Federatie Textielbeheer Nederland

LAUNDRY EXPERIENCE Event 2019

Automatisering: nut & noodzaak

Laundry Experience Event 2019 – Clova, Wommelgem, Belgie

Federatie Textielbeheer Nederland

Mass Customization: vanzelfsprekend de volgende (digitale) stap in het business model van textielservice

Léon Wennekes - FTN

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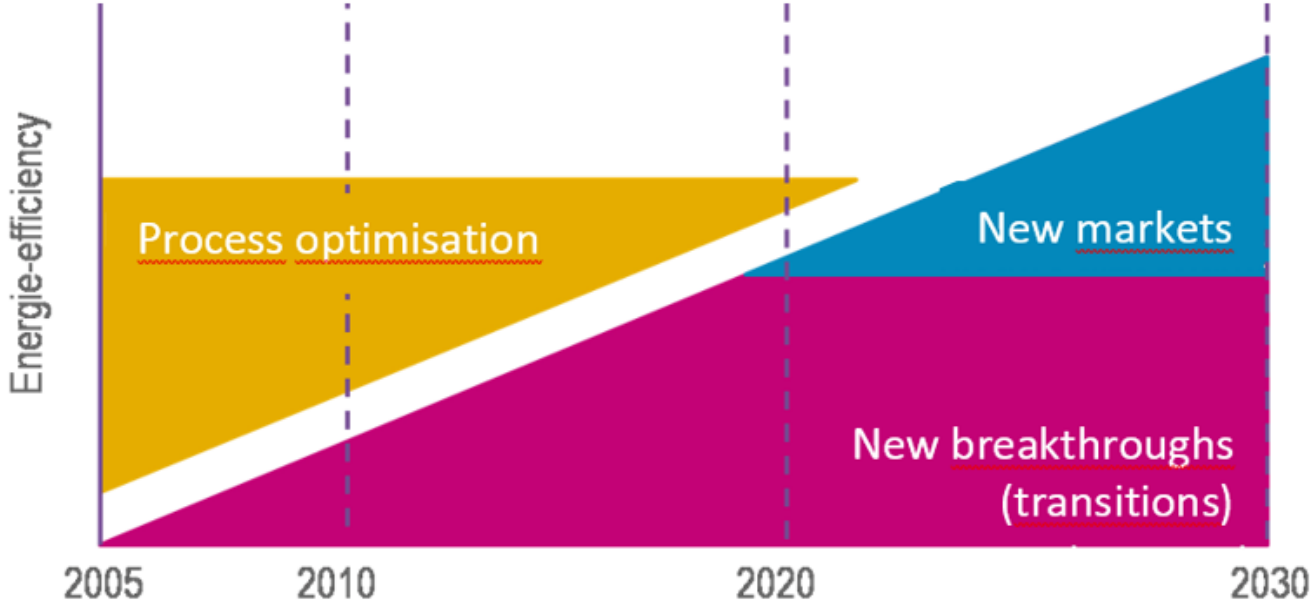
We're about to hit the milestone of 2020

Optimal loading
Ironer & dryers
Low temperature washing
Recycle heath
Route optimization

B2C market(s)
Upselling to existing markets
Logistical partner
Textile advice

Material development
Material treatment
Supply chain collaboration
New business models



Source: Roadmap 2030 Textile Service

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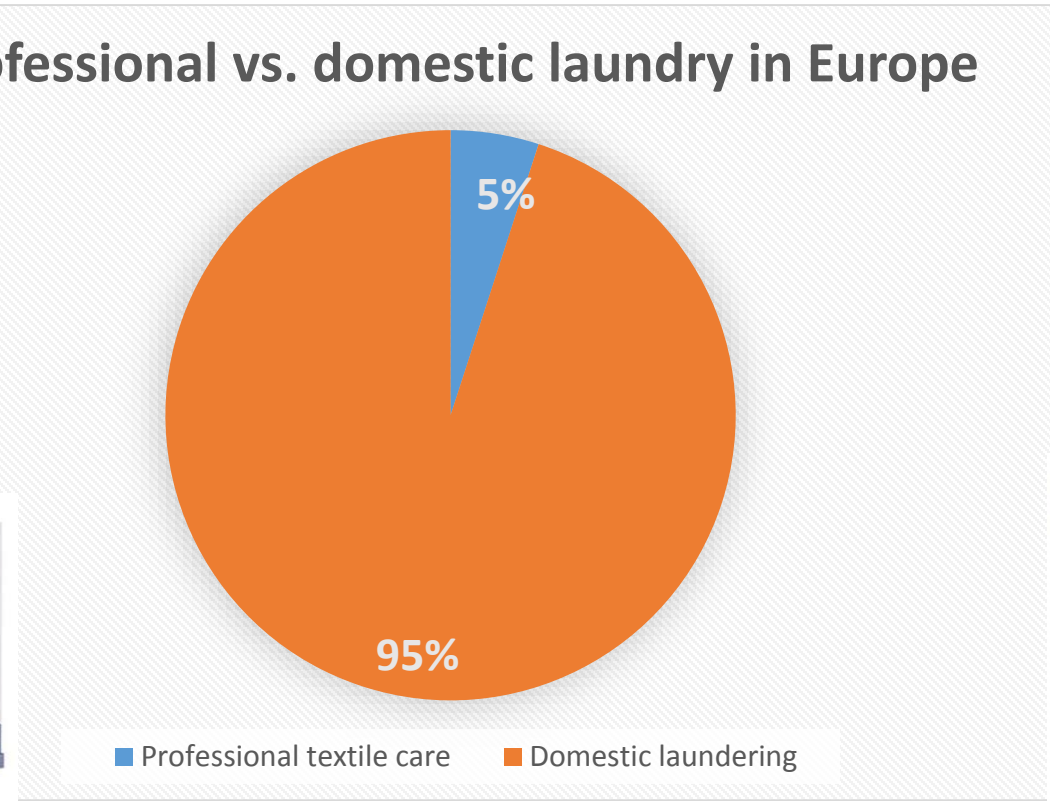
Take (back) marketshare from the domestic washing machine!



Source: 'CINET The World of PTC Volume 5: 'New business models & showcases' (2016)

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EY Rapport: Market potential doubles in the next 5 years

	2018	2023
Gezondheidszorg	410	450
Thuiszorg & kleine thuiszorggemeenschappen (persoonsgebonden)	80	430
Handel & Industrie	457	495
MKB (schoolgemeenschappen, salon's en spa's, medische en sport organisaties, auto & autoreparatie en kleine retail bedrijven)	-	205
Horeca	215	245
Kleinschalige horeca (Airbnb, B&B's, guest laundry in hotel, etc.)	-	5
B2C Textielreiniging (traditioneel)	235	220
B2C (Laundry on Demand)	-	180
TOTAAL	1.397	2.675

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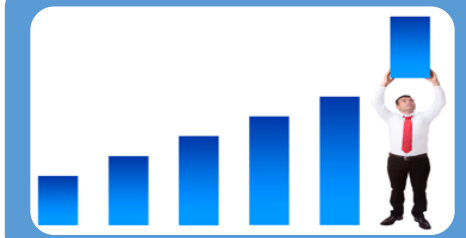
Main challenges



Develop and sell added value of textile services

Find fragmented new markets that are currently not being serviced

Further develop mass customization

Cotton Way
GLOBAL BEST PRACTICES AWARDS
CINET
2018
MINIMIZING THE HUMAN FACTOR

MINIMIZING
THE HUMAN
FACTOR

Most promising (relatively) new market areas to develop:

	1. Elderly care	2. SME sector	3. Construction	4. Modern consumers
2023:	430 mln	205 mln	160 mln	180 mln

‘small order sizes’ | ‘flexible service level’ | automated administration & logistics

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We Service the following Industries

WASHCLUB
DRY CLEANING & LAUNDRY

- Colleges & Schools
- Salons & Spas
- Health Clubs
- Medical Offices
- Country Clubs

& Many More!

Also in the B2B sector customers start asking for laundry on demand service

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Main USP's for B2B:

Low Cost

We work with both big and small budgets.

Simple Sign-Up

Set up your account in less than 2 minutes either online or over the phone.

Customized Plans

Customizable laundry options including pickup/delivery schedule, turnaround, and processing packaging preferences.

Convenient Billing

Flexible billing options to work with your AP cycle.

Reliable Service

You can count us to consistently be on time and on schedule.

Consistent Quality

Receive the same high-quality clean every time, that's our guarantee to you.

Source: LAUNDRY CARE

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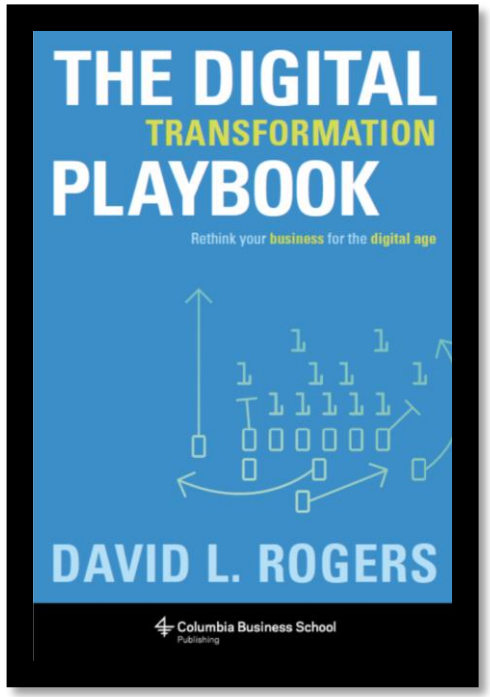
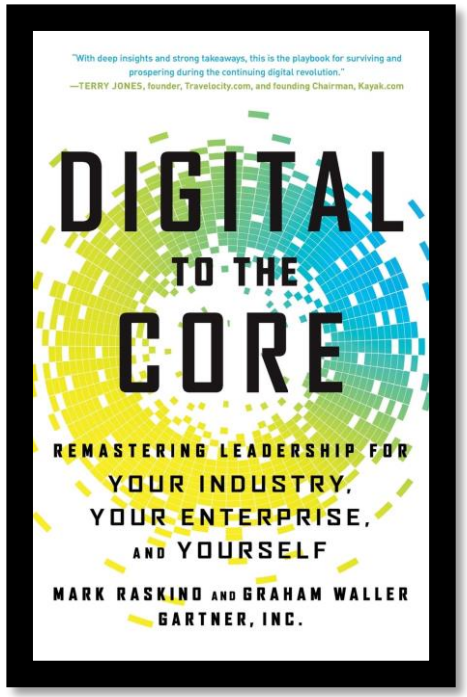
What does it take to realize (part of) these new markets?





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Digital transformation is not about technology…

…it is about STRATEGY, LEADERSHIP, and new ways of THINKING

Patrick Doyle, CEO:

"We're as much a tech company as we are a pizza company"

Stock price 2010: $8.76

Stock price 2017: $186.37

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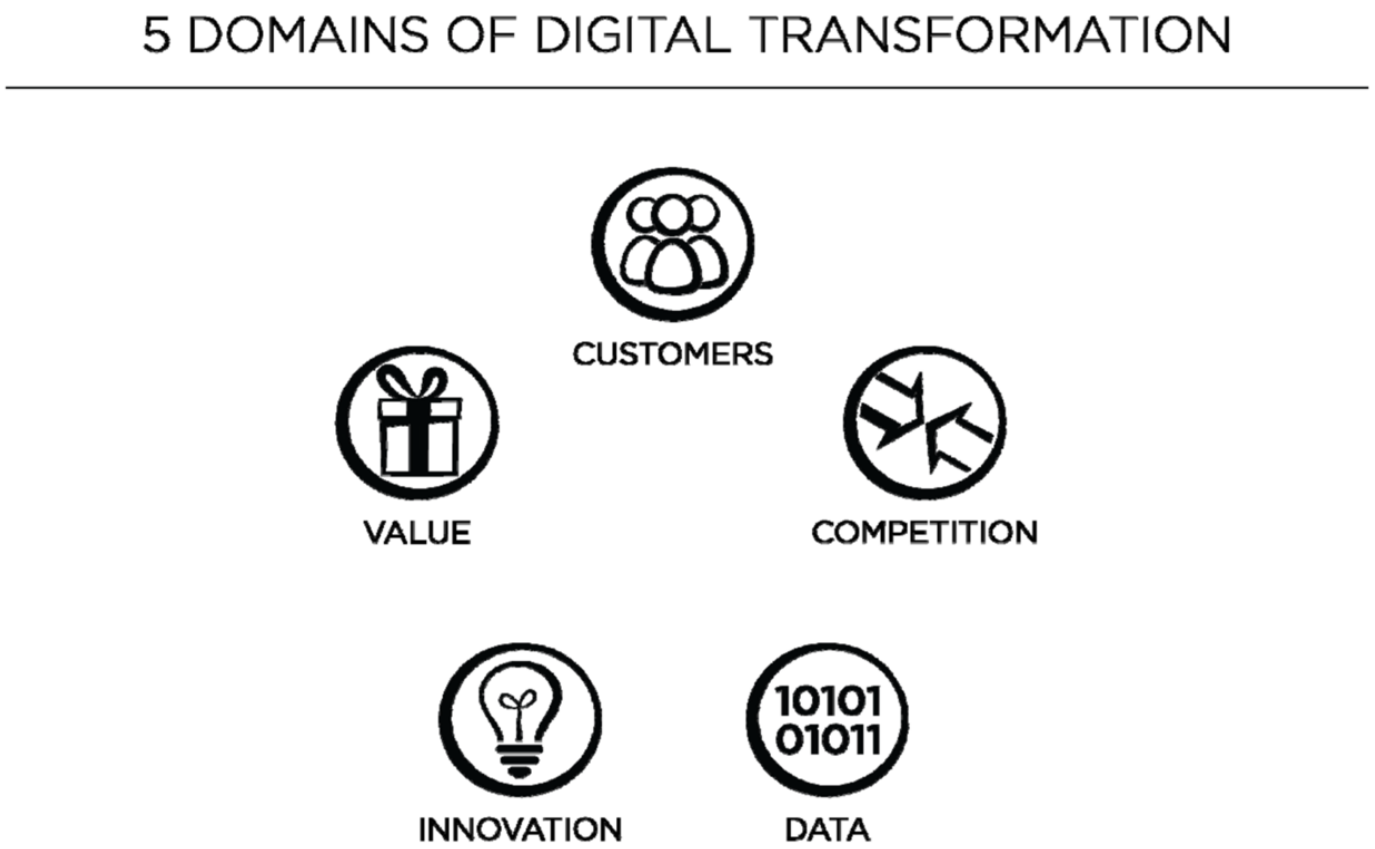
How to cope with digitization?



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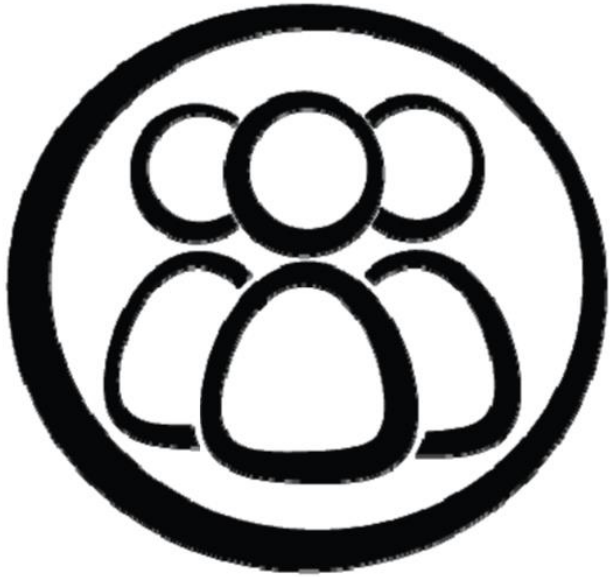

CUSTOMERS

From passive targets... to dynamic networks

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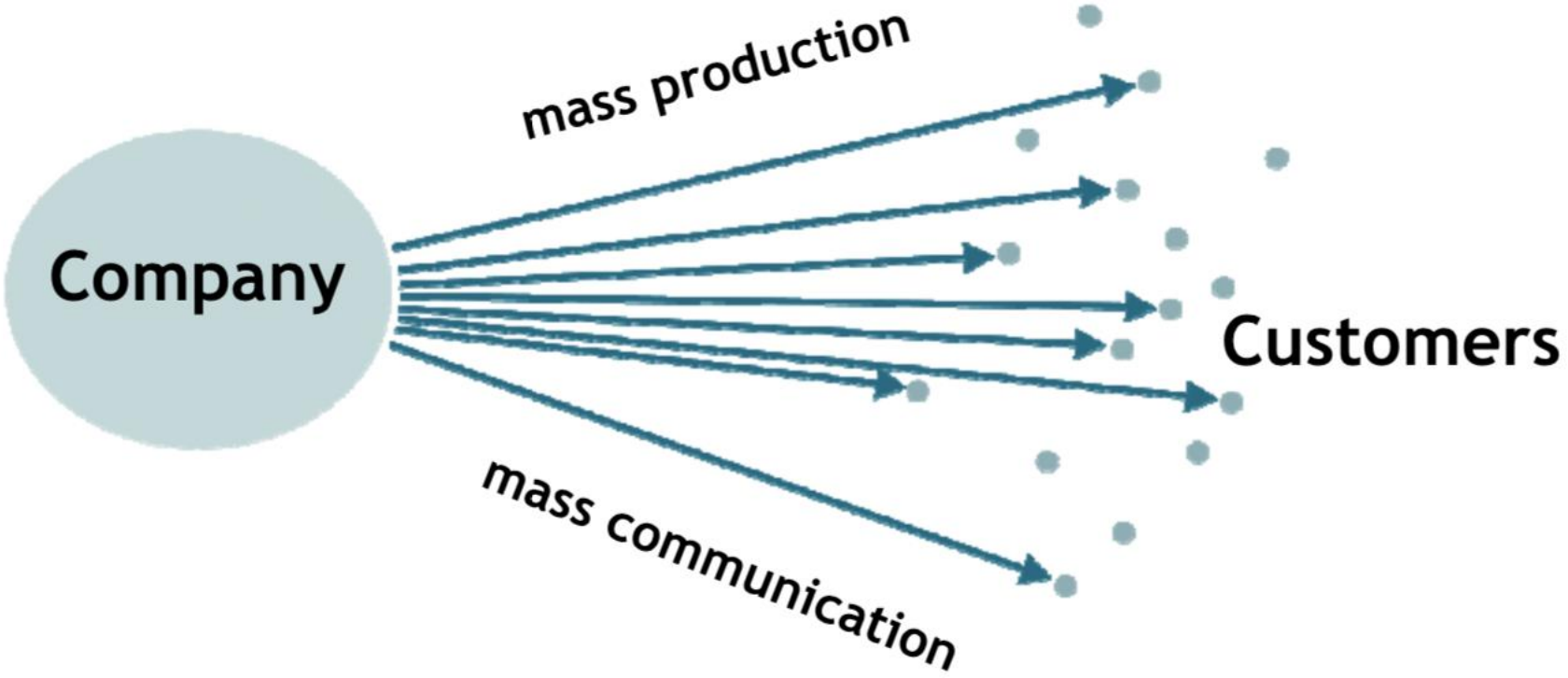
Traditional mass market model



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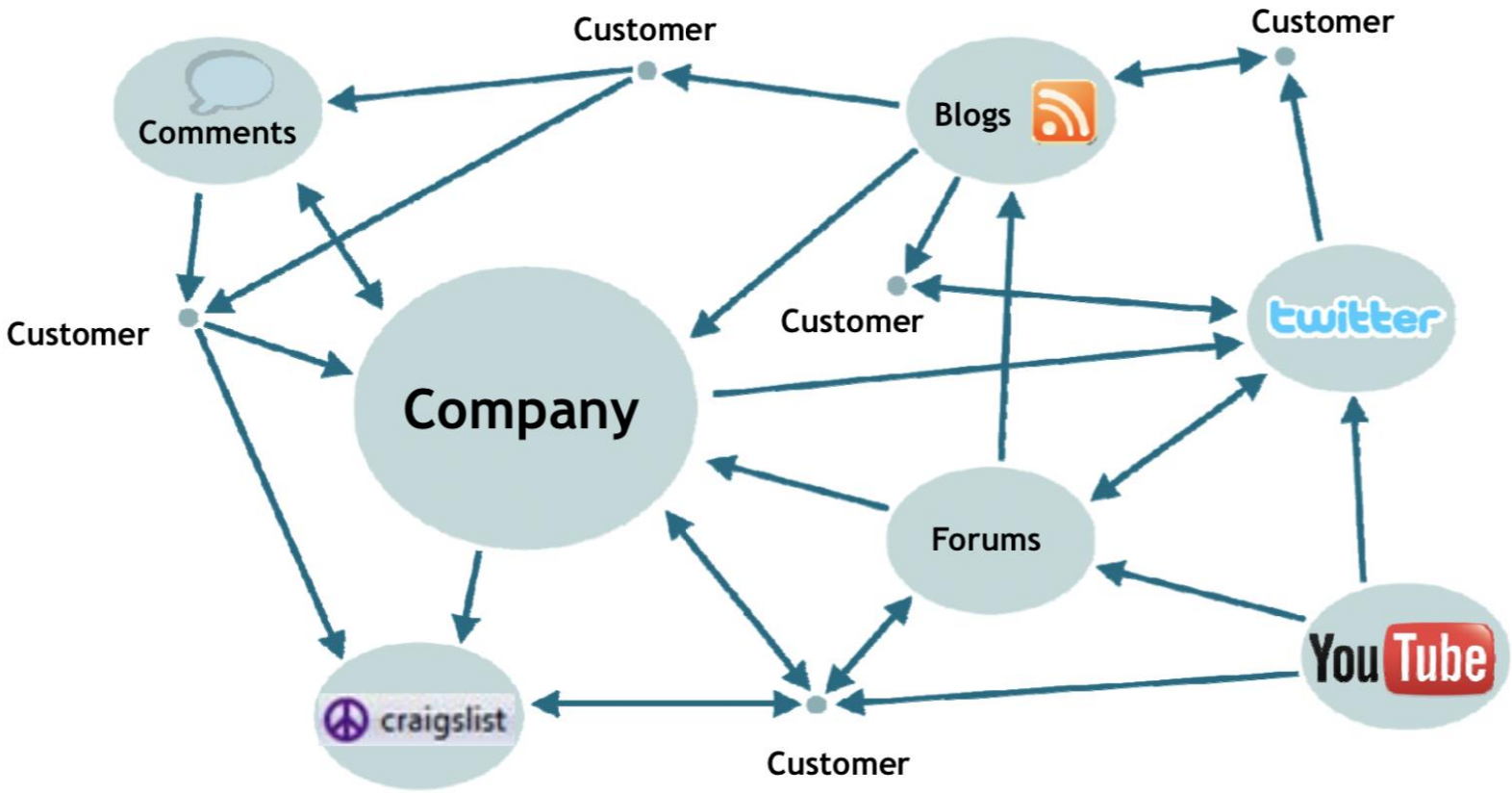
Modern customer network models



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COMPETITION

From symmetric... to asymmetric
From products... to platforms

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From products to platforms

Brand	Market cap/valuation
Marriott	$39.4 B
Airbnb	$31.0 B
Hilton	$21.4 B
Accor	$13.3 B
Starwood	$13.1 B
Wyndham	$11.0 B
Intercontinental Hotel Group	$10.6 B
Hyatt	$7.3 B
China Lodging Group	$5.9 B
Choice Hotels	$3.8 B

Hilton HONORS

Marriott REWARDS

LE CLUB ACCOR HOTELS

IHG®

spg Starwood Preferred Guest

VS.

airbnb

Source: Google Finance 6/26/2017

Nationwide laundry service without owning a single washing machine

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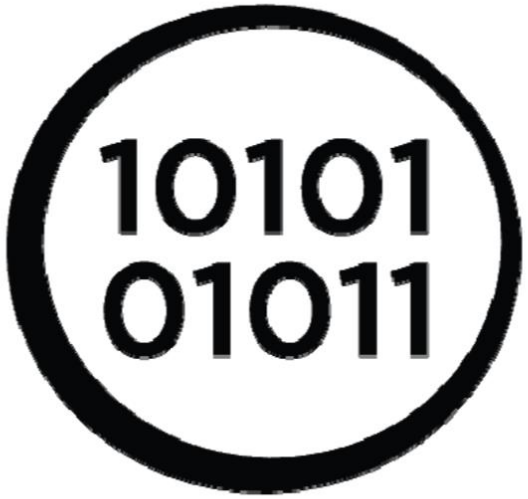

DATA

From silos... to strategic asset

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Connect the various data sources into one datawarehouse to create business intelligence tools

Example data sources:

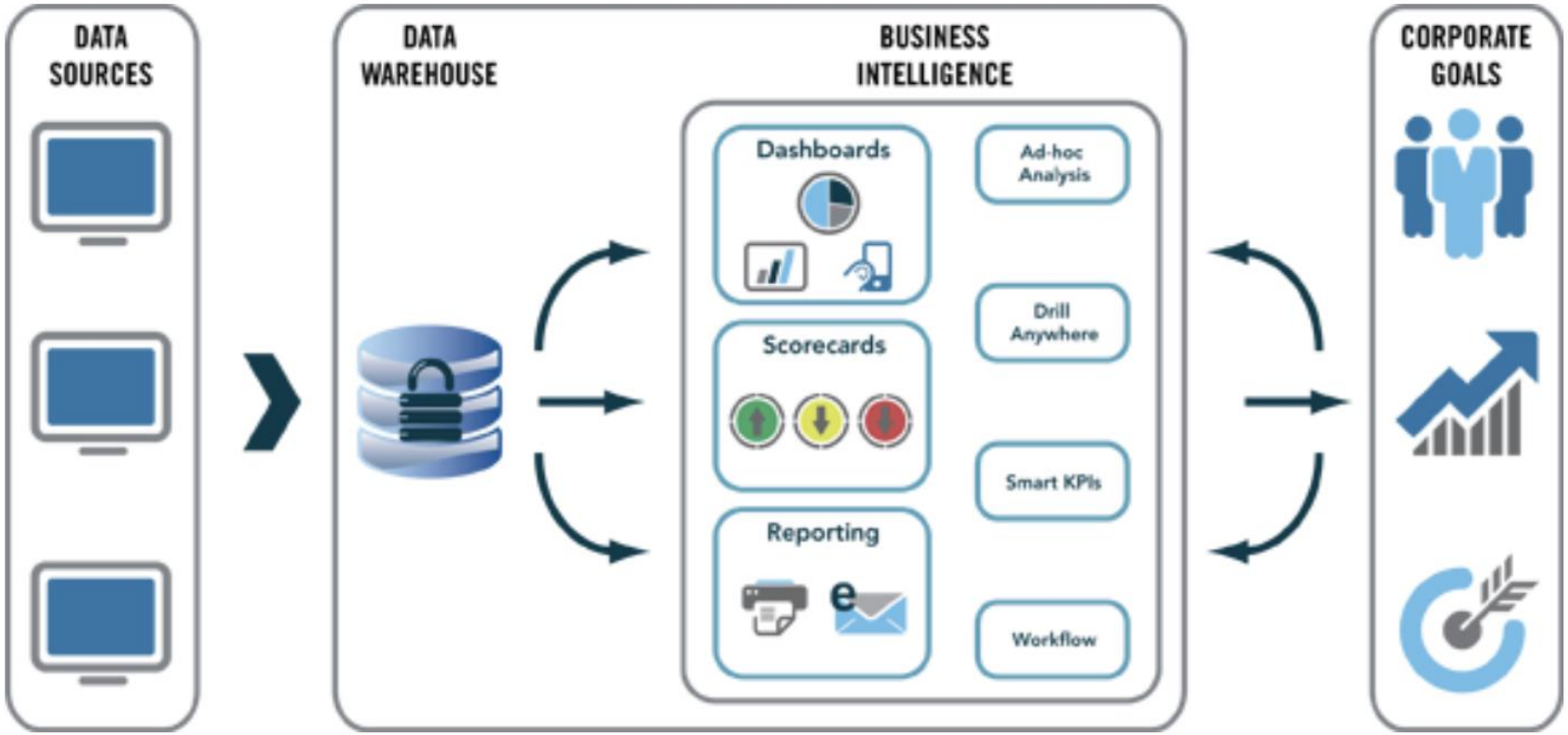
CRM

Financial software

HR software

POS system / ERP

Transport management



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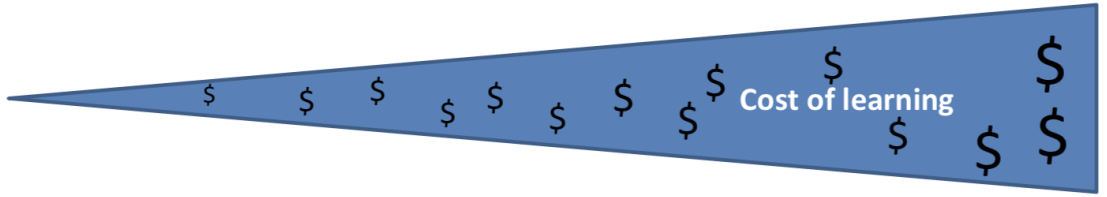
INNOVATION

Value of early learning:

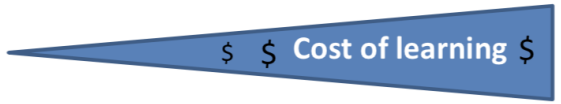
Traditional innovation cycle

Observe | Generate ideas | Analyze & discuss | Team decision | Design product | Build product | Launch & market | **Customer response**



Innovation by rapid experimentation

Observe | Generate ideas | Design prototype & test | **Customer response**



From top-down planning… to experimentation

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"Our competition is not other museums. It's Netflix, Candy Crush. We're fighting for attention."

– Sree Sreenivasan, former Chief Digital Officer

VALUE

From defending… to adapting

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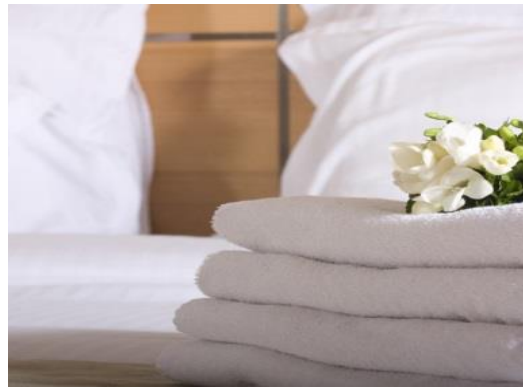
Thanks for your attention

ABS Laundry Business Solutions

LAUNDRY EXPERIENCE Event 2019

Linen Management & Improve Circulation speed



Friday 13. September 2019

Peter van Kessel

Business case

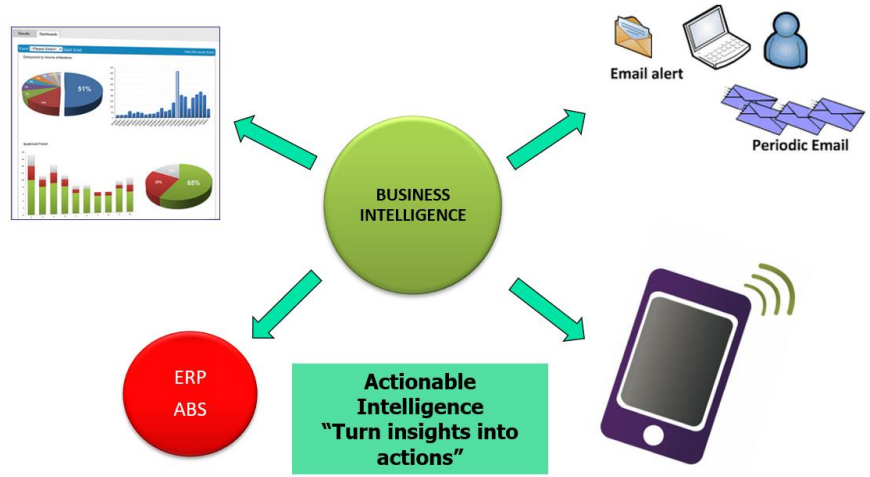
- Optimize circulation speed of the invested linen
- Delivery in time (route deadlines)
- Prevent and manage shortages

- Prevent the delivery of half full containers (transportation of air)
- Optimize the load of the Truck
- Reduce the paper flow (think ‘green’)
- Benchmark of suppliers of the quality of products (product life cycle)

- Low circulating speed because of high and not circualting stock at customers
- Charge of linen which is not returned by the customer
- Inproper use of containers at customers

ICT trends

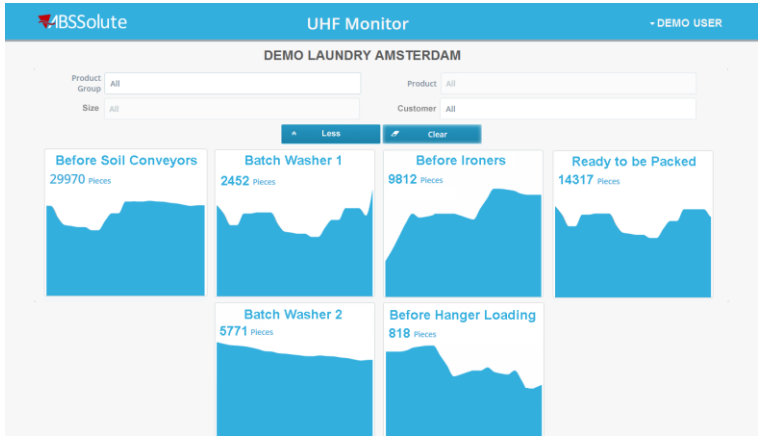
- Data = Knowledge
- Old days: manual data collection, available after the fact (too late)
- <u>Today:</u> Real-time information ➔ immediate action
  - More & more data available
  - UHF (unattended scanning, scanning at customers)
  - Real time route information / plant merchandise

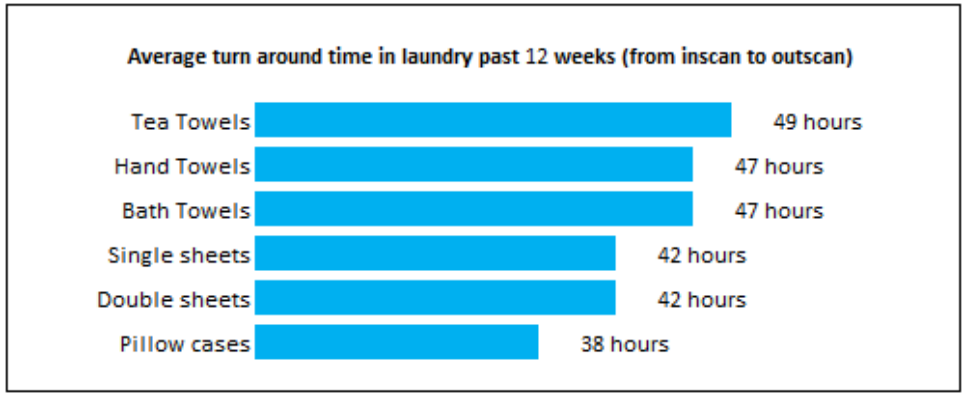


- From monitoring to "actionable intelligence"
  - Direct: alerts (Email, Text, What App). Management by Exception defining bandwidth
  - Alerts send to the correct persons / using mobile solutions

Increase Laundry efficiency

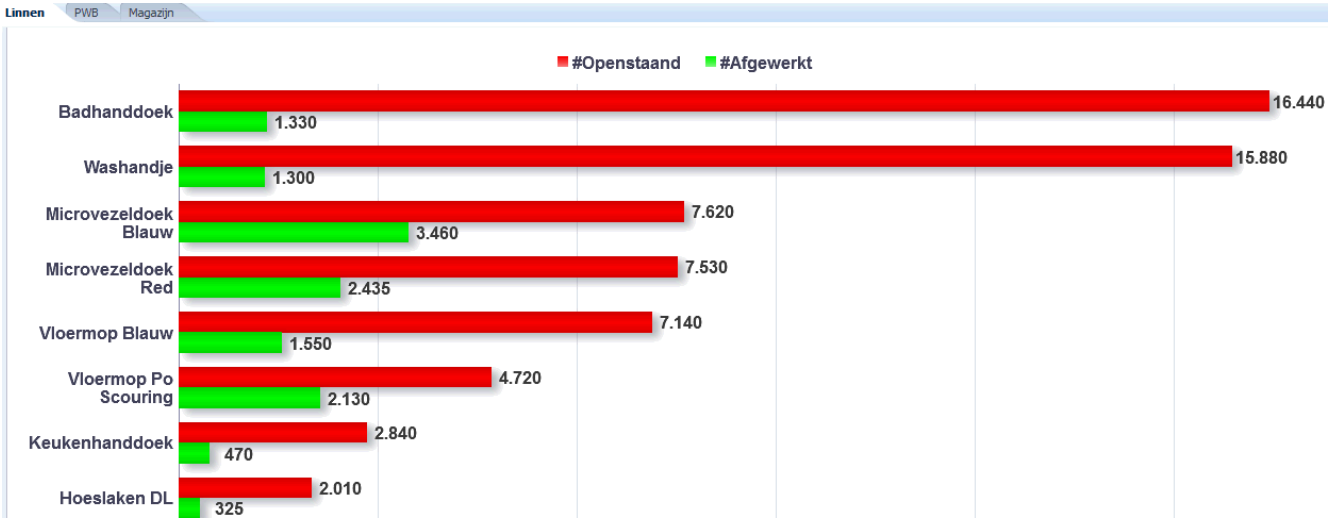
- UHF technology; Buffering / merchandise requirements
  - Reduce Losses with > 25% ➔ lowers Merchandise costs
  - Improve Circulation Speed of Investments ➔ lowers Merchandise costs
  - Improves Control on Tracking and Tracing (attended and unattended) ➔ lowers processing costs
  - Charge loss for Pool (residual value and /or rent after grace period)



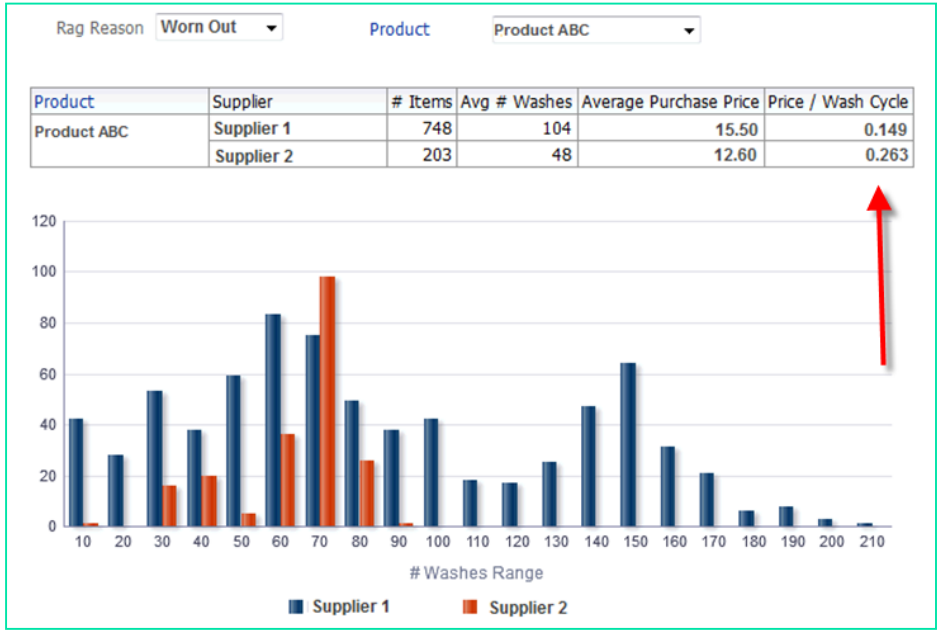


Increase Laundry efficiency

- Real time management information displayed
  - Eg. To be packed linen items

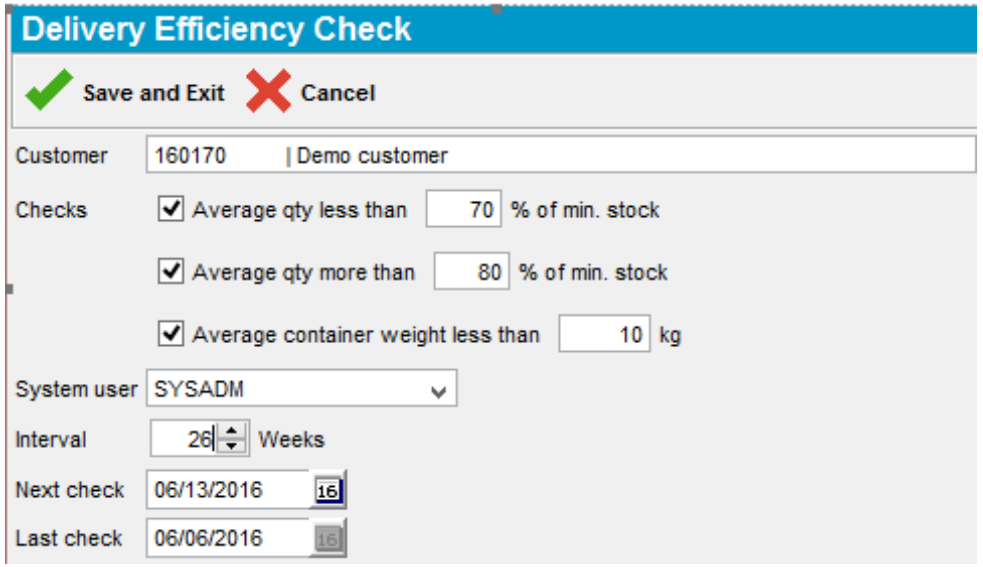


- Purchasing Information
  - Supplier analysis
  - Age / wash analysis



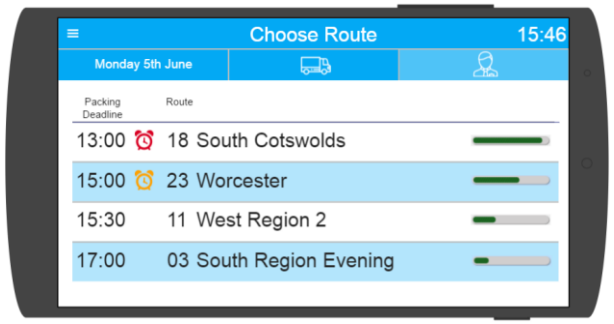
Increase Laundry efficiency

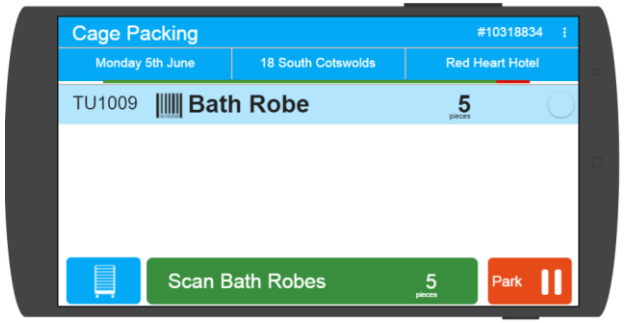
- Load Optimizer
  - Generation of packing notes based on ‘optimal’ load configuration
- Linen ‘smoothener’ / Stabilizer
  - Option to “distribute the shortage of linen” over multiple customers/departments with a configurable factor
- Customer efficiency check
  - Check / compare Avergae delivery's with Norms
  - Check on load of container
  - Alert functions

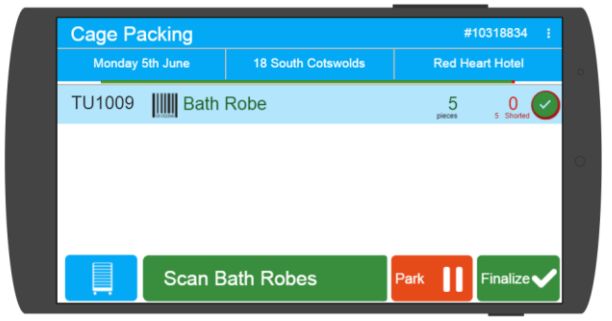


Increase Laundry efficiency

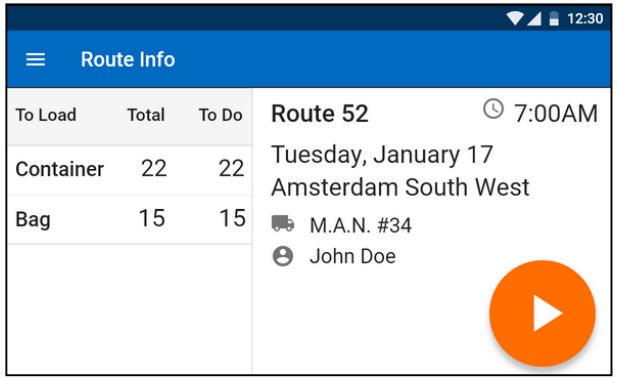
- Packing Assistant / paperless (Green)

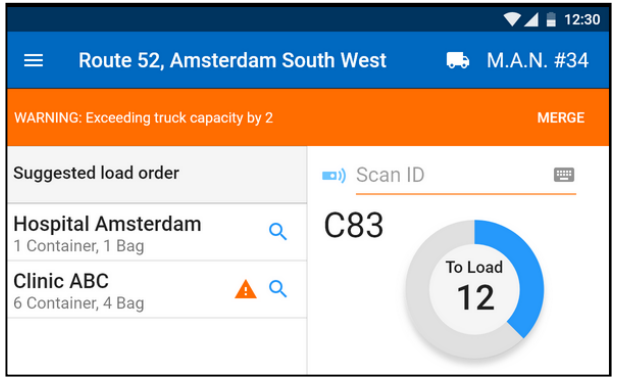






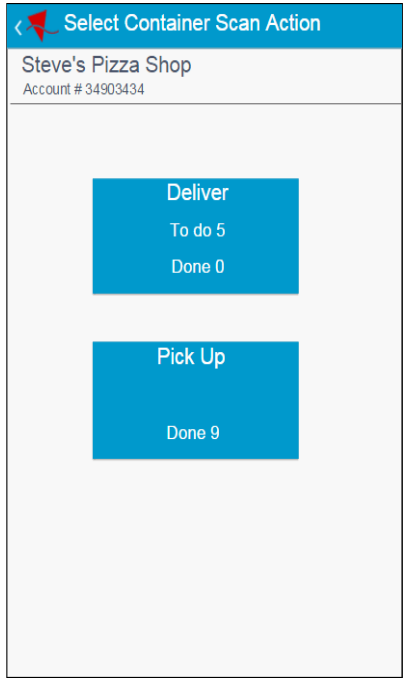
- Truck Load Assistant

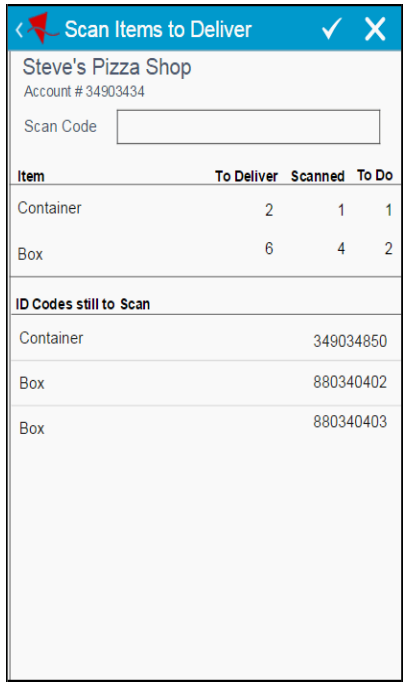


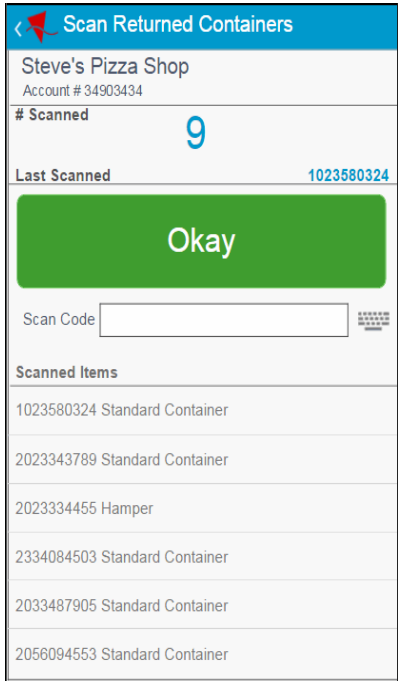


Increase Laundry efficiency

- **Route Assistant Android: Container tracking**
  - Container & Bags Delivery / Pick Up
  - Invoicing ‘missing’ containers
  - Proof of delivery / signature capturing

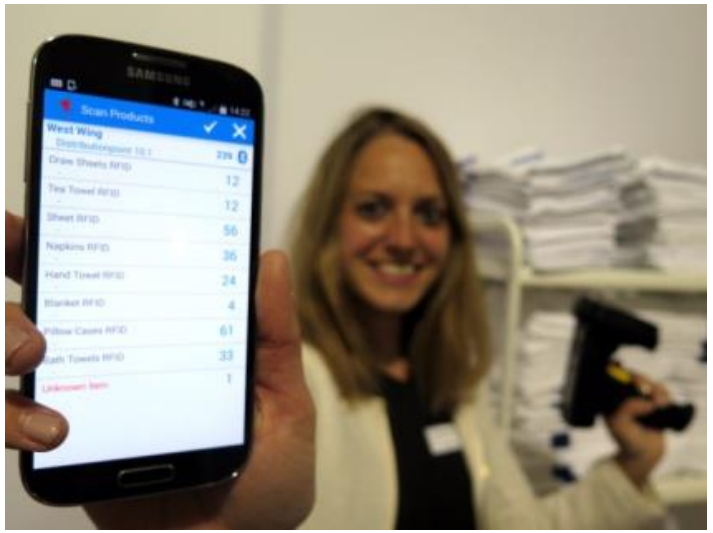






Integration customer: Linen Assistant

- Linen Assistant
  - On site inventory check: Scanning & counting
  - Shipment Check: UHF RFID Receive from & Send to Laundry
  - Sleeping Inventory Locator (UHF RFID based)



ABS

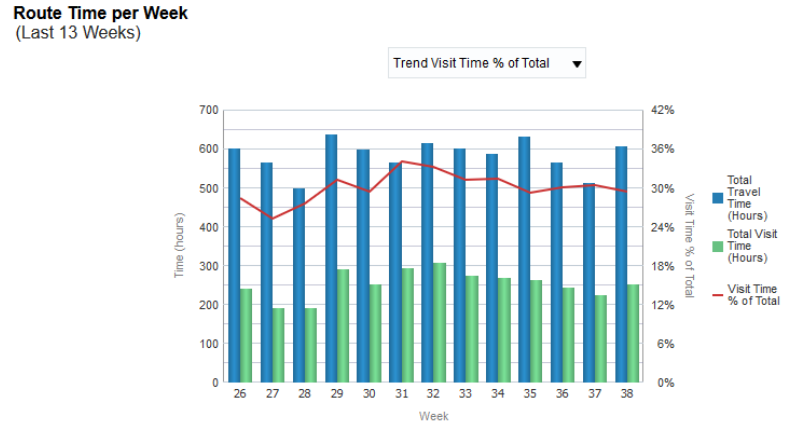
Laundry
Business
Solutions

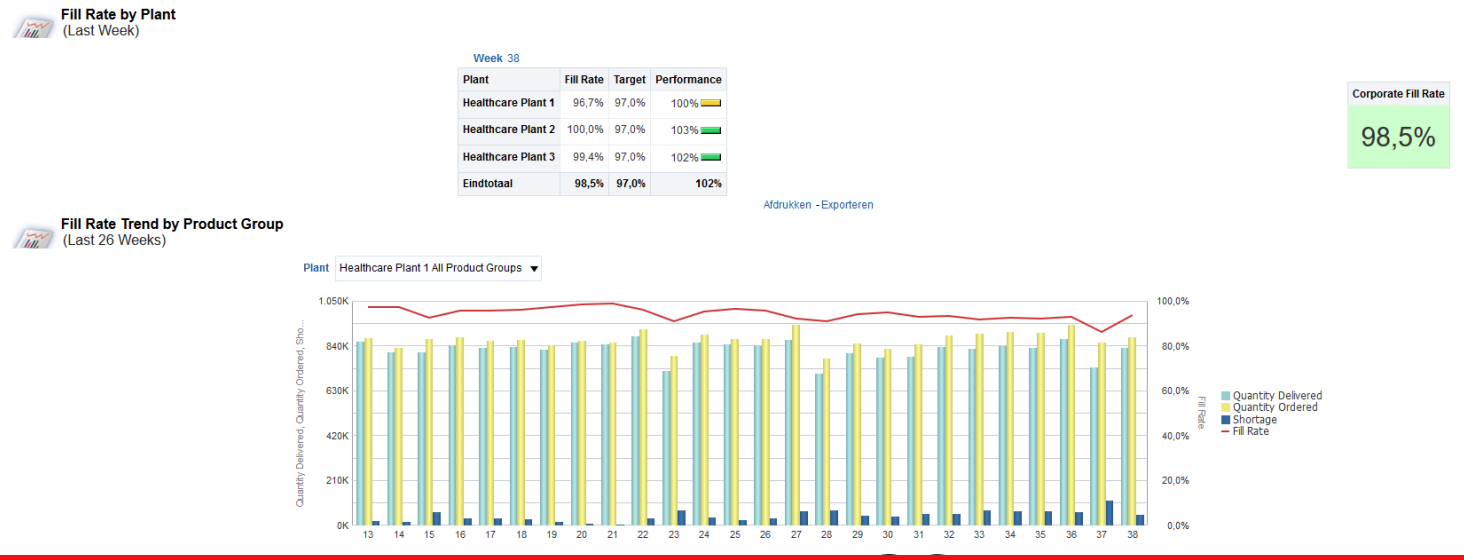
Android Application
UHF on site inventory check

www.abslbs.com

Management Information

- Reports / real time dash boards
  - Buffer quantities per zone / scan type
  - To be delivered products per route / deadline
  - Shortage reports per plant / customer / product
  - Average #of days of stock at customers
  - Age analysis of your inventory
  - Residual value of products
  - Product benchmark suppliers
  - Travel time vs visit time





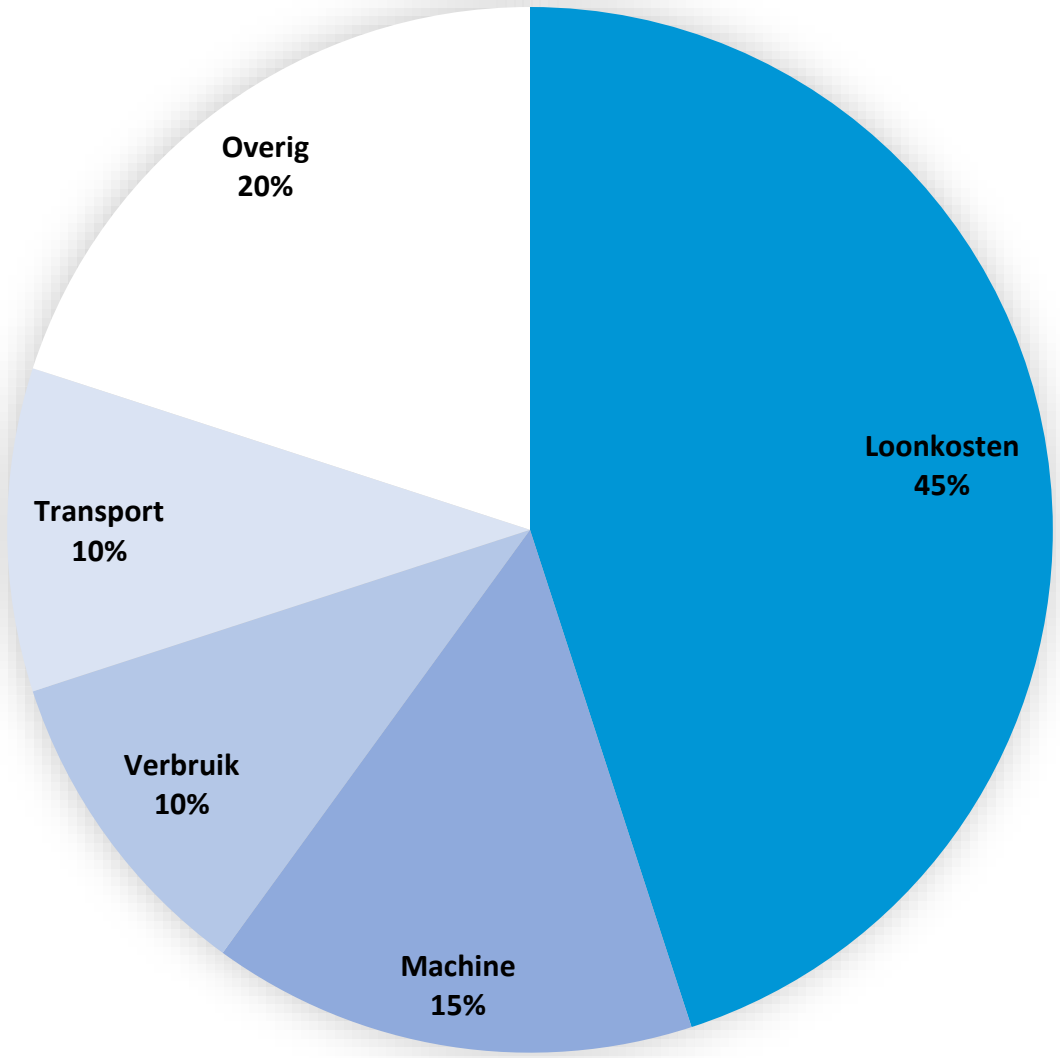
… Thank You

Laundry
Business
Solutions

Laundry Innovators

Logistieke ketenintegratie – van machinedenken naar ketendenken

Kosten besparen door ketenintegratie*



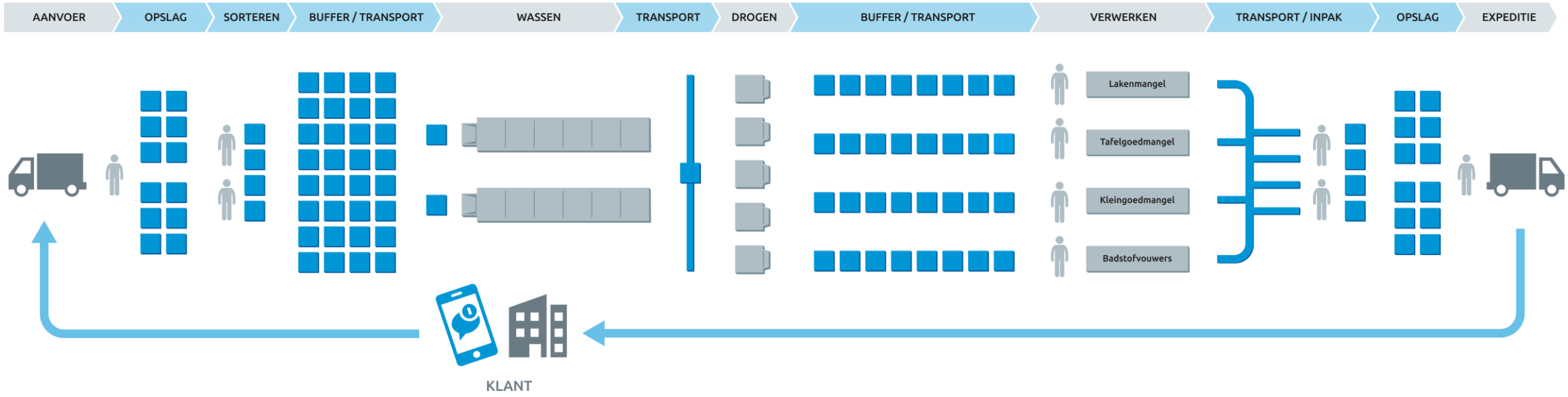
*Kostenverdeling exclusief linnenkosten

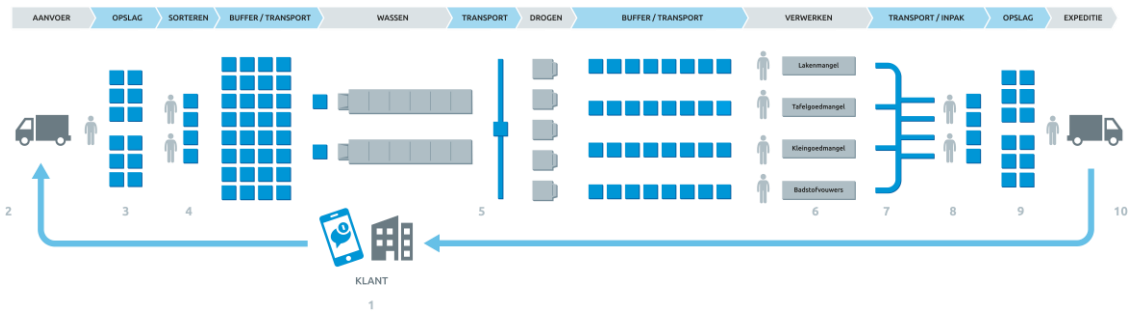
WinWash 2.0

Hèt besturings- en ERP-systeem voor wasserijen

Volledige ketenintegratie

- Managen van klantverwachting door real-time inzicht
- Flexibel inspelen op klantwensen door automatisering
- Personeels- en machineplanning op basis van actuele en historische gegevens
- Routes op tijd én compleet gereed voor verzending





Uitgangspunten:

- Routeplanning leidend voor productieplanning
- Data uit gehele keten gebruiken in het proces
- Automatische klant- en productspecifieke verwerking
- Compleetheidsmeldingen en compleetheidscontrole

Dank voor uw aandacht!

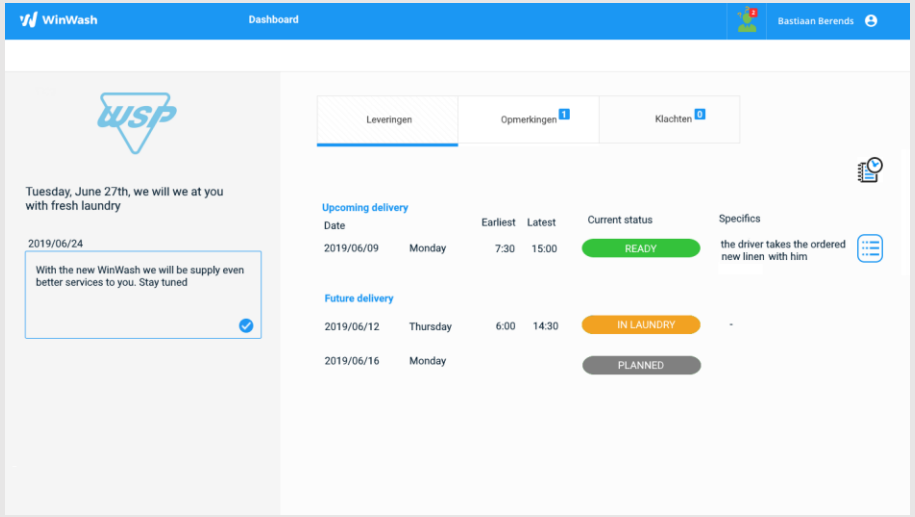
Klantportaal

Informatie:

- Verwachte levertijd
- Locatie van wasgoed in de keten
- Aantal containers bij klant
- Digitale aflever bon

Acties:

- Klachtmelding
- Opmerkingen
- Bestellingen



Ophalen bij klant

Acties:

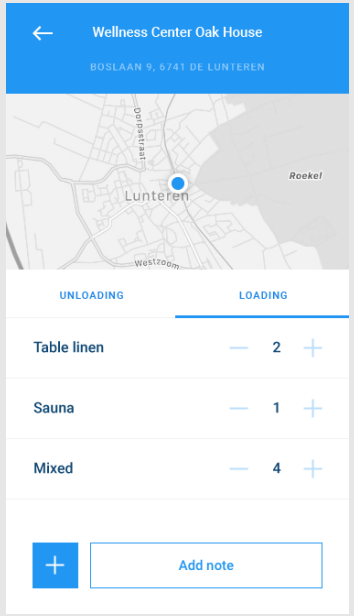
- Aantal volle containers
- Aantal lege containers
- Opmerkingen

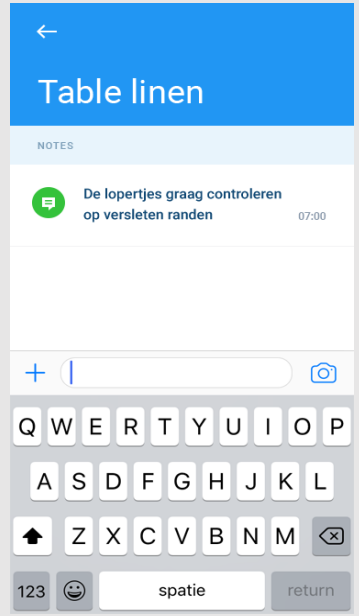
Forecast planning op basis van:

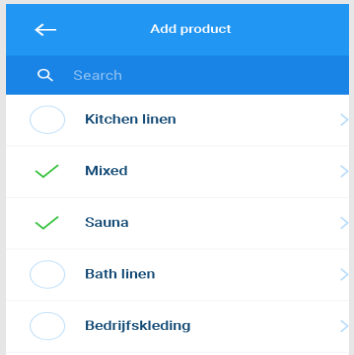
- Historische gegevens kg/container
- Historische gegevens product mix

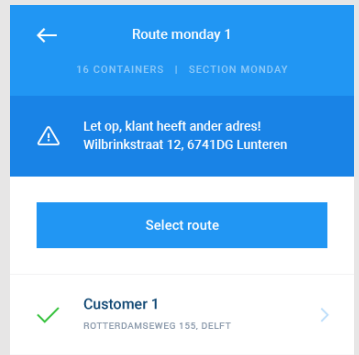
Ideeën voor doorontwikkeling:

- QR-code op containers en waszakken en deze scannen met smartphone tijdens ophalen









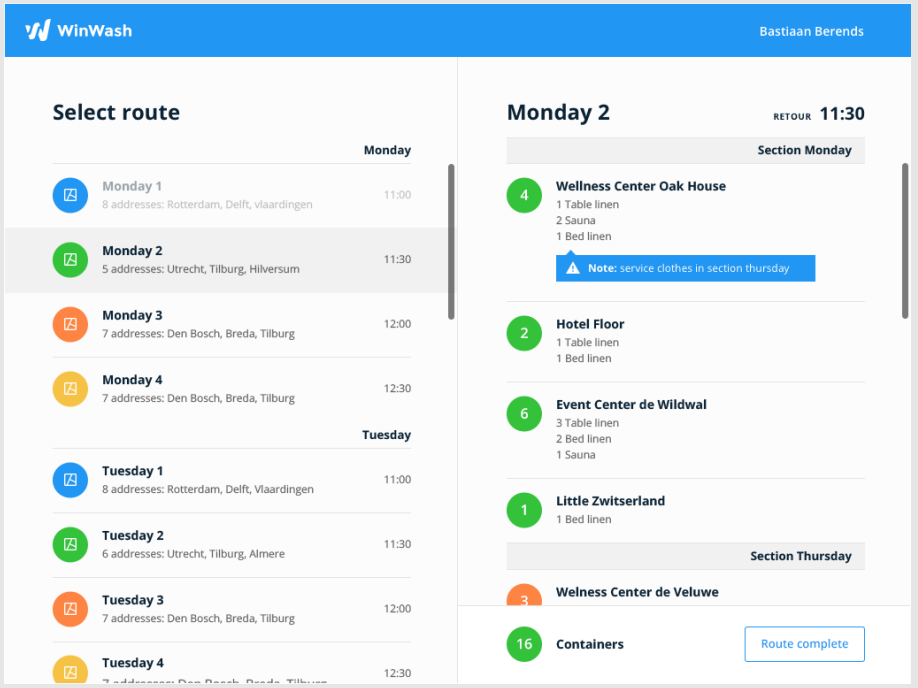
Containeropslag (vuilgoed)

Informatie:

- In welke sectie opslaan
- Hoeveelheid containers en gewicht
- Containers kleuren op route of dag
- Bewaken van planning met alerts

Actie:

- Bevestiging klant gelost
- Klantsticker op container of waszak bevestigen



Vuilsorteer

Informatie:

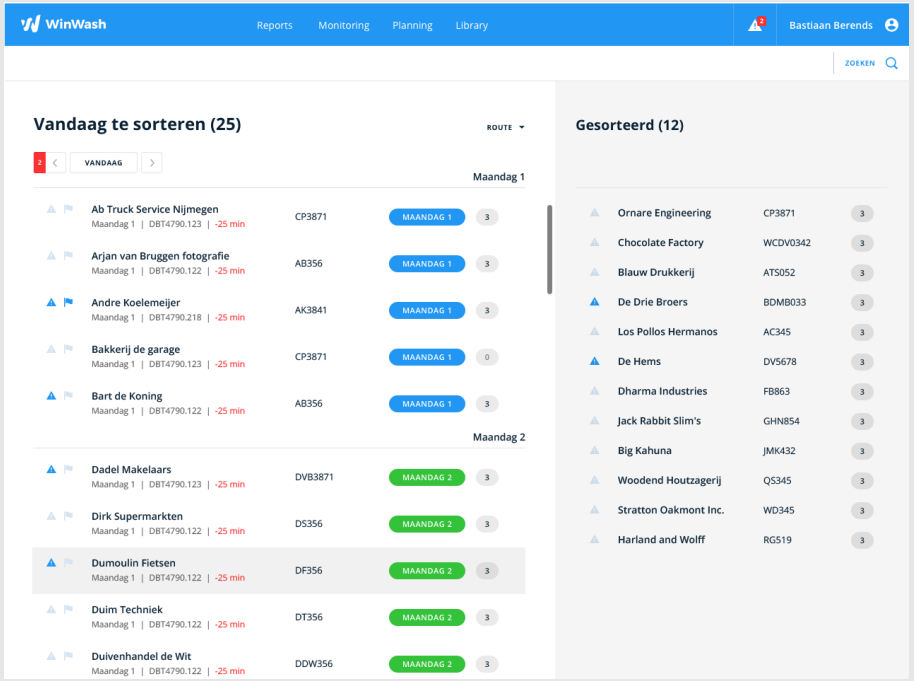
- Klantvolgorde op basis van route
- Aantal containers per klant en route
- Planningsstatus
- Inzicht in klanten zonder levering
- Nieuwe inzet melding

Acties:

- Container of waszak uitscannen
- Registratie van specials
- Prioriteit afhankelijk van planning
- Bevestiging klant gereed

Ideeën voor doorontwikkeling:

- Overwas aanwezig melding



Wassen en drogen

Afroep op basis van:

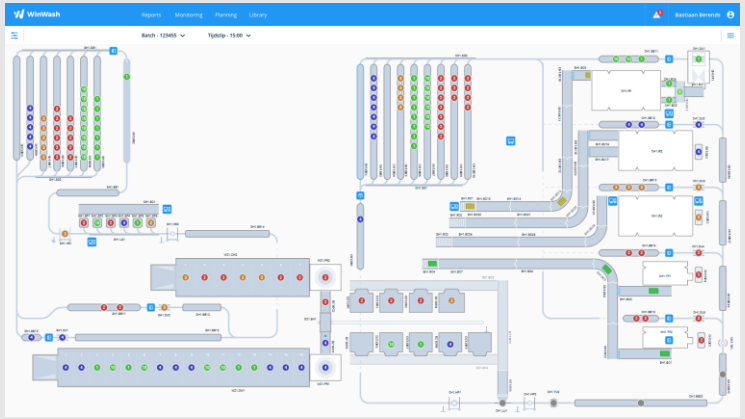
- Was- en droogcapaciteit
- Bontwas in blokken wassen
- Verwerkingscapaciteit schoongoed
- Prioriteit

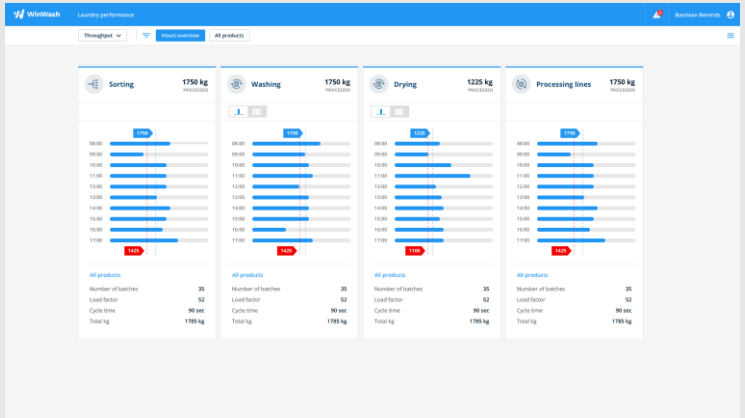
Was- en droogprogramma aansturing:

- Onafhankelijk van machineleverancier
- Via gestandaardiseerde interface

Resultaat:

- Constante visualisatie van planningsstatus
- Kleuren op basis van route en op dagproductie
- Zoveel mogelijk gelijktijdig klantaanbod bij inpak





Verwerking

Klant- en productspecifieke:

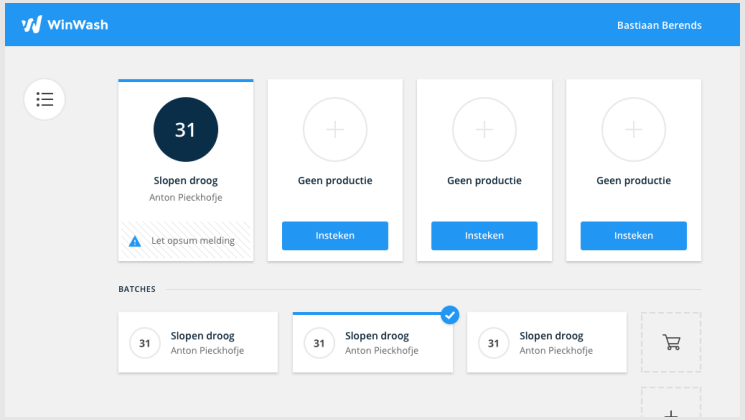
- Werkinstructies
- Programmaoverdracht naar machines
- Handmatige programmakeuze mogelijkheden

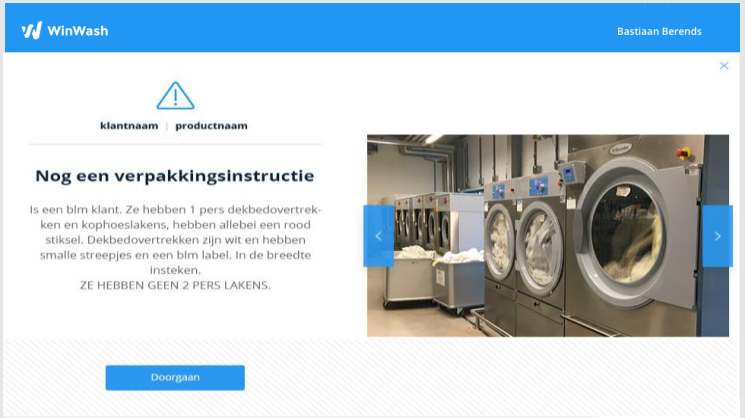
Waskarren beheer:

- Registratie van wasgoed in waskarren
- Meerdere klanten in waskar
- Verplaatsing waskarren naar locatie
- Beheer van was via kleine wasmachines

Ideeën voor doorontwikkeling:

- Sorteren in waskarren





Artikelregistratie

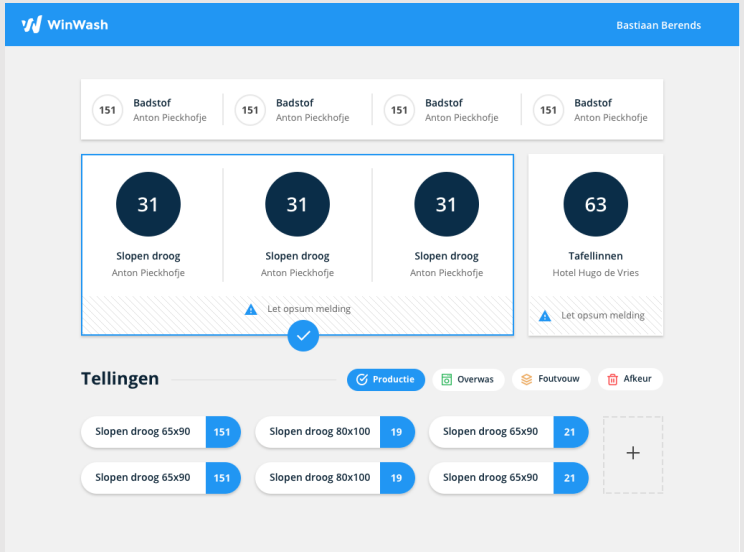
Automatische artikeltelling:

- Op basis van klantpakket en machine output
- Via gestandaardiseerde datakoppeling of digitaal signaal
- Handmatige registratie van overwas, foutvouw en afkeur

Handmatige telling:

- Op basis van klantpakket
- Directe invoer achter machine
- Automatische labelprinter
- Registratie van overwas, foutvouw en afkeur

Machine input	Machine output 1	Machine output 2
Customer / Product	**Article**	**Article**
A / Sheets	Sheets 2000/1500	Sheets 2000/2000
B / Sheets	Sheets 2200/1600	Sheet 2200/1600



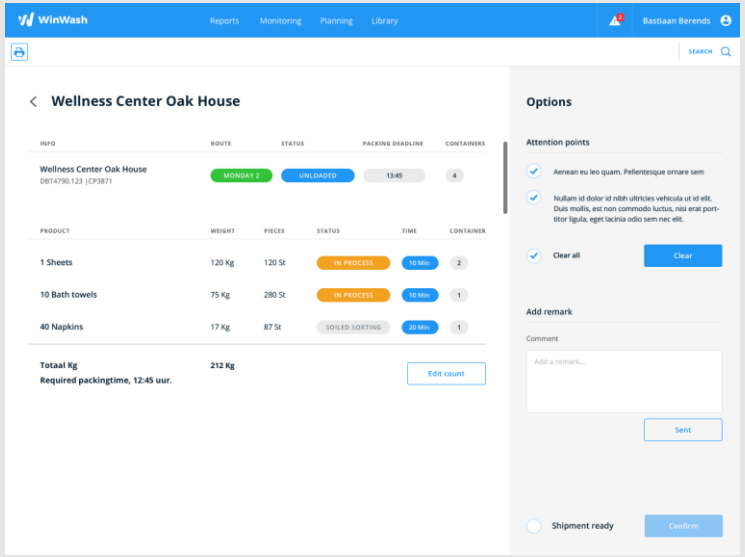
Containerinpak

