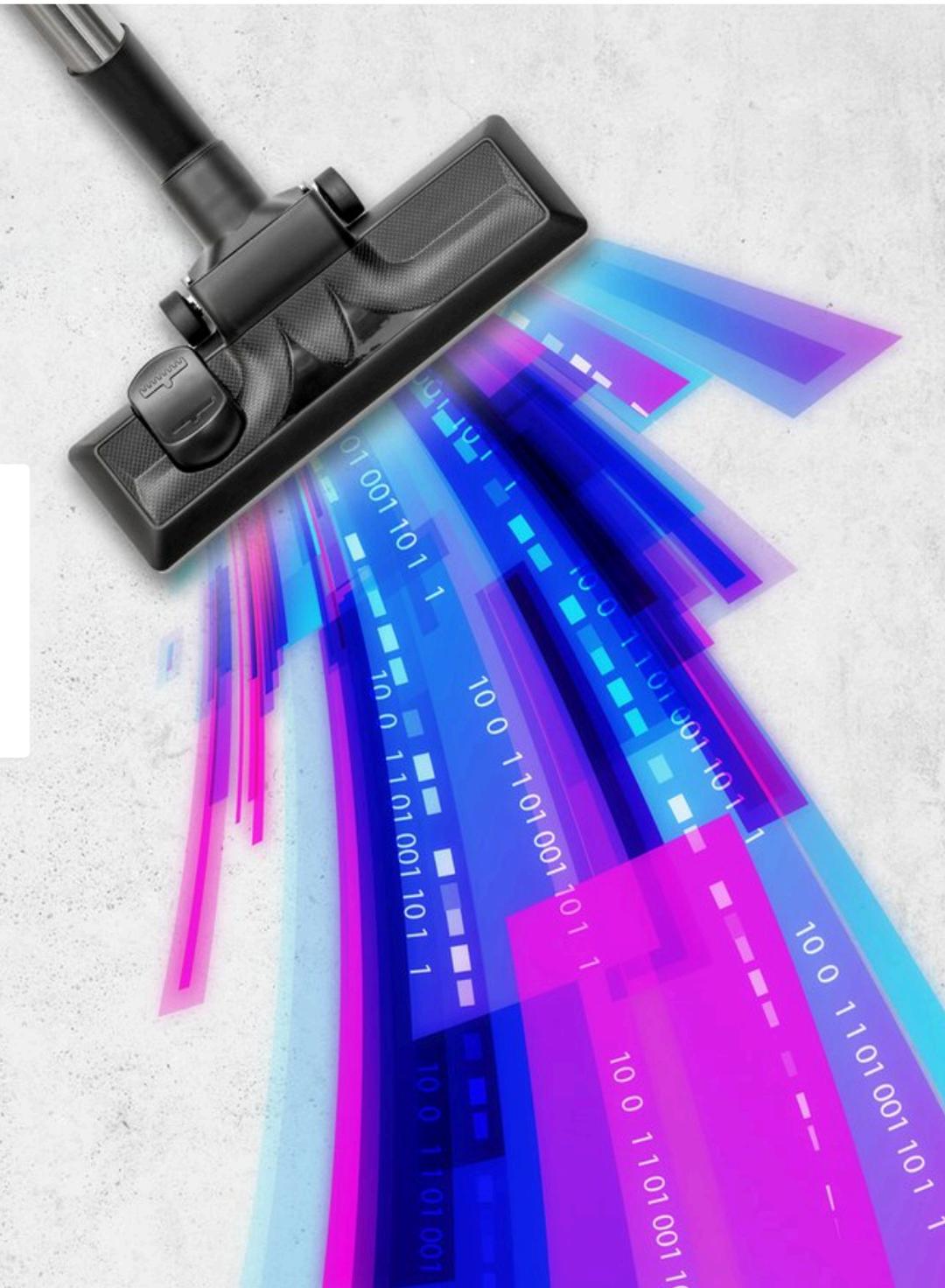


Merlin Connect

Mitie's advanced cleaning intelligence platform



Introducing Merlin Connect

Powered by technology, driven by data and made exceptional by our people

Your cleaning intelligence platform

Merlin Connect gives you full visibility and total confidence in your cleaning and hygiene services.

