



Glad Group Integrated Property | Case Study

Glad and Lighthouse streamline the delivery of integrated services in retail.

BACKGROUND

In March 2019, Glad celebrated its newest Integrated Services Team at QIC's Eastland Shopping Centre in Melbourne, Australia. The guest experience team, security officers, cleaning coordinators and maintenance technicians work together to create superior customer experiences. Eastland Shopping Centre is Australia's 14th largest shopping mall and has over 13.5 million guests each year.

With a strong commitment to technology and innovation, Glad chose to partner with Lighthouse, a mobile workforce management platform that empowers service teams and improves efficiency and service quality. The Lighthouse platform supports the delivery of the integrated services at Eastland and has provided greater transparency, increased compliance and delivered better quality standards.

Given the results delivered at Eastland, Glad has since rolled out Lighthouse across multiple key contracts to ensure the best possible service outcomes and customer experience. Lighthouse and Glad continue to work together to demonstrate the power of technology in the delivery of integrated property services.

OBJECTIVES

According to Linden Davidson, General Manager Integrated Services at Glad, the key driver for implementing Lighthouse was to empower the service team to work more efficiently and effectively to deliver a better experience for Eastland visitors.

Specific objectives included:

- 1.** Leverage cloud software to track compliance with contractual key performance indicators (KPIs).
- 2.** Improve efficiency and save time through automated workflows and reporting.
- 3.** Empower the team to report quality and safety issues and improve response times.
- 4.** Deliver continuous improvement through data and insights.
- 5.** Improve communication with employees through real-time messaging.

THE SOLUTION



MOBILE APP & FORMS

The Lighthouse mobile app allows security officers, cleaning coordinators and maintenance technicians at Eastland to view and manage assigned issues and jobs, complete tasks and property inspections and communicate with managers and supervisors in real-time.



LIVE WEB PORTAL

The web portal gives supervisors and managers a real-time view of cleaning, security and maintenance operations. They can see where team members are on a map, assign issues and jobs to them and get a real-time feed of all service activity.



PROPERTY INSPECTIONS

Mobile inspection forms allow the services team to complete property inspections and audits. Examples include security zone patrols, cleaning audits, equipment checks and public liability audits. Inspection forms enable attachment of photos, notes and a digital signature.



DASHBOARD & REPORTS

Powerful web-based, PDF and Excel reports help measure compliance, efficiency and quality of service delivery across Eastland. The data and insights help the Eastland management team assess performance and make continuous improvements.

HOW IT WORKS

HELP DESK

1. Receives inbound service issues or requests from the client or the service team.
2. Uses Lighthouse Live Maps to identify the best team member to respond to the issue
3. Uses Lighthouse to assign the request to that team member.
4. The team member is notified and accepts the request using the Lighthouse mobile app and updates the job to "In Progress" giving the Help Desk clear visibility of work in progress.
5. When complete, the team member marks the job as "closed" using the Lighthouse mobile app.
6. A report is instantly generated in Lighthouse including resolution time and then the Help Desk is notified.
7. Dashboard reports and trends enable the management team to evaluate performance and make continuous improvements.

SERVICE TEAM

1. Views and manages requests assigned to them in the Lighthouse mobile app.
2. Completes property inspections and logs completed tasks in the app.
3. Reports cleaning, security or maintenance issues in the app.
4. Uses the app to receive and respond to messages from the Help Desk in real-time.

MANAGERS

1. Views and reports issues via the Lighthouse mobile app.
2. Views performance results and generates client reports through the Lighthouse web portal.
3. Accesses reports on audit results and problem areas that need to be addressed.

HOW DO WE KNOW WHERE TEAM MEMBERS ARE?

Glad deployed 140 Bluetooth beacons across Eastland Shopping Centre to identify where team members are located. Beacons are small, low-cost battery powered devices that broadcast signals using Bluetooth Low Energy. The Lighthouse mobile app listens for these signals and then updates the team members' location in real-time.

RESULTS



Provided full visibility of compliance with contractual KPIs.



Eliminated all paper-based reporting, improving efficiency and accuracy of data.



Improved response times to cleaning, security and maintenance issues through automated reports, workflows and alerts.



More effective communication through group and one-to-one messaging.

“Lighthouse is the complete package when it comes to managing integrated service across a complex retail environment. The data generated gives our management team full visibility of performance and helps us deliver continuous improvement. It has given our client the confidence that any service issues are identified and resolved quickly, and ultimately helps ensure a safe and clean environment for Eastland shoppers.”

Linden Davidson — General Manager,
Integrated Services



TEAM Software by WorkWave develops market-leading financial, operations and workforce management solutions for contractors with distributed workforces, with a focus on the cleaning and security industries in the North American, Asia-Pacific and EMEA regions. TEAM provides cleaning and security contractors in North America with the only award-winning fully integrated ERP that reduces risk and costs and drives efficiency, profitability and growth. More than 750 companies and nearly 1 million end users rely on TEAM's solutions globally, with well over 450 companies and half a million end users in North America alone. Founded in 1989, TEAM is headquartered in Omaha, Nebraska. For more information, visit teamsoftware.com.