



## PRESS RELEASE

### Smart services in facility management

## Klüh takes facility services to a new level through cooperation

Düsseldorf, 19.09.2023 – Starting immediately, a technology partnership with Disruptive Technologies will enable the multiservice provider Klüh to implement its services even faster and more flexibly on the customer's premises. The tiny wireless sensors supplied by the Norwegian technology leader serve as an important component in Klüh's *Eco System for Smart Services*.

Developed by the company's own *Center of Digital Excellence (CoDE)*, the platform uses sensors from the Internet of Things and corresponding software to ensure efficient, resource-saving processes, smooth communication and highly customisable services in real time. The *Eco System for Smart Services* links all the touchpoints between facility management and service providers, from order management to quality control. The sensors themselves can be installed and retrofitted at all locations and devices independently of existing customer infrastructures.

**Felix Fiedler**, Head of the CoDE: "With the help of digital tools, we are taking our facility services to a new level. Given our previous successful pilot projects with Disruptive Technologies, we are all the more excited to now roll out this proven partnership on a wide footing. This enables us to optimise numerous processes for the benefit of our customers."

In the Cleaning area, the data generated is automatically fed in real time into a digital runsheet that guides cleaning staff through the site. Only workplaces that need attention are shown there for cleaning. However, smart buttons can also be used to trigger the immediate on-demand cleaning of certain surfaces. The stored tool controls the routes and priorities of the cleaning staff in real time and thus enables the greatest possible flexibility and transparency. The guaranteed smooth communication and direct response result in massive time savings and quality improvements for responsible facility managers.

Further usage scenarios can be found under the heading smart building. Data on building utilisation and capacity are collected and linked to interactive room plans. However, visitor key figures or car park utilisation can also be evaluated for areas such as security and catering. Because if you know how many people go through the company gate at what time, you can also make predictions about how many people will have lunch at what time.

From the Customer Service Portal, which is available around the clock, to enquiries, complaints, surveys on customer satisfaction and joint document management, everything is brought together in the *Eco System for Smart Services*. This also includes the area of business intelligence and thus the collection, evaluation and presentation of all relevant data - from quality checks to building data to management - or from sustainability-relevant KPIs to accounting.

### **About Klüh:**

*Klüh Service Management GmbH is a global multi-service provider from Düsseldorf. Founded in 1911, the family-run company has decades of experience in the area of infrastructural services. The divisions Cleaning, Catering, Clinic Service, Security, Personnel Service, Airport Service and Integrated Services offer both individual services as well as multiservice concepts. With almost 58,000 employees in seven nations, the company achieves sales of around 923 million euros (2022). For further information see [www.klueh.de](http://www.klueh.de).*

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