

Industry Proof Points

April 2022

Automation helps workers combat COVID-19

SENIOR LIVING

Top 3 Senior Housing Company in the US

150 hours per week—time saved and spent cleaning across 8 communities that would have otherwise been impossible

10 Football fields worth of vacuum coverage per wk

15 Robots deployed in 4 months

4 Minutes to train new hires to operate Whiz

CHALLENGE: Maintain resident trust and increase service in an at-risk community; amidst a pandemic and labor shortage.

- Residents report: “The air smells cleaner, less musty, now that Herbert the Hoover is here” & “We love to see the vacuuming lines that Dusty leaves”
- Staff repurposed saved hours to meet newly-mandated CDC disinfection guidelines: surface disinfection every 2 hours

“It’s so part of our lives that our community residents say ‘Good Morning’ to the robot. They love Dusty!”

– Director of Procurement & Supply Chain Management

Leveraging data for business transformation

SENIOR LIVING

Top 3 Senior Housing Company in the US

Senior Living group measures and optimizes service operations to help expand Whiz across 8 locations in a year

10 Football fields worth of vacuum coverage per wk

15 Robots deployed in 4 months

4 Minutes to train new hires to operate Whiz

CHALLENGE: Operationalize service enhancements during a pandemic & labor crisis at multiple locations simultaneously.

- A data-driven understanding of autonomous cleaning time from the Whiz Connect platform helped to create a scalable model for cobotics
- Staff repurposed saved hours for revenue-generating work (e.g. silverware polishing, deep carpet cleaning)

“I feel confident that I can stand in front of location’s Executive Director and say 'Buy Whiz, you're not going to regret it for a second.'”

– Director of Procurement & Supply Chain Management

“Return-on-Experience” in Residential Communities

MULTI-FAMILY
National Top-Five REIT

D.C. apartment building goes from inconsistent and unreliable coverage, to 7X weekly floor cleaning

46 Hours of weekly work hours for Blu (robot)



Residents posting reviews and to social media

2.8 Football fields of equivalent floor cleaning coverage per week

CHALLENGE: High-paying jobs have drawn labor away from traditional janitorial services making it difficult to guarantee cleanliness



“It’s #techtuesday. Check out our guys with the newest member of the Team.... Blu! Blu is responsible for keeping our hallways clean! Welcome to the Team Blu!”



soff.ivanoff I see blu every morning before using the elevator. He makes my day ❤️

22w 1 like



2400mpts @soff.ivanoff Awwww! We love to hear this!! ❤️

22w 1 like



kathrynelkin Blu is the best!!!!

22w 1 like



2400mpts @kathrynelkin we think so too! 😊

22w 1 like

– Community Facebook Page

Lightspeed, nationwide robotics rollout

MULTI-FAMILY
National Top-Five REIT

Enterprise-level service helps one of the largest Multi-Family property owners save ~900 hours per week in just 30-days

70 Multi-Family apartment buildings

3 Wks to run all onsite deployments in 5 markets

15 Hours of wkly autonomous runtime on avg per building

CHALLENGE: Rapidly reduce monthly operating costs while also improving tenant experience across the portfolio.

- At just 30-days, the weekly cleaning and savings rate surpassed targets across the portfolio:
 - 900 hours saved per week
 - 2.65M sq feet cleaned across the portfolio
- Centrally-managed and dedicated service: Over 200 managers trained as digital program drivers, on Whiz Connect data platform in 2 wks

“The level of service has been a surprise. Our SoftBank Robotics team is a true partner in our transformation.”

– SVP of Facilities

Robotics enhances guest & worker experience

HOSPITALITY

Global Luxury Fortune 500 Hotel

Achieved autonomous productivity in 2.5 weeks with ~50 hours of saved time every week.

50 Hours saved per week for higher value activities

4 Football fields worth of coverage/ wk

3 Robots deployed to Housekeeping + Food & Bev.

CHALLENGE: Introduce robotics into public areas (like the lobby) to increase cleanliness and service w/ a smaller staff

- Management was able to cancel multiple 3rd party vendor contracts by repurposing saved hours to upskill staff on higher value projects like curtain replacement and deep carpet cleaning
- Associates reported a better and more engaging working environment when routine vacuuming was removed from workload—“less back pain”

“We rolled out robotics, trained our staff & sent a launch bulletin to guests, which they loved... all within 2.5 weeks.”

— Hotel General Manager

Automation as a competitive advantage

BUILDING SERVICE CONTRACTOR

Servicing Commercial Real Estate

Sold into a Fortune 100 company and expanded to 6 units in just over a year with a scalable service model for robotics

1 Fortune 100
Auto Company

2 State
Universities

1 Fortune 500
Retailer

CHALLENGE: Increase wages and reduce hours for cleaning staff, all while lowering costs for Enterprise clients.

- A focus on innovative efficiency successfully helped them beat out the competition with Whiz
- SBRA “Swap” service provides the technical support needed to switch out robots and reduce maintenance downtime

“We tested other robots, but they never worked for us. The missing piece was the service we get from SBRA.”

VP of Operations

Transforming operations with automation

Best Places to Work

Multinational electronics & services company
US Headquarters

Enterprise change management drove adoption of robotics into facilities management

2 Weeks to successfully adopt program

92 Football fields of coverage in first year

1K+ Runs of the mapped routes

CHALLENGE: Prepare the workspace for employees as they come back to the office post-Covid

- Utilize internal marketing campaigns to increase employee awareness of the program, generate excitement, and showcase the alignment with values around Health & Safety
- Optimize facility staff to prioritize high touch activities like sanitization while incorporating cobotics into workflows

“Naming the robot was a community event, because the robot serves the needs of the community”

– Director of Marketing for Special Programs