Its advanced analytics and real-time insights help reduce costs, improve productivity and operate more efficiently. All from a single dashboard.

Turn knowledge into an advantage and discover **Cleaning, Delivered with Intelligence.**

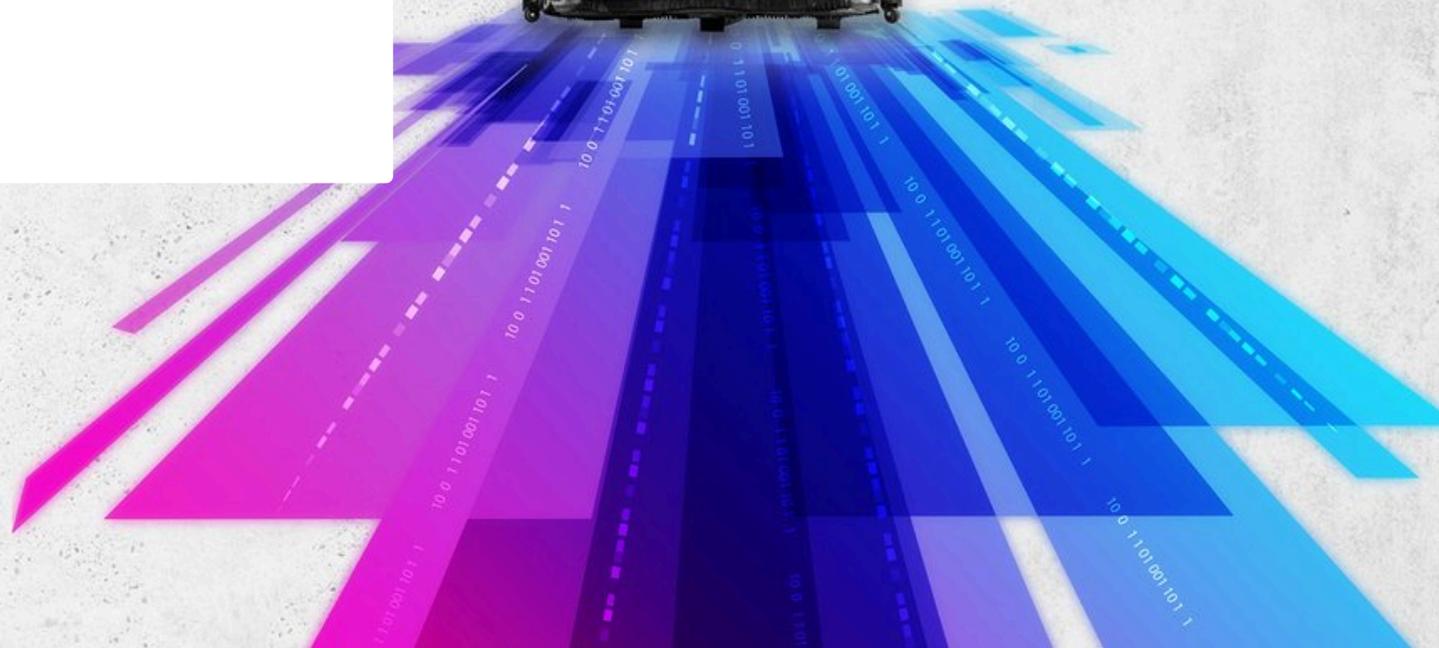
Here's how...

