Digital tools take building-related services to a new level

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Sensors which recognise a building's utilisation rate, smart systems which use these data to automatically trigger efficient processes, service processes that respond to client needs in real time and document service performance transparently, technology that people can use intuitively – and this is just the start. **The Center of Digital Excellence (CoDE)** is responsible for the digitalisation of services for Klüh and its clients.

klüh
MULTISERVICES

A platform for all services: our 360-degree concept

Linking people, processes, systems and services: the Klüh Eco System is a holistic application platform for building-related services. It offers both individual and general solutions to support building operators and service providers in implementing their processes, taking them a large step forward in managing floor space, services, workplaces and sustainability. The smart consolidation of these activities delivers a clear advantage in a constantly changing environment.

All touchpoints in one place

The platform brings together our proprietary customer service portal, business intelligence reporting, an Internet of Things framework and service-specific digital solutions. This ensures efficient and resource-saving processes, smooth communication and customisable services delivered in real time. The platform brings together all the touchpoints between facility management and service providers – from order management to target monitoring.

Market-leading technology partners

To enable us to offer the best possible solutions to our clients, we not only deploy our own proprietary digital products but work closely with various partners who are the market leaders in their sectors. They include the manufacturers of sensors, robots, monitoring drones and access systems as well as the providers of special apps.

Our comprehensive solution

Digitalisation at Klüh Multiservices is not only the result of individual future technologies but a combination of our services, digital products, robots, sensors, machine learning and new business models. This enables us to offer unlimited flexibility and scalability coupled with decades of experience in the field of multiservices. The sum of these components makes up our comprehensive solution – the Klüh Eco System for Smart Services.

KLÜH ECO SYSTEM FOR SMART SERVICES

Digitalisation across the entire spectrum – the Klüh Eco System has been designed, developed and implemented by the CoDE for our clients and employees.

The digital nervous system of buildings

Activities are triggered by sensors and applications and then executed and documented via digitally controlled processes.

Data analysis

Using artificial intelligence and precise business intelligence reporting, all the data recorded are analysed to identify patterns and ensure transparency. Dashboards provide the basis for deciding on future steps.

Digital solutions for all industries

Various tools serve as the interface for the Cleaning, Clinic Service, Catering and Security divisions to implement their services: from integrated run sheets and digital waste management to item tracking and monitoring the temperature of cold chains.

Customer service portal

A central customer service portal is also the digital meeting place for internal and external communication by all divisions: from ticketing to analysis.

