

# TechHub

## The Client: TechHub

TechHub is the global community for technology entrepreneurs and startups, working with over 700 companies around the world.

## The Challenge

The client is a city based multi-use space for tech start-ups. The new site is an amalgamation of individual offices, open working areas social space and hot desking. The high tech environment and innovation in which the company have invested in has created a bright innovative space for individuals and small start-ups. As this is a completely new conceptual space for the client, the challenge was to work in conjunction with the client to ascertain the best cleaning regime for a multi use space.

## The Solution

Firstly we introduced our highly support manager to the client. He spent 2 full days on site inducting staff and introducing our Time and Attendance System (TAS) to the centre which meant that all Abelian staff had to clock in and out each day thus ensuring the contracted hours were delivered each and every day. We then instigated a BISC's registered cleaning programme for all staff and vitally, dedicated senior management assistance to the site. The cleaning supervisor and day Janitor were given clear guidelines of what was expected and the team and the support manager was placed on site for 3 weeks. We reviewed all the cleaning areas and potential usage and organised these to ensure all the staff had areas of that same size and complexity.

Finally, working in partnership with our client, we fine tuned the cleaning specification to ensure all areas of concern were covered.

## The Benefits

We have been able to bring added value to this customer relationship through innovation and a flexible approach to meet the changing needs of the client, ensuring a high quality standard of cleanliness and value for money.

There is a stable and happy team of cleaners and the site is scrupulously clean.