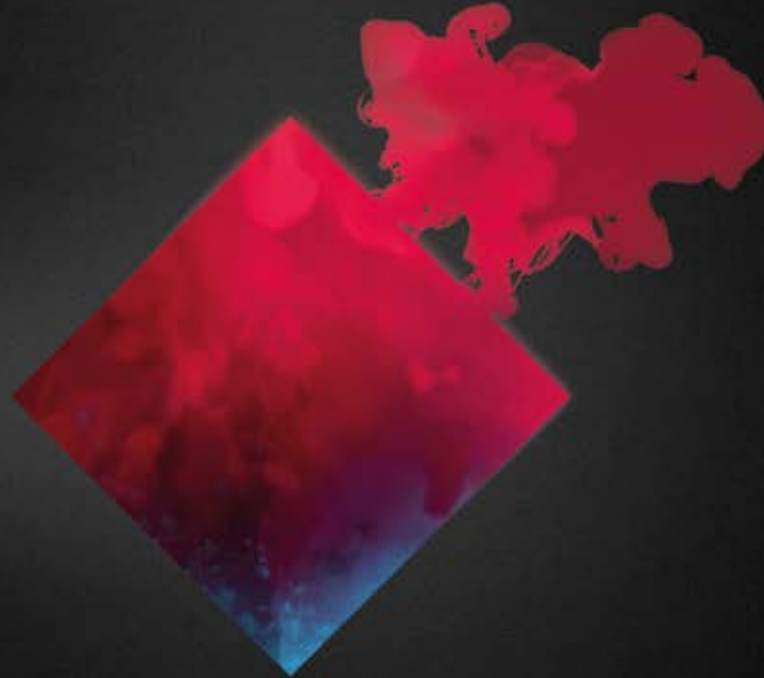


Miele

THE DIGITALISATION OF LAUNDRY MANAGEMENT

How companies can manage their machine outfit more flexibly, more transparently and more economically.

Miele Professional. Immer Besser.



Miele
MOVE

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Future-proof your business and gain a competitive edge by digitalising your laundry management



Downtimes, inefficient processes and intransparent reporting costs both time and money. Miele MOVE ensures greater transparency and efficiency: The new digital platform connects commercial machines from Miele Professional and optimises data management.

Laundry management in care and nursing homes through to dry cleaning operations are characterised by a wide variety of challenges in the daily management of their businesses: Machine breakdowns often result in the loss of valuable uptime even before staff notices a fault or before a service technician arrives. Holding times and temperatures on washing machines and dryers are difficult to document transparently when not all operating data from machinery in operation is readily accessible. The unnecessary legwork involved in checking commercial machines wastes time, causes delays and increases personnel costs. The outcome: Intransparent reporting, ineffective workflows and higher operating costs.

Detailed view behind the porthole door

A clear view of what goes on behind the porthole door is required to monitor and manage multiple machines in the form of real-time data, status information, error messages and capacity utilisation data. In reality, though, companies often lack a holistic and integrated overview of their washing machines and dryers. To avoid falling behind the competition, businesses must rethink. Digital technologies facilitate the transparent, efficient and economic management of laundry. At the same time, having this data at their fingertips empowers

businesses to react faster to unexpected market changes. The authors of a key digitalisation index covering German SMEs in 2020/2021 revealed that numerous companies have succeeded in mitigating the effects of the Covid-19 crisis thanks to mobile and flexible IT applications.

Machine fleet management: Digital solutions covering all touchpoints

The situation is further exacerbated by stricter regulations and more complex legal standards covering commercial laundry care, for instance in the field of labour legislation and environmental protection. These are joined by increasing standards of hygiene and documentation obligations. Companies can no longer close their eyes and ears to the need for an environmental approach to the use of resources and sustainable technologies. No matter whether on-premise laundry, a decentralised fleet of machines spanning several locations or equipment used to provide commercial services: With Miele **MOVE**, the digital platform for professional laundry management, businesses rise to the challenges of acting sustainably and succeed in optimising their business processes and planning capacities more efficiently. Read how this works on the following pages.

Manage your machine fleet economically and without outside help



Increase profitability and efficiency with Miele **MOVE** – thanks to a full overview of machine data, from utilisation to the technical condition of individual machines.