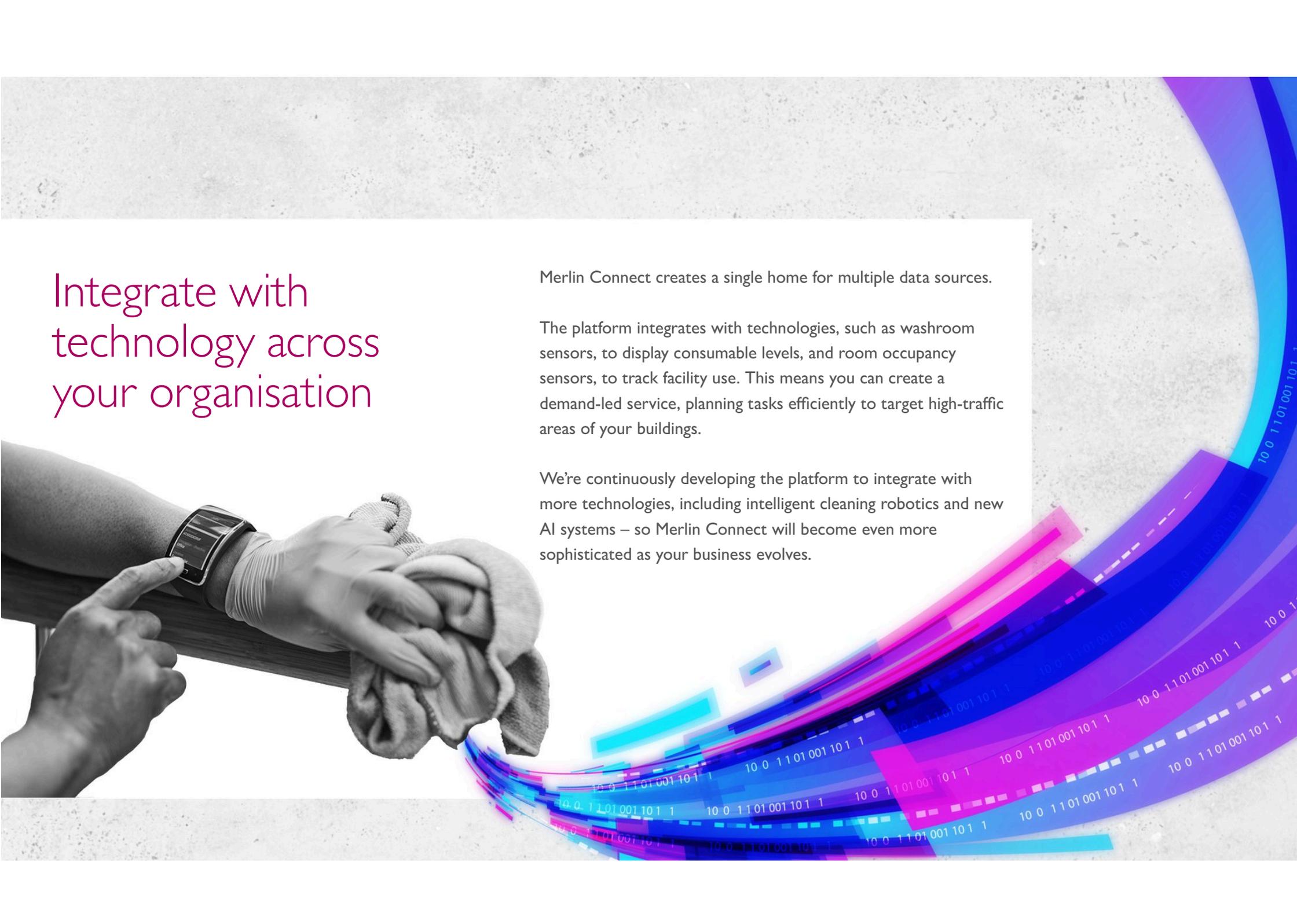


01.

Create a more productive cleaning team

Explore Merlin Connect's features and functionality





Integrate with technology across your organisation

Merlin Connect creates a single home for multiple data sources.

The platform integrates with technologies, such as washroom sensors, to display consumable levels, and room occupancy sensors, to track facility use. This means you can create a demand-led service, planning tasks efficiently to target high-traffic areas of your buildings.

We're continuously developing the platform to integrate with more technologies, including intelligent cleaning robotics and new AI systems – so Merlin Connect will become even more sophisticated as your business evolves.

Tailor dashboards for real-time updates

With customisable dashboards, you can see all the information that matters in one, at-a-glance view. Add and remove data, and change date ranges to explore insights over time and gain a deeper understanding of your cleaning services.

