

CASE STUDY: TRANSPORT

VARIABLE PRICE CONTRACTING ENABLES 19% EFFICIENCY IMPROVEMENTS FOR MAJOR UK AIRPORT

The international travel industry was severely hit by the 2020 pandemic, emptying airports the world over and reducing them to eerie ghost-towns.

Here founder and CEO of ScanQuo Keith Ryan describes how a major UK airport benefited from his company's first-of-its-kind technology to make a 19% improvement in cleaning efficiency during very challenging times.

"We began work with our client, a leading UK airport, right at the beginning of the pandemic in 2020," outlines Keith.

"The devastation to the air travel industry was only beginning, but in the short time we had to help we were able to demonstrate how they could gain tighter control of their cleaning budget and expenses."

PROBLEM

Typically airports employ a set amount of cleaning resource to fulfil the high standard of cleanliness needed in a sensitive and highly-populated public space. Busy airport environments have complex requirements to meet passenger and employee comfort, health, safety and security round-the-clock, and in a variety of contexts such as check-in, sanitation, hospitality and transit.

However, due many cleaning specifications being output driven, airport facilities managers have no real, accurate data to draw upon to determine the exact amount of resource required to complete all the necessary cleaning tasks.

"Even though the airports know their environment, their cleaning standards and their busy and quiet times, up until now they have had no way of pulling all that data together to inform realistic and cost-effective cleaning schedules."

KEITH RYAN, CEO, SCANQUO



AT A GLANCE

CHALLENGES:

- ✓ Busy airport environments have complex requirements to meet passenger needs
- ✓ Airport facilities managers have no accurate data to determine the exact amount of resource required
- ✓ Limited accurate data to determine the exact amount of resources required

BENEFITS:

- ✓ Identified a 19% cost savings
- ✓ Able to control costs during quieter periods of operation

This triggers two costly problems:

1. There is no flexibility in cleaning resource demand in busy and quiet periods.
2. As the spend involved cannot be properly validated or controlled, estates teams run the risk of spiralling costs with no firm basis on which to renegotiate contract terms.

SOLUTION

Describing ScanQuo's approach, Keith says: "Using tried and tested surveying equipment we took a detailed 3D 'digital twin' of the airport's newest terminal building broken down by areas such as departures, arrivals, corridors, stairs, and lifts.

"We itemised all assets across the whole terminal, including all fixtures, fittings, appliances, and architectural features. Everything from seating to backpack measuring frames, bins to urinals, vending machines to glass panels and ceiling beams – all got scanned, captured, and fed into our algorithms.

"Given the square footage of the airport building and the distance between areas, we also factored in the cleaning operatives' walking time, to give as accurate a picture as possible of how long it takes to carry out tasks.

"By linking all this data to the different cleaning frequency models – Optimal and Premium service level – and taking into account the airport's passenger footfall data, we then derived tailored benchmarks for daily and nightly cleaning minutes and hours, walking time and number of operatives.

"Now the airport management can see its daily cleaning schedule at 30-minute intervals, based on true science rather than finger-in-the-air estimates."

ScanQuo has given the airport visibility, transparency, and accuracy of their required budget to have more effective conversations with their cleaning contractor.

RESULTS

- ✓ ScanQuo's analysis of the airport identified cost savings of 19% from its existing fixed price contract
- ✓ They also have the management information to enable them to achieve flexible resourcing and control costs during quieter periods of operation
- ✓ From the cleaning contractor's perspective, our input-driven cleaning specifications enabled their cleaning teams to be more purposeful and effective to ensure the highest possible cleaning standard
- ✓ Typically input-driven results take days and weeks to produce. The benchmark results are delivered in minutes with the ScanQuo platform, resulting in 10x cost saving for a BDM to price
- ✓ Savings achieved in one wing alone of the terminal amounted to £62,102



TWO SERVICE LEVELS REQUIRED BASED ON PASSENGER VOLUME NUMBERS

OPTIMAL

PREMIUM

