

AIWX™ SMART SPACES

CONNECT

Building Intelligence. Demand-Driven Service. Safer Spaces.

How Are You Meeting Today's New Building Space Demands?

A perfect storm of events has created the need for more advanced building and environment operations — including an increased demand for clean environments, conservation, skilled workers and return-to-work protocols. An innovative, demand-driven, sensor-based program is filling these needs at today's progressive companies.

AIWX™ Connect: Smart Spaces Delivers IoT-Driven Intelligence

AIWX Connect: Smart Spaces is an intelligent service delivery model that uses IoT-driven room sensors combined with Aramark's operational expertise to fulfill two critical needs — optimized space utilization and increased occupant satisfaction. It delivers a suite of data-driven insight that drives efficiencies, improves planning and enhances customer service for a safer workplace. Its three key functions are:



Occupant traffic pattern monitoring — supports increased cleaning frequency, demand-driven cleaning, improved staff productivity, social distancing and energy management.



Service Validation — helps organizations understand and accelerate response time, virtually supervise staff activity, achieve auditable service logs, and understand staff arrival compared to space usage.



Touchless occupant service requests — delivers real time service scheduling for any identified space so service needs are met promptly, and customer satisfaction is improved. Service requests can be customized for your space for application as Smart Restrooms, Stadium Suites, Lobbies, Conference Rooms and more.



How It Works

AIWX™ Connect: Smart Spaces works seamlessly to proactively identify building and occupant needs based on real-time traffic, space utilization and occupant service request. **Here's how it works:**



IoT Building Sensors

Placed throughout buildings to capture multiple data streams, including occupancy levels, traffic patterns, people counting and more. (No images, video or personal identifying information (PII) are collected.)



Occupant Input

Building occupants provide feedback and request services through a push button feedback panel, or directly from their smartphones for touchless engagement.



Central Platform

Sensors installed throughout buildings are connected through a single platform for seamless integration into service workflows, notifications and reporting displays.

About the IoT Sensors

- Customized designed configurations for each organization based on needs
- Deliver real-time data capture 24/7
- Provide plug & play configurability
- Operate outside of company WIFI
- Are battery operated
- Compatible with Building Automation System (BAS) and Computerized Maintenance Management System (CMMS) applications



Paradigm Shift — Actionable Outcomes from Real-Time Data Capture

AIWX™ Connect: Smart Spaces delivers critical benefits to today's organizations, including:

- Unoccupied space data allows time to service heavy occupied spaces more frequently without additional labor costs
- Spaces are serviced only when necessary to manage the labor shortfalls
- Customer service requests are filled promptly and include a visual cue to increase satisfaction
- Space data provides real-time information for work place and move management decisions

Traditional vs. Demand-Driven Service Model

With traditional building service models, organizations are held back from optimized performance by:

- **Staff resource allocation assumes 100% occupancy of all spaces**
- **Cleaning schedules are typically fixed, regardless of space needs**

With a data-driven service model, organizations gain these advantages:

- **Space utilization data empowers dynamic scheduling to allocate resources based on true need**
- **Feedback trends reveal where operational attention is required increasing occupant satisfaction**

Organization with Unique Needs Benefits from flexibility of AIWX Connect: Smart Spaces Flexibility

“A key component of our strategic partnership with Aramark is the creative use of technology to improve patient experiences and enhance efficiencies. AIWX™ Connect is one example. Our strong partnership with our Aramark team allowed us to pilot a project with our nurses in which we used the intelligence we gained from our public restrooms to test the system in our inpatient units. The flexibility Aramark offered was invaluable.”

— Matthew Waskerwitz, Assistant VP, Clinical Operations NorthShore University Health System

SUCCESS STORIES

Brenau University sees 49% Increase in Staff Efficiency

Brenau University lost 38% of available staff for two buildings during the pandemic. Through real time data from space occupancy sensors, Aramark was able to document that on average 45% of the net cleanable square footage was unoccupied each day. This data intelligence allowed Aramark and Brenau University to rethink the traditional labor allocation model. The university has now embraced an on-demand service model, allowing for the most efficient allocation of resources and increasing service delivery. Informed by the daily occupancy data, the team shifted to a dynamic scheduling model, cleaning only where the need exists each day.

Hospital Elevates Patient Satisfaction

AIWX™ Connect quantified a utilization score for restrooms throughout a healthcare facility. Ranked based on cleaning need, the hospital was able to identify spaces that were being overserved and underserved. The data allowed the organization to adjust its operations to deliver the right resources to the right spaces at the right times. Importantly, it was able to provide additional cleaning frequencies where most needed and without additional resources.

Future-Focused Smart Space Possibilities

AIWX™ Connect: Smart Spaces delivers multiple opportunities for organizations to make their buildings smarter, accelerate service delivery and improve occupant satisfaction. **See how your organization can operate more efficiently.**

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