You can see:

- Which areas of your estate require the most cleaning
- Tasks that can be completed less frequently to save consumables and effort
- Incident hotspots that may need more attention
- ...and so much more

Your dashboards also update in real time, so you're always seeing the very latest insights from your estate.

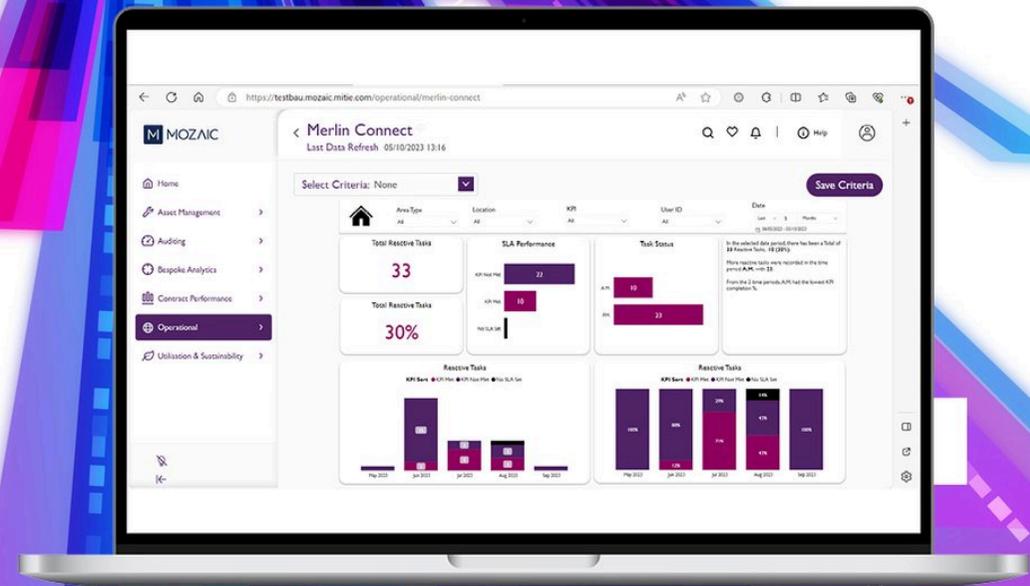
Every 14.08 seconds

a cleaning colleague logs a completed task in Merlin Connect

Automate incident escalation and reactive tasks

Through its dedicated alerting and messaging functionalities, Merlin Connect automatically notifies frontline colleagues if there's an unexpected incident or a task that needs attention – such as a spillage in the corridor.

This helps avoid potentially dangerous situations and, coupled with proof of presence and auditing, proves that your team quickly and safely handles any issues.



Digitise daily schedules and standard operating procedures

Using the employee-facing portal, your frontline colleagues can easily access their daily schedule, and understand what tasks are required to be completed, and when.

And with standard operating procedures also stored in the system, they'll know exactly how to carry out each task – even if it's their first day on the job.