Digi Solutions

IoT-Frame-work

Costumer Service Portal

BI-Reporting
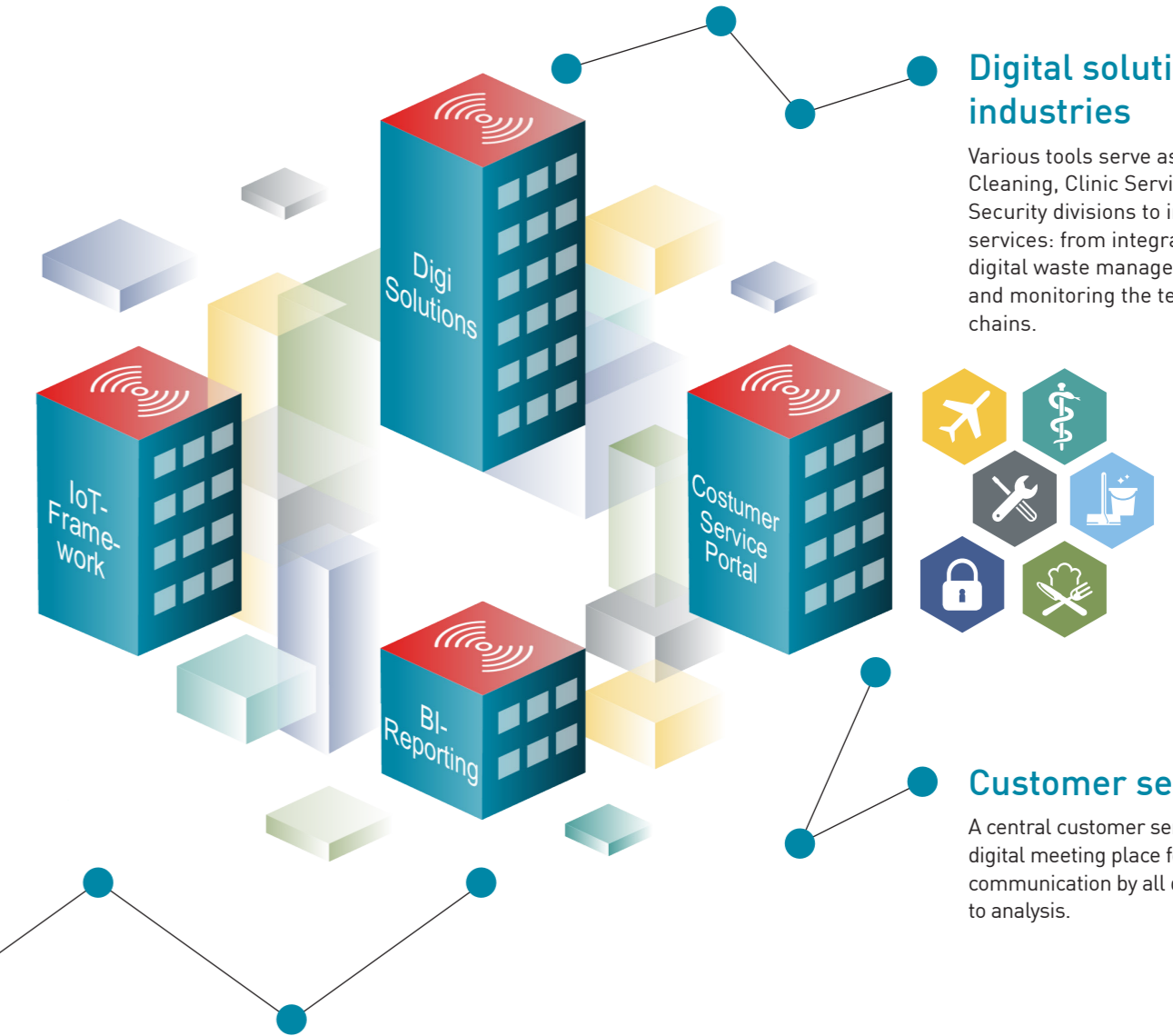
Smart sanitary facilities

An ePaper display records the most recent cleaning operation as well as user satisfaction.

Digital run sheet

As well as documenting the agreed service spectrum, the run sheet shows cleaning specialists what needs to be done in real time.
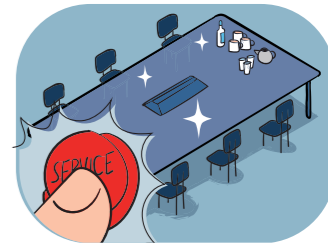
Smart cold store

The constant monitoring of temperatures guarantees an end-to-end cold chain at all times.
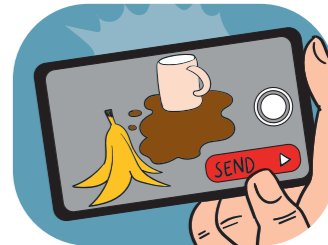
Smart meeting room

A SmartButton is used to request the preparation of a meeting room.

Dashboard

Facility management employees can view requirements, services and processes at all times.

App

Your employees can use an app to trigger a CleanCall from their mobile phone.

An innovation is something that helps people

Sustainability
Smart building technologies increase energy efficiency and make processes resource-friendly. The documented data can make an important contribution to your sustainability reporting.

Transparency
You can access the data at any time to simplify quality control and track costs.

Communication
Audit-proof digital communication channels save time and ensure the smooth exchange of information between all those involved in a process.

Real time
Data are transmitted to our service employees in real time, enabling them to provide you with a very individualised service on-demand.

Usability
People are always the focus when developing new technologies which ensures a high degree of user friendliness.

Flexibility
Services can be delivered at any time on an ad hoc basis, as required by the modern working environment.

Integration
Existing IT solutions can be integrated into our technologies. Company-specific customisations are also no obstacle.

Efficiency
Data-driven processes make it possible to optimise costs while improving quality and cutting the use of resources at the same time.

Working with mind and soul for the future

The Center of Digital Excellence (CoDE) is the Klüh Group's in-house digital unit that serves all of the company's divisions. Working in close collaboration with the divisions, it creates the basis for new services, process optimisation, smooth communication and sustainable operations. In addition to their role in research and development, our CoDE employees see themselves as consultants on digital transformation issues. Our team works with a consistent focus on our clients and also on our employees who deliver our high-quality services to you every day. Artificial intelligence, IoT and digital tools are not an end in themselves but always serve the people who use them.

Digitalisation makes a valuable contribution to achieving many sustainability targets.

Christian Frank
Managing Director, Klüh Service Management GmbH

> # Digital transformation always has a social and cultural aspect as well.
>
> *Frank Theobald*
> *Management Board Chairman, Klüh Service Management GmbH*

Contact

If you have any questions about smart services and smart buildings or would like further information about the digital transformation, please get in touch.

We would welcome the opportunity to talk to you about working together to develop innovative solutions for the future.

Please contact our Center of Digital Excellence (CoDE):
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