- Simpler management of machinery
- Keep tracks through machine fleet connectivity
- Save time through individualised user interface

The contract cleaning market is extremely hard-fought. Immaculately clean floors and surfaces are needed to convince clients.

Challenge

Mops, cleaning cloths, workwear: Contract cleaners need hygienically reprocessed equipment which must be readily available in all the buildings under contract. In machine-based reprocessing, cleaners, many of them foreign, must hygienically wash and dry veritable mountains of cleaning textiles and clothing – operating a variety of machines and overcoming language barriers in the process. Site managers are faced with the challenges of meeting individual clients' requirements economically and at the same time working efficiently in order to remain competitive. This requires carefully planning work, capacities and machine utilisation in advance. This demands a transparent overview of the entire fleet – including the status of individual machines at any given time.

Miele MOVE

Miele **MOVE** makes managing entire machine fleets simple and intuitive: Information relating to the location of machines can be configured individually, and machine data covering cycle times, utilisation, usage history and

performance and programme data from connected machines can be displayed in real time. Settings and notifications, for instance on completion of a programme, as well as error messages can be read out with Miele **MOVE**, depending on the authorisation of individual employees. And thanks to an intuitive dashboard, foreign workers and new employees recognise the status of machines at a glance.

Your advantages

Equipped with detailed machine data prepared in a user-friendly fashion, you profit from greater clarity, transparency and a better command of your entire machine fleet. Relevant data is presented in an easily comprehensible format and can be called up at any time and from anywhere. This results in smooth operation and glitch-free maintenance and saves on running costs. Furthermore, managers achieve greater control over machine sites, the degree of machine utilisation, performance data and trouble-shooting and repairs; trained staff benefits from greater transparency and security. The content displayed can be managed to show only relevant data while status reports cut down on unnecessary legwork; both saves valuable time.

Verifiably professionalise hygienic laundry processing



In medical institutions and care and nursing home, hygiene tops the agenda when it comes to protecting the health and wellbeing of residents, patients and personnel.

Challenge

Towelling, bed and table linen, clothing: The laundry used in homes and hospitals is as varied as it is plentiful. Hygienic reprocessing is of the essence. Special programmes for thermal or chemo-thermal disinfection prevent viruses and bacteria from spreading to residents, patients and staff. However, the individual stages of reprocessing can often not be fully and reproducibly documented to furnish proof of laundry disinfection with adequate margins of safety. Furthermore, washing machine and dryer downtimes not only wreak havoc in working routines, they also make it impossible to guarantee safe laundry disinfection. The everyday working life of care workers is tightly scheduled and yet everything is expected to run smoothly – without having to wait a long time for service technicians to arrive and without having to unnecessarily run down to the cellar to check on machines.