Over

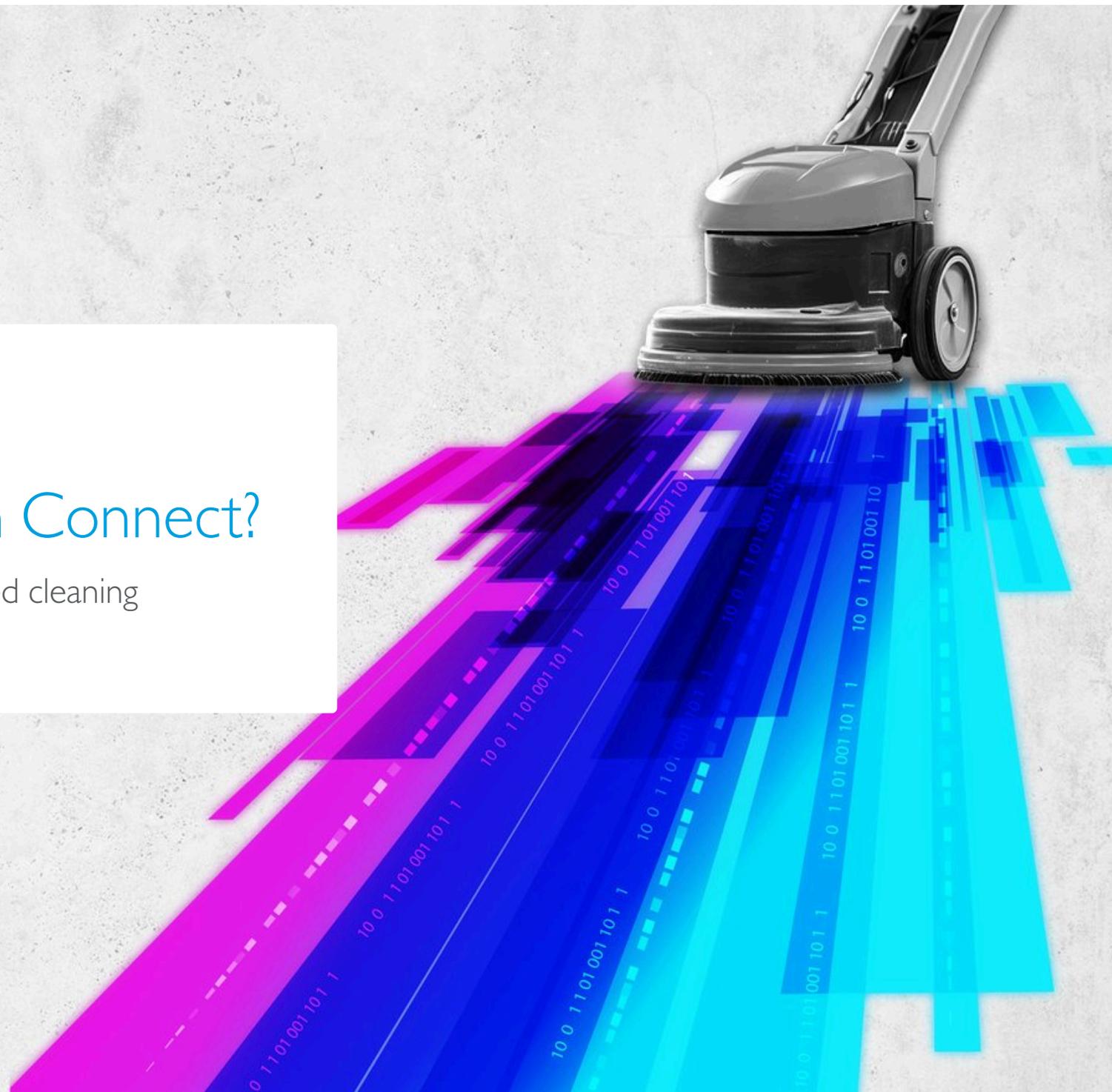
700,000 washroom and toilet cleans

have been logged in Merlin Connect since 2022

02.

Why choose Merlin Connect?

Discover the benefits of an advanced cleaning intelligence platform



Achieve total visibility of your service

With insights on everything from staff productivity to task completion, Merlin Connect creates a single, holistic overview of your cleaning and hygiene service.

The platform collects real-time and long-term data, with in-depth analysis that highlights where patterns can become opportunities for quality improvements or increased efficiency.

