

CASE STUDY

Whiz

**CORE**  
FACILITY SERVICES



SoftBank  
Robotics

## OVERVIEW

# Innovation Fuels Competitive Edge

Core Facility Services, LLC in Florida provides commercial cleaning services to a variety of businesses, including large national brands that demand high levels of cleanliness for their office buildings.

As a smaller company, Core Facility Services needed to differentiate itself from the competition and deliver exceptional service to meet customer requirements -- even without the staff and resources of a larger organization. This became even more important as buildings began to reopen after COVID-19.

After researching emerging cleaning technologies, Core Facility Services determined that automation and robotics would be the key to not only gain a competitive edge, but also exceed the expectations of their customers.

In partnership with Softbank Robotics America (SBRA), Core Facility Services deployed Whiz, an autonomous vacuum sweeper, at a large customer site. With this launch, Core Facility Services showcased its strength in innovation and increased efficiency and productivity. With the extra time saved, they were able to increase the breadth of services offered, opening up new revenue potential for the company.

Differentiate your  
business with  
automation



## THE CHALLENGE

# Common Cleaning Challenges Call for Automation

At one large insurance provider's office building, Core Facility Services was faced with the time-consuming and cumbersome task of vacuuming several floors of 150,000 square feet each, consisting of mostly open space. Manually vacuuming the area would take upwards of 40 man hours, and the work was inefficient with many stops and starts to readjust equipment. This reduced the team's capacity to focus on detailed tasks, including the increased sanitation and disinfection requirements put in place to curb the spread of COVID-19.

Keeping up with customer demand while maintaining quality is nothing new for commercial cleaning companies. But in an industry where cleaning methods have mostly remained the same for decades, Core Facility Services saw an opportunity to apply a modern solution to this age-old challenge. With autonomous vacuum cleaning, they could offer both more frequent cleaning and higher quality without increasing costs.

Meet demand *and*  
maintain quality  
with Whiz

## THE SOLUTION

# Innovation at an Affordable Price

Core Facility Services partnered with SBRA, a global leader in service automation, to deploy Whiz, an autonomous vacuum sweeper solution

As an innovative cleaning company, they leveraged Whiz's subscription pricing model - which doesn't have any upfront capital expenses or unpredictable long-term maintenance costs. This model made the technology accessible and cost-effective, even for a small business like theirs. This in turn allowed them to offer customers expanded services at attractive prices.

**ZERO UPFRONT  
CAPITAL EXPENSES**

## THE RESULTS

# Automation Enables Time Savings and Higher Quality



50%  
time saved

40 hours  
of manual labor  
saved weekly

Since deploying Whiz, Core Facility Services is now able to vacuum the entire office building in 50% of the time. Whiz runs on its own, giving staff back about 40 hours a week that they would have spent vacuuming. In addition, by offloading a large portion of work to Whiz, Core Facility Services can now provide a higher quality of clean to their customers. Now, they are able to focus their time on more detailed cleaning for spaces like under desks and around cubicles.

They can also expand their service offerings -- all while leveraging existing staff. What surprised Core Facility the most is how the team has taken to Whiz as a true member of the team. The team not only embraced Whiz as an assistant, but Whiz has proven to be a conversation starter.

Whiz has brought joy to everyone around it, and the team has benefited from higher productivity and team satisfaction.

“As a smaller company, you have to find ways to differentiate yourself.”

“For me, that means delivering a high level of service, but also being an innovator -- front of the class -- and showing customers we’re willing to take the leap to automation. We took that leap with Whiz and it has enabled us to compete with some of the larger cleaning companies.”

**Austin Lackore, Owner & CEO**