



CASE STUDY

CHYE THIAM MAINTENANCE (CTM)



INDUSTRY LEADER, A SIGNATURE STANDARD



Chye Thiam Maintenance (CTM) is a very well-known cleaning industry leader in Singapore. Since 1979, CTM has continually delivered a wide range of premium cleaning services with impressive consistency and efficacy, thanks to its workforce of over 1800 employees and investments in cutting-edge innovation. This has led to many retainers at prestigious job sites across Singapore, including Changi Airport, Jewel, Resorts World Sentosa, and the Esplanade.

As one of the first customers of Lionsbot, CTM has always considered innovation a key aspect of their business, with a strong belief in using technology to deliver greater value to their customers, while upscaling their workers.

THE CHALLENGE

Maintaining a high level of cleaning quality in high traffic areas such as the Esplanade has always been CTM's speciality, however with the advent of the COVID-19 pandemic, additional disinfection works have become an important part of the cleaning routine—often stretching the cleaning team to its limit.



**NOTHING
INSPIRES
CONFIDENCE
LIKE REAL
RESULTS**

THE SOLUTION

To aid the team, CTM partnered with LionsBot to integrate cleaning robots into their workflow, aiming to lighten the workload of the cleaning professionals by handling repetitive and traditionally time-consuming jobs like floor cleaning and vacuuming. In partnership with Lionsbot, CTM was able to use the intuitive mapping feature to generate a cleaning map for the premise quickly, train the cleaners on how to use the robots and extract cleaning reports—with few teething issues affecting their tight timelines.



THE RESULTS



**THE LIONSCLEAN
APP INCREASED
EFFICIENCY**



Starting with one LeoScrub at the Esplanade in 2019, the LionsBot robots have made a powerful impact to the cleaning team's productivity.

Since then, new cleaning robots have been added to the fleet yearly, allowing CTM to optimise their workflow even more with zero impact to labour cost, thanks to the LionsClean app allowing one operator to control multiple robots with ease. The presence of the robots generates excitement, with visitors interacting with them frequently—an added attraction to the prestigious jobsite.



**AUTO-GENERATED
REPORTS
=
INCREASED CLIENT
SATISFACTION**



The automatically generated cleaning reports are also consolidated on a monthly basis and presented to the client, giving them an overview of the entire jobsite's cleaning performance. This was particularly appreciated by multiple clients and has led to the deployment of the cleaning robots across more than 10 different jobsites—a show of confidence for the adoption of LionsBot robots into the team.



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“The LeoBots are so easy-to-use and perform really well too! Keeping this iconic place spotless for the tourists or visitors that come is a point of pride for me, and the LeoBots really help to make that so much easier. They help me keep to my cleaning schedules and are a reliable part of the team that I know I can count on.”

Shankar Jeevarajah, Supervisor

“I’m impressed by the robots’ cleaning efficacy—it really elevated the productivity of our staff. Its looks were also very presentable, matching the prestigious surroundings. I think it’s very suitable for the space and I hope more places adopt such cleaning robots.”

Kevin Wu, Resident Manager

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ROBOTS DEPLOYED



LEOSCRUB
AUGUST 2019



LEOSCRUB
SEPTEMBER 2019



LEOSCRUB
SEPTEMBER 2020



LEOVAC
JANUARY 2021





LIONSBOT

Forward-thinking cleaning

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