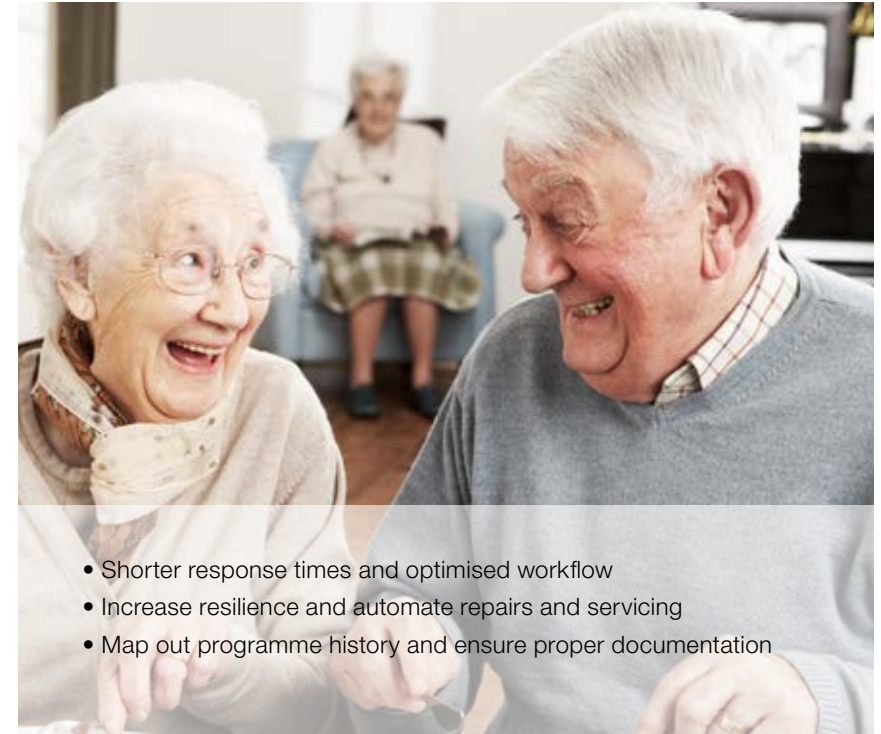
Miele MOVE

Miele **MOVE** allows you to increase your speed

of response as well as levels of security and transparency: Know whether wash cycles have met the requisite values to comply with hygiene requirements by browsing programme data. And visualise performance parameters using easy-to-understand charts. And if a machine should ever develop a fault, staff and management are automatically sent notifications via the Miele **MOVE** portal, including detailed error messages. Similarly, users are also notified once a cycle has finished. Or, when supplies of detergent are running low, simply reorder conveniently via the embedded link to the Miele Professional shop.

Your advantages

Enjoy a reliable, high-quality supply of all types of hygienic textiles. Transparent machine data helps - in particular in hygienically sensitive areas - to check and provide proof of compliance with legally required process parameters. Miele **MOVE** records programme usage and selection in great detail. In the event of faults and interruptions, coordination and repair processes are accelerated and downtimes curtailed: Detailed error messages are forwarded straight to technical staff so that service technicians have the correct spare parts on board to deal with callouts, ensuring that repair times can be planned with greater precision.



- Shorter response times and optimised workflow
- Increase resilience and automate repairs and servicing
- Map out programme history and ensure proper documentation



Deal with faults fast with Miele **MOVE** and document wash cycles – with automatically recorded data history and a log of error messages.

Individualise laundry management and reduce costs



Textiles and stains require a tailored approach to reprocessing. Perfect washing, drying and finishing results are the calling card in your sector.

Challenge

Mud on a woollen coat, red wine on a silk blouse, gravy on a polyester tablecloth: Persistent stains are as varied as the fabrics with which the specialists in laundries and dry-cleaning businesses are faced on a daily basis. Customers expect nothing less than perfectly cleaned fabrics and the protection of dyes and materials in professional laundries. In going about their work, laundries and dry-cleaners find themselves constantly in that area of conflict between delivering a professional service and top quality on the one hand and the need for economic efficiency on the other. The problem: Conducting business in a sustainable way requires forward visibility. However, it is not always possible to plan capacities long-term. This is further exacerbated by fluctuation in the prices of electricity, water and detergent, and in the costs of personnel and investments in new machines and technologies.

Miele MOVE

Increase your control over costs and achieve

greater forward visibility with Miele **MOVE**: This platform records current temperatures and water consumption, operation and machine idling times as well as the frequency of the use of various programme cycles. In addition to this, washing machines and dryers in use can be renamed at the discretion of laundry managers – providing a detailed and concise overview of the machine fleet. Using the intuitive, easy-to-use dashboard, process chemicals can be reordered from the Miele Professional shop when supplies dwindle with only a few clicks.

Your advantages

Real-time and historic machine data facilitates the efficient management of laundry. Thanks to a transparent programme overview and machine utilisation data, staff can be deployed in a more targeted manner, machine capacities planned with greater foresight and unnecessary downtimes avoided. Fast access to the Miele Professional online shop also takes work off your hands. Both support you in sustainably reducing running costs. What's more, the detailed programme history serves as proof that particularly sensitive textiles were washed with an appropriate programme if laundry care complaints are received from clients.

