobile device around the store.

The first job on their housekeeping schedule is selected by scanning a tag, detailing the checks required and providing a time and date stamp to evidence that the work has started.

The check is carried out and completed. Any notes are captured, including photos if required.

The cleaner then moves onto the next check, completing any associated tasks until the hourly store checks are complete. Once the job has been carried out, the data, including time and date information is synced back to the retailer’s mpro5 Microsoft Azure cloud based website.

If internet coverage is not available, data is stored locally on the device to be synced back to the website when coverage is restored. From here data can be accessed for reporting and analysis, in real time.
**THE SOLUTION**

**INCIDENT CAPTURE** - Retail stores are wasting millions of pounds on investigating and paying out for slips and trips claims. Previously with paper-based processes, claims investigators could not easily and quickly contest these claims. Retailers are now using the mpro5 solution to record incidents and proof of their clean up. It works as follows:

- **INCIDENT CAPTURE** – a member of staff is notified to attend the scene of an incident with their mpro5 smartphone app.
- **DATA CAPTURE** – a photo is taken of the spillage or incident via their device, which is also time and date stamped and additional and details are noted. The adjacent QR code can also be scanned to evidence the location or it can be manually entered.
- **CLEAN UP** – an ‘after’ photo is captured, evidencing that the area is now clean and safe with a warning sign, again with a time and date stamp, as well as any other relevant information being captured.
- **SYNCED TO THE CLOUD** – all data is sent back to the cloud based mpro5 website. The retailer’s claims team can then easily and quickly look up incidents when a claim is raised against the store.

**SAVE TIME AND MONEY ON INVESTIGATIONS AND FRAUDULENT PAY OUTS.**
The data captured is used by management teams for reporting and trend analysis. mpro5 also integrates with many 3rd party IT systems and software, to work around your processes.

- Check Contractor Performance
- Compare Store Performance
- Ensure You Only Pay For The Work Carried Out
- Insurance Claims Defensibility
- Identify ‘Hot Spots’ & Areas Of Higher Incident
Our retail customers experience the power of big data and the impact it is having on their decision making. With data available in a range of formats at the touch of a button, informed business decisions can be made in real time.

For many of our users, this is cited as being one of the biggest benefits, giving companies of all sizes sight of their operation, from the smallest ad hoc task, all the way up to large planned projects.

✓ MAKE REAL TIME, INFORMED DECISIONS
✓ VISUALISE HOW YOUR BUSINESS IS PERFORMING
✓ COMPARE SITES AND PERFORMANCE
✓ USE YOUR TIME EFFICIENTLY
✓ SEE THE BIG PICTURE & THE DETAIL
THE MAIN BENEFITS

PROTECT YOUR BUSINESS
Collect and store valuable data to protect from fraudulent claims

MANAGE LARGE WORKFORCES
Know where your contract staff are and what they are doing, with ease

ENFORCE SLAs & KPIs
Ensure your contractors are maintaining their SLAs

WHAT OUR CUSTOMERS SAY

"This software is a great tool to improve the safety of customers and colleagues in store, when used by well trained housekeepers..."
THE MPRO5 TECHNOLOGY

Every mpro5 solution can contain the following, all on one affordable monthly subscription.

- MPRO5 APP
- JOB SCHEDULING & REPORTING WEBSITE
- FULL SUPPORT AND SERVICES FROM MPRO5 TEAM
- REPORTS & ALERTS AD HOC & SCHEDULED
- TABLET/SMARTPHONE/PDA
- BARCODE
- INTEGRATION
- SIM CARD
- INTERNET OF THINGS
GET IN TOUCH

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