



With KOLO™ Smart Monitoring System, **Molex Reduces Paper Towel Outages by 88%**, Improving Tenant Satisfaction.

Molex, an affiliate of Georgia-Pacific, chose the KOLO™ Smart Monitoring System not only because of its flexibility and ease-of-integration, but also because of its ability to seamlessly process washroom data, including product outages and traffic volume. This data enabled Molex to identify problem areas, adjust cleaning routes, and reduce outage times. The result is a more optimized labor force, and more satisfied tenants.

“We wouldn’t have realized we needed to change our routes if the KOLO™ System didn’t demonstrate it. Problem solving in the janitorial industry can be difficult, and the KOLO™ System helps you do just that.”

— **Justin Meyer**, Corporate Facilities Supervisor



THE CHALLENGE

- Molex relies on two day porters to service 250 dispensers in 40 washrooms twice a day across seven multi-level buildings for 1,350 employees—in addition to their other day-to-day duties.
- When washrooms run out of toilet paper, paper towels, or soap, tenant satisfaction declines.
- Molex needed a solution to improve labor efficiency in order to deliver on the promise of great tenant experience with a high degree of accountability.
- Molex needed an IoT solution that would work with company-issued phones, tablets, supervisor desktops, and personal devices.

THE IoT SOLUTION

- Molex implemented the KOLO™ Smart Monitoring System to tackle their challenges. They used the system’s real-time alerts and insightful reports to address tenant satisfaction, product waste, and labor optimization.
- Using the KOLO™ Clean App on a tablet that is attached to their carts, day porters are notified when and where service is needed.
- The KOLO™ Central Dashboard provides washroom data to managers and supervisors to help them make ongoing optimizations as needed.

THE RESULTS

- Within five months, paper towel outages decreased by 88%.
- The duration of towel outages before being refilled per dispenser decreased by 85%.
- Using the data provided, managers have identified high-traffic rooms and a large number of outages occurring in the hours between day porters and night cleaners, and have adjusted routes to better service them.
- Day porters express an increase in job satisfaction and a decrease in stress.
- Management reports seeing higher quality work from custodial staff.

↓ 88% Total Number of Towel Outages

Baseline	After 5 Months
60	7
30 day period	30 day period

↓ 90% People Impacted by Towel Outages*

Baseline	After 5 Months
1,650	160
30 day period	30 day period

↓ 85% Duration of Outages Before Refilling per Towel Dispenser**

Baseline	After 5 Months
2h 33m	23m
Per dispenser 30 day period	Per dispenser 30 day period

* Person that attempts to dispense paper when towel dispenser is out of product; calculated using the probability a dispenser is out of product and the average towel usage

** Average time duration from the estimated towel outage until the estimated towel refill divided by number of towel dispensers for the period.





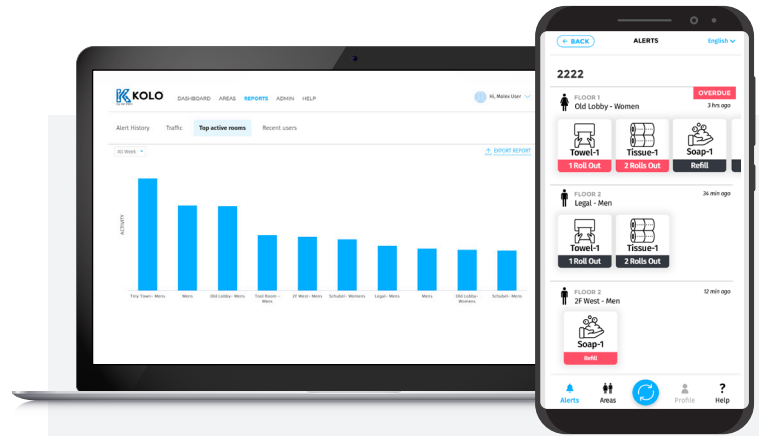
CASE STUDY

molex®

DELIVERING RESULTS

Three months of use at Molex validated years of Georgia-Pacific's research in developing connected dispensers and the KOLO™ Smart Monitoring System.

- **A flexible solution:** The KOLO™ Smart Monitoring System can be deployed to iOS or Android devices, whether they're provided by the employer or on a personal device. Custodians can see alerts on their device, or they can be sent by a dispatcher via radio to respond to alerts or consumable outages.
- **Proactive service:** Custodians receive push notifications on an Android or iOS device, which helps them respond quickly to alerts—before they become complaints.
- **Increased visibility:** The KOLO™ System provides a new level of visibility into restroom traffic, consumption of paper products and soap, and levels of product waste.
- **Ongoing optimization:** The KOLO™ System gives Molex data to adjust routines to reduce waste and save time.
- **Accountability matters:** The KOLO™ System helps Molex uncover opportunities to train custodial staff and contractors to help better align their work with customer service goals. It also acts as a supplementary management tool for supervisors and their staff.
- **Improved communication:** The KOLO™ System has improved Molex's communication with contractors and supervisors. Now, staff can show their supervisors that they left the facility in good shape for the next team, and can take more pride in their work.



PRODUCT SPOTLIGHT

Traffic Data Helps Redeploy Labor to More Impactful Cleaning Routes

Molex averages around 700 alerts from their washroom dispensers on a monthly basis. Alerts happen when a dispenser is running low on toilet paper or paper towels, when a battery is low, or when a dispenser is completely empty. Before the KOLO™ System was implemented, Molex had no visibility into this number. The only visibility they had was around usage, and they had to reactively order more paper products. Almost half of these 700 alerts originate from a single floor in a single building. Knowing this, Molex has been able to adjust the day porters' routes to service these high traffic areas more frequently.

“I'm really impressed with the program. This is a really powerful tool. Problem solving in the janitorial industry is so hard, and this helps you do that. It's a tool that actually works.”

— **Justin Meyer**, Corporate Facilities Supervisor

ABOUT KOLO™ SMART MONITORING SYSTEM

The KOLO™ Smart Monitoring System, winner of the 2018 ISSA Innovation Award in the Services & Technology category features GP PRO's new open architecture communication platform that provides reliable, customizable, and secure monitoring and analysis of connected away-from-home restroom fixtures. Using secure, proprietary, cloud-based wireless technologies and cutting-edge sensors and sensing technology, the KOLO™ system allows for timely and customized communication between connected restroom fixtures and facility managers through a mobile and web application. The KOLO™ system is currently available on a number of GP PRO dispensers, including select enMotion® and enMotion® Flex paper towel dispensers, Compact Quad® tissue dispensers, and enMotion® soap dispensers.



Like to learn more about the KOLO™ System?

Contact your local GP PRO sales professional, or visit gpro.com/kolo-smart-monitoring-system.
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