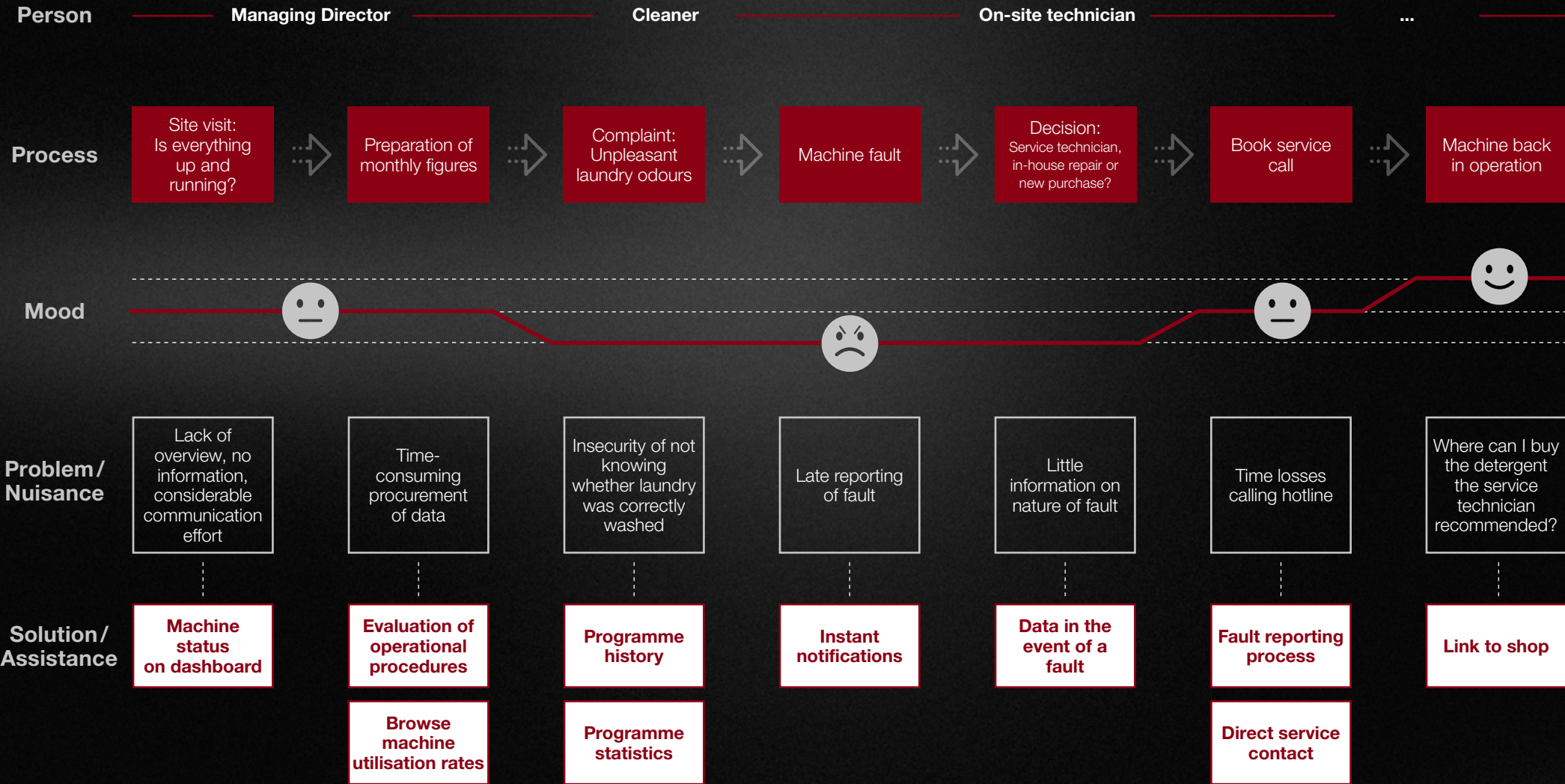


Standardise and simplify data and machine management with Miele **MOVE** – through reduced effort and links to Miele Professional online shop.

- Increased planning security through full overview of machine fleet
- Reorder consumables via Miele Professional shop
- Reduced effort thanks to assistance, tutorials and a simple and concise user interface

Excursion: Miele MOVE for optimised laundry management

This is how digital features help with your daily work



Break free from restrictions in laundry management – and take the next logical step towards the digital analysis of machines and data: Miele **MOVE** connects commercial machines, optimises processes and reduces running costs. The platform connects intuitive user interfaces with intelligent assistance tools.



Manage all
machine data
independently

Optimise
work processes and raise
levels of user safety.

Visualise
process and performance data
and pinpoint savings

Enable greater
process security and
independence.