About

The retailer operates a well-known regional grocery chain in the US, with more than 100 stores and thousands of employees.

Challenge

The retailer had been using a traditional floor cleaning approach for its 100+ stores, leveraging the services of a third-party contractor for many years. However, the contractor was unreliable, and the cleanliness of the floor conditions suffered, providing a poor and unsafe customer experience. In addition, there was no easy way for managers to validate that the cleaning had been completed across multiple stores. The retailer made the decision to take its cleaning program in-house, but wanted to do so without adding a lot of additional labor costs.

Solution

The retailer has an ongoing commitment to innovation and deploying technologies that improve the customer experience. It began researching robotic floor scrubbers, and decided to make an initial investment in BrainOS-powered scrubbers from a major floor care manufacturer. The retailer chose the autonomous cleaners for a couple of key reasons:

1. The machines are simple and easy to use for teammates, requiring no technical support.

2. They provide near real-time operational data to help managers easily verify cleaning performance.

The retailer was so pleased with its initial investment that it expanded its BrainOS-enabled robotic fleet to a majority of stores within a few months.

Results

Because they are more methodical and consistent, the cleaning robots improved floor cleanliness almost immediately, while also reducing human errors. The floors are now consistently shiny and spotless, delivering a better in-store experience for customers. The robots also enable team members to focus on other important tasks, generating hundreds of hours of additional productivity, while also eliminating third-party costs. Finally, the retailer is able to get chainwide operational metrics via email and the web detailing daily and weekly cleaning performance. This is key for managing compliance standards.