



CASE STUDY

How Whiz has successfully worked alongside cleaning teams in a financial institution.

TSB BANK | UNITED KINGDOM

WHERE

TSB Bank plc is a retail and commercial bank in the United Kingdom and a subsidiary of Sabadell Group.

TSB operates a network of 220 branches across the country. Its headquarters are located in Edinburgh.

WHY

Throughout the pandemic, the world was focussed on infection control, and in turn, cleanliness of facilities. The cleaning industry arguably has never been more the focus, and despite national (and international) lockdown, cleaning teams were still hard at work, trying to ensure the safety of the wider general public.

As the UK Government acknowledges, regular cleaning played (and plays) a vital role in the transmission of COVID-19.* But with the same cleaning staff, or even less than before, how could cleaning teams cope with the extra challenges COVID-19 presented?

*<https://www.gov.uk/government/publications/covid-19-decontamination-in-non-healthcare-settings/covid-19-decontamination-in-non-healthcare-settings>



[HTTPS://EMEA.SOFTBANKROBOTICS.COM/](https://emea.softbankrobotics.com/)

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IN PARTNERSHIP WITH ISS FACILITY SERVICES

WHY

Robotic solutions helped to bridge the gap between the labour shortage, and also the increased need for sanitized and clean spaces. Whiz, the autonomous vacuum cleaner, added support when needed most. For the likes of ISS, who continually strived to keep customers safe and well during the pandemic, this was important.

MARK EVANS, REGIONAL OPERATIONS MANAGER, ISS FACILITY SERVICES

"Whiz is certainly a talking point! Whiz creates conversations within the cleaning team, and actually improves customer interactions within our cleaning team, which we never really had before.

During the pandemic, we were looking at ways we could deliver an even more enhanced level of cleaning, without adding extra costs. Whiz creates a competitive advantage for us and enables our human team to work more efficiently and clean more effectively.

We didn't implement Whiz as a money-saving exercise – we did it to enhance the cleaning experience for our customer, who was really happy with the result."



"The standard of the robot itself is very good. Everyone who works alongside Whiz likes it – they think it's very good, valuable, and helps them maintain their standards.

Some people were reluctant to use Whiz at first, but once they started using it, they loved it! I can sum up Whiz in two words: High Standards."

**David Leggit, Cleaning
Supervisor**
ISS Facility Services

Whiz