

Stay ahead of restroom cleaning needs

Real-time data makes maintenance easy and efficient

85%

of facility managers reported pressure on workflow management and the time it takes to complete work.¹

Facility managers are masters at doing more with less – maximizing efficiency with limited resources.

But with expectations always increasing, there's got to be a smarter way to meet cleaning and hygiene standards. Shrinking budgets and staff shortages mean problems can't simply be fixed with more resources.

However, technology can help make the best use of limited resources and achieve the expected cleaning results. A restroom revolution is underway and it's unlocking efficiencies and savings traditional systems just can't compete with.

Smart-sensor technology and real-time data empower facility managers with the insight they need to prevent problems rather than simply solve them, and help them prioritize cleaning tasks. Optimizing operations doesn't only save time, money and reduce waste, it also ensures that restrooms are kept consistently clean.

It's not swapping guesswork for gadgets, it's finding real solutions for real problems.

Key industry trends impacting facility management

The cleaning and facility service industry is changing rapidly as businesses battle to save money wherever they can, while simultaneously looking to raise standards and improve sustainability. They want cleaning done quicker, cheaper and better.

62%

of these survey respondents anticipated planned cost increases from vendors.¹

Along with longstanding challenges of optimizing resources and the expectation of constant improvements from management and customers, the key challenges and trends affecting facility managers as well as service providers of all sizes in 2025 are:²

- **Cybersecurity**
- **Talent shortages**
- **Sustainability**
- **Predictive maintenance**
- **Predictive analysis and data integration**
- **Smart buildings**
- **Managing hybrid working**

This means that facility managers and service providers are now expected to perform additional cleaning and administrative tasks – with the same or fewer resources.

¹ Ecotrak State of Facilities Management: 2025 Outlook and Strategic Insights

² Source: Nexbitt, Facilities Management in 2025: Challenges and Trends

The hidden cornerstone of user experience

While everyone appreciates the importance of clean and well-stocked restrooms, they are often overlooked as an area where significant time savings can be realized — savings that can boost a company's bottom line.

70%

of cleaners say they spend a fifth of their time checking dispensers³

45%

of complaints in office buildings come from restrooms³

Restrooms are also a key indicator of how much a company cares about its staff and users – a well-maintained restroom reflects an organization's commitment to employee and customer well-being.⁴

Currently, 67% of employees say they are more likely to complain about a restroom than any other aspect of the office.³ Employee well-being is a key factor, making digital solutions not just an operational upgrade but also a workforce investment.^{5,6}

When technology is put in the hands of cleaners and managers, they can make informed decisions, accurately plan and avoid run outs. It's about managing systems so problems don't occur and ensuring when issues do arise they're addressed before they escalate into complaints.

The digital transformation and the efficiencies it has unlocked in other industries provides a blueprint for how restrooms can be run smarter.



In restrooms, technology is often still an untapped resource.⁷ In 2024, the smart restroom market was estimated to be valued at \$9.5 billion. By 2034, it is expected to reach \$34.6 billion, with an annual growth rate of 13.7%.⁸

³ June 2022 – Qualitative and quantitative office segment research with 600+ respondents in North America and Europe

⁴ Average across 2017 to 2021; 185 respondents; Building service contractors / commercial cleaning providers

^{5,6} McKinsey Report: Using digital tech to support employees' mental health and resilience

⁷ Source: North America Smart Commercial Product Market Size, Share & Trends Analysis Report 2023-2030

⁸ Source: report by Future Market Insights called, Smart Bathroom Market Insights – Growth & Forecast 2024-2034

Harnessing the power of data for smarter cleaning

Real-time data is revolutionizing the approach to maintaining consistent hygiene standards and more efficient cleaning.

Data-driven insights allow facility teams to optimize cleaning schedules, reduce waste and improve response times – revealing a new logic for cleaning that not just meets the increasing demands of clients and customers, but exceeds them. It makes delivering optimal service the norm, not simply a goal.

While the core of data-driven cleaning lies in delivering improved, actionable insights and connectivity, its true value is in what it enables users to achieve. It empowers managers to better manage cleaning resources and tasks. Also, it helps cleaners save time and work more efficiently.



Why data-driven cleaning gives you the competitive edge

The benefits of data-driven cleaning can be felt across the wider business as it allows facility managers to create an easier, more worker-friendly, route to efficiency.

No matter how big or small a facility, knowledge is king when it comes to knowing how to run them smoothly, within budget and given resources. Schedules are replaced by priorities. Problems are managed before they arise, and unnecessary checks are eliminated. Employees feel less stressed and managers more in control.



Here's how data-driven cleaning solutions help facility managers



Proactive Maintenance:

Switching from fixed schedules to real-time needs-based cleaning prevents inefficiencies.



