



## HOW TSEBO SAVED MERCEDES-BENZ SA 20% ON THEIR CLEANING BILL BY INTRODUCING ADVANCED CLEANING TECHNOLOGIES AND METHODOLOGIES



### INTRODUCTION

As a premium provider of luxury passenger cars and commercial vehicles, Mercedes-Benz South Africa (MBSA) and its respective dealerships pride themselves on quality and innovation. This ethos is carried through to the upmarket appearance of its dealerships and office spaces.

With a national footprint and commitment to quality and innovation, the Tsebo Solutions Group had already proven itself by providing facilities management to MBSA. When this automotive company put a tender out for cleaning, it made sense to incorporate Tsebo Cleaning as part of an integrated facilities management solution across the Mercedes-Benz headquarters as well as their retail, commercial and passenger vehicle dealerships.



### CHALLENGE

MBSA needed a supplier that could provide specialised cleaning capabilities across office, dealerships and workshop spaces as well as the capacity to offer high-volume car wash and vacuuming services. As an innovator in the automotive space, MBSA encouraged the use of technology and innovative solutions, ensuring cost and efficiency savings were realised.

The lack of best-practice methodologies, consumables and execution in service in the past, lead to increased deterioration of high-quality finishes such as marble flooring. This prompted the change to find a supplier that understood their vital need for attention to detail, enabling luxury at every touchpoint.

### SOLUTION

By including Tsebo Cleaning as part of an integrated facilities management solution, Tsebo was able to save the client money and provide a single source of billing, control and reporting for all its services. The team initially concentrated on restoring finishes to their original glory through methodical cleaning using only water and manual labour to remove chemical residue.

With a background in healthcare and a belief in providing hospital-level cleaning, no matter the environment, Tsebo introduced its **trademark colour-coded cleaning system** to ensure that the correct cleaning products and methodologies were used per area, and to avoid cross-contamination.



### Cleaning solutions



Day-to-day cleaning



High-access cleaning



Wash Bay: car cleaning, vacuuming and driver service



COVID-19 specialised cleaning

## BENEFITS AND RESULTS

An average of **100 vehicles** are washed at the premium dealership per day



Tsebo's employees receive continual training to ensure the use of best practices, paying specific attention to detail to ensure the highest levels of service and professionalism for clients. Cleaning staff understand the importance of using different cleaning methodologies for a variety of surfaces. Wash Bay staff are trained on the use of vehicle-specific cleaning products and procedures.

To augment the personal touch and professional approach of its staff, Tsebo prides itself in the use of the best available innovation and technology. Some of the innovations Tsebo has incorporated at MBSA include:

#### Operations and Quality Management App

Tsebo prides itself in the quality provided to its clients and set exceptionally high standards in cleaning coupled with best in class innovation. Tsebo created and implemented the Operations and Quality Management App with the primary aim to manage the quality and standard of cleaning within every level of our client's business. Small, unobtrusive bar codes were placed around Mercedes-Benz Zwartkops. The contract manager on site uses the app to do daily inspections by scanning each barcode and answering a set of questions. Any issues are recorded and can immediately be remedied.

#### Key-Control App

As soon as a car leaves a dealership's workshop, it is booked in for cleaning using the Key-Control App. A booking technician records all relevant details such as the make, model and license plate number on the app and inspects the vehicle, making notes and uploading photos of any pre-existing scratches or damage. Personal items that have been left in the vehicle are also recorded to ensure transparency and safekeeping. This innovation mitigates risk for Mercedes-Benz SA, their customers and supports transparency in an already solid Tsebo-client relationship.



Over **120** Tsebo employees



Over **131 000 m<sup>2</sup>** of workspace to clean



Over **20%** savings incurred for the client over a 4-year contract period



### i-Mop

The i-Mop is essentially a **small, nimble and environmentally friendly**

auto-scrubber that incorporates two brushes and a squeegee to suck up excess water. Besides using a fraction of the water and chemical as apposed to traditional cleaning methods, the i-Mop cleans up to **70% faster** than conventional wet mopping and up to **30% faster** than conventional auto scrubbing. The i-Mop is powered by lithium batteries and can be operated continuously for three hours. When cleaning staff take their lunch break, the i-Mop is placed on charge and is good to go for another two to three hours in the afternoon.

### Other benefits

- ✓ The use of eco-friendly cleaning products and a sustainable approach to energy and water consumption
- ✓ Highly trained staff and 24/7/365 access to senior management
- ✓ Our site-based contract managers and supervisors focus on quality control and addressing site challenges, daily
- ✓ Advanced integrated reporting
- ✓ Set monthly meetings and walkabouts, allow Tsebo to continually improve its service by adapting to client feedback and their changing needs
- ✓ State of the art cleaning equipment
- ✓ A passion for cleaning and attention to detail

### Meet 'Irene', Africa's first cobotic vacuum

On 18 December 2020, Tsebo introduced the first cobotic vacuum cleaner in the southern hemisphere to the Mercedes-Benz Sandton flagship dealership. Not only does 'Irene' – as she is fondly known – work incredibly hard by vacuuming continuously throughout the day, over weekends and holidays; she also comes complete with a GPS, which not only allows live-data reporting of areas covered, but also triggers an alarm should anyone try to steal her from the property.

Irene has become a popular member of the Tsebo team, drawing commentary and curiosity from many of Mercedes-Benz Sandton's customers and visitors.



“

We need to remain the best and ensure that technology is top of mind. I am proud that our vision has not only been achieved by us as a brand, but also by our suppliers. Thank you Tsebo for again making MBSA first with a technology solution. Our robotic vacuum is a great addition to our dealership and continues to 'Wow!' all those who see it.

– Alex Boavida, Dealer Principal,  
MBSA Sandton

”

GET IN TOUCH

+27 (0)11 226 2300 | [info@tsebocleaning.co.za](mailto:info@tsebocleaning.co.za)  
[www.tsebocleaning.com](http://www.tsebocleaning.com)