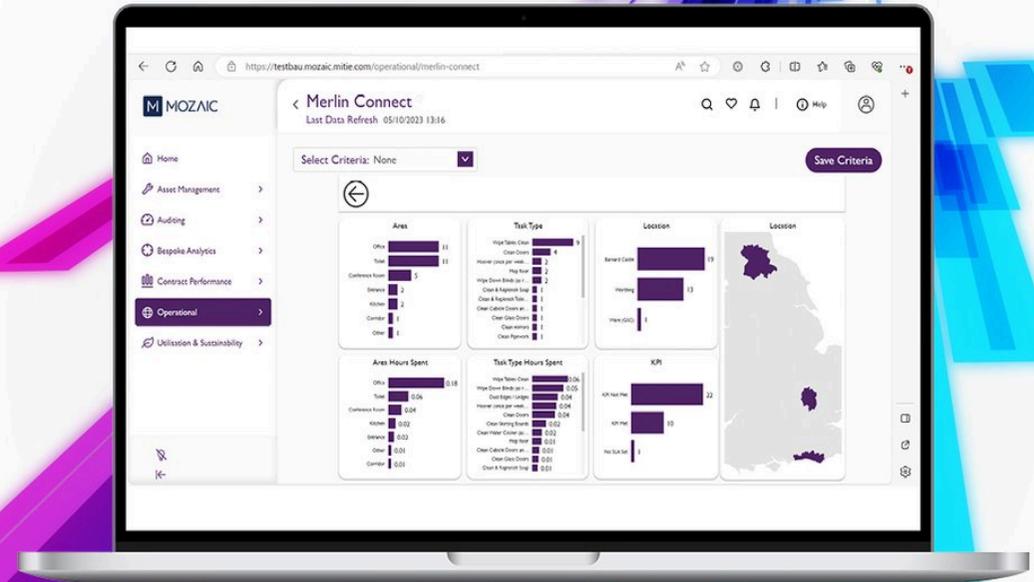


Boost efficiency, saving you time and money

Merlin Connect's estate-wide technology integration means you can see and act on information gathered from multiple sources in a single platform. So there's no need to manually:

- Collate data
- Assign colleague tasks
- Find the nearest available cleaner

It's faster, simpler and easier to manage, helping you create more efficient workflows and boost your teams' productivity. You can concentrate effort where it's needed and save resources where it's not for demand-led, data-driven cleaning.



Stay compliant with health and safety and operating procedures

Define expectations for each task and use the platform's fully-digitised audit trail to monitor compliance across all teams and facilities. You can track cleaning activities, carry out quality checks and risk assessments and compare your teams' outcomes to standard operating procedures.





Improve the experience for frontline colleagues

Empower your frontline colleagues by giving them an at-a-glance view of the tasks that need to be done and reassurance that hard work has been recognised. Designed to be simpler than other cleaning management software, the clear interface means the platform is easy to use – so there's no need for colleagues to become tech experts.

By tracking activity at a colleague level, Merlin Connect also enables you to set estate-wide benchmarks, support everyone to work at the same standard and reward those who go above and beyond.

3,000+ cleaning colleagues use Merlin Connect

daily – and that number is growing all the time

03.

Experience Merlin Connect

See the system in action at our
Cleaning & Hygiene Centre of Excellence





SECTOR INNOVATION

Some call it
**TECH ENABLED
DEMAND LED
CLEANING**

At Mitie, we believe technology and innovation are a key part of modern commercial cleaning services – and there's no better way to explore these exciting developments than in person.

That's why we launched our industry-leading Cleaning & Hygiene Centre of Excellence (CHCE), a purpose-built facility where we can demonstrate our research and latest breakthroughs in a live environment.

With six distinct zones, the CHCE provides a glimpse into the future of clean and hygienic environments. Visitors discover how the combined power of technology, robotics, data and sustainability drive excellence and shape cleaning and hygiene services that respond to real world demands.

In the final zone of the CHCE, guests get a live demonstration of the Merlin Connect platform, seeing how data and insight inform cleaning operations to deliver a truly demand-led service.