Improved Workforce Management:

Reduces stress by helping cleaners prioritize tasks effectively.



Cost savings:

By maximizing resource usage, businesses can stretch their budgets further, optimizing operational costs.



Sustainability gains:

Eliminates unnecessary waste through targeted cleaning.¹⁰



Better Reputation:

With fewer complaints and more satisfied users, businesses enjoy an enhanced reputation, translating into tenant and customer loyalty.

The role of data in optimizing restroom management

In the era of digital transformation, staying ahead means adopting innovative solutions that enhance efficiency, hygiene and user experience. Real-time data and automation are no longer optional—they are essential for future-proofing restroom management.

Nothing should hold us back

At an advanced and efficient manufacturing unit, streamlining processes is part of the DNA, as is using technology to do things better and faster. Employees don't have time to wait in line and the company can't risk them getting annoyed with restrooms that don't work like they should.

The unit should not only invest in the production line, but other areas of the facility such as the break rooms and restrooms. These other facilities can be where data-driven solutions are used to allow cleaning staff to work more efficiently. Investing here will lead to both more satisfied staff and an operation that runs more smoothly.



Improved guest experience

At major facilities — airports / amusement centers / holiday resorts / shopping malls — too much time is spent on tasks that don't improve the restroom experience. To be competitive, these facilities need to ensure guests never have any complaints and always feel taken care of. While they consider hiring more staff to clean more often to eliminate problems at peak times, this is expensive and not an efficient solution. It takes time to train staff and learn when peak periods arise. Especially, in facilities where traffic patterns constantly shift.

Tork technology fast tracks that process, helping businesses understand service needs better and sooner, meaning they can plan ahead and stop being so reactive. Customer satisfaction scores can improve as a result — and complaints drop.



Manage cost when it's really busy

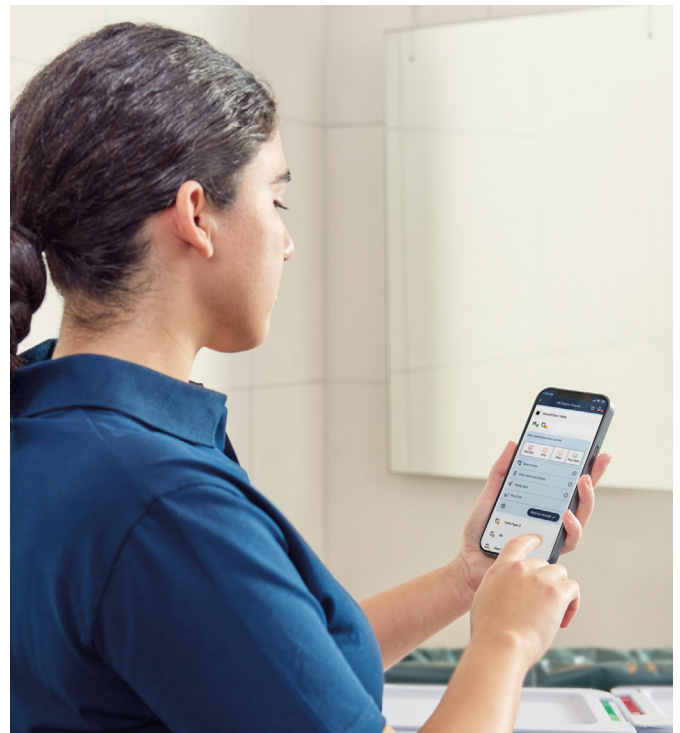
Managing a large facility with uneven peaks and foot traffic 24/7 is logistically challenging. Small delays and shortages can escalate quickly. Managing problems without increasing budgets means a major rethink. Utilizing Tork technology the company can better manage restrooms, improve the guest experience and save cleaning staff time to allow them to take on more tasks.

Future-proofing restroom management with data and technology

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Tork Vision Cleaning and Tork Vision Connect stand at the forefront of this revolution, empowering businesses to stay ahead of the curve. Determining which is the most suitable solution can be difficult.

Below, are some key factors to consider when choosing the right solution:



	Tork Vision Cleaning	Tork Vision Connect
Minimizing complaints and maintaining restroom cleaning is challenging	X	
Cleaning has a pre-planned schedule	X	
We have a solution we are pleased with / We want our own solution		X
We only need to understand traffic flows		X
We want to spend time on the right things	X	
We want everything to be connected for better facility management		X
We want the cleaning plan to be automatically prioritized	X	

By adopting these advanced solutions, facility managers can protect their reputations, meet rising expectations and approach hygiene management with newfound confidence.

Discover how Tork can support you with data and technology solutions for your restrooms at

torkglobal.com/us/en