**Why don't
you come
and see us?**

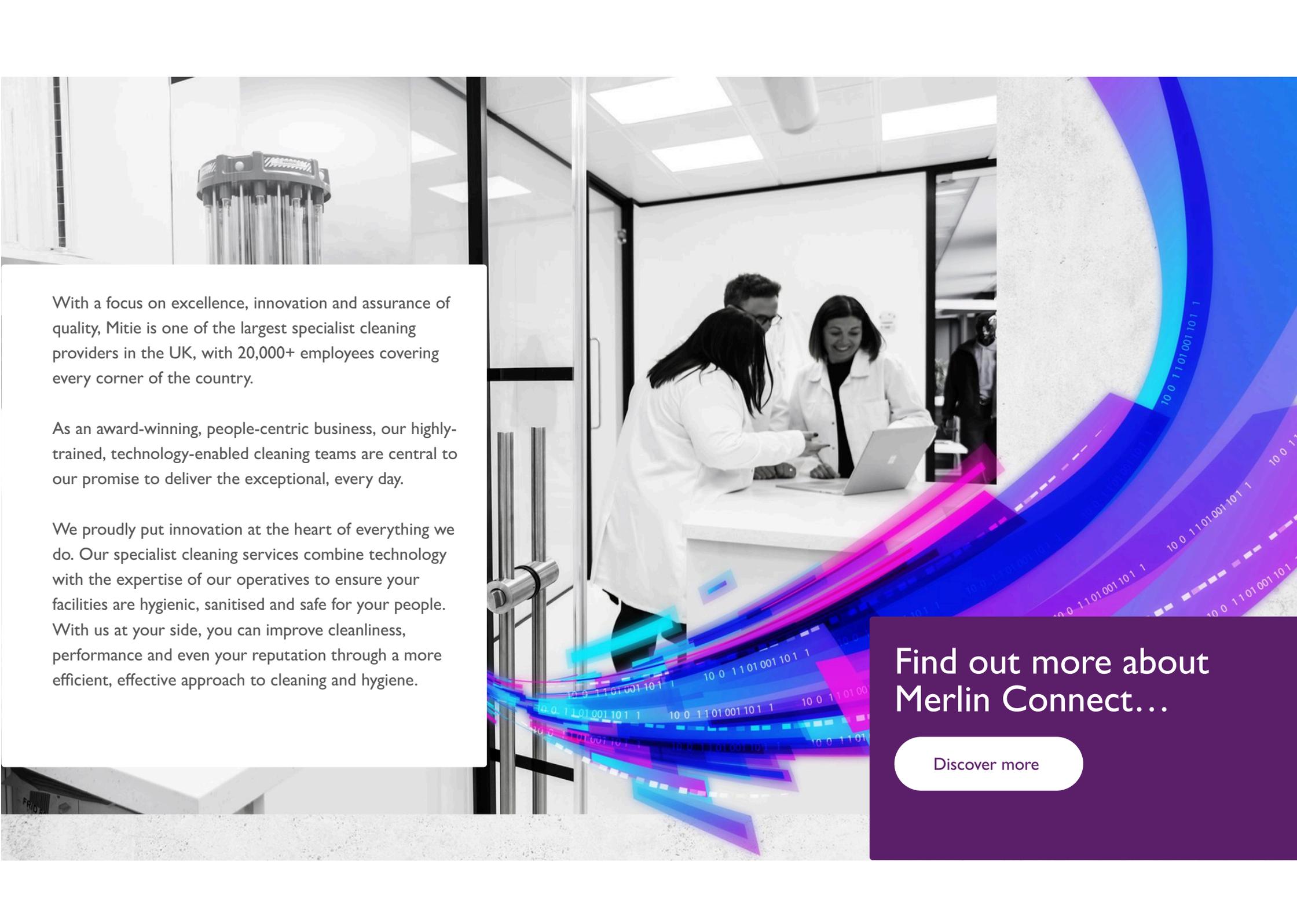
We'd love to show you how it all fits together – and what's on the horizon for the cleaning and hygiene sector.

04.

Mitie's Cleaning and Hygiene Services

Work with the UK's leading provider





With a focus on excellence, innovation and assurance of quality, Mitie is one of the largest specialist cleaning providers in the UK, with 20,000+ employees covering every corner of the country.

As an award-winning, people-centric business, our highly-trained, technology-enabled cleaning teams are central to our promise to deliver the exceptional, every day.

We proudly put innovation at the heart of everything we do. Our specialist cleaning services combine technology with the expertise of our operatives to ensure your facilities are hygienic, sanitised and safe for your people. With us at your side, you can improve cleanliness, performance and even your reputation through a more efficient, effective approach to cleaning and hygiene.

Find out more about
Merlin Connect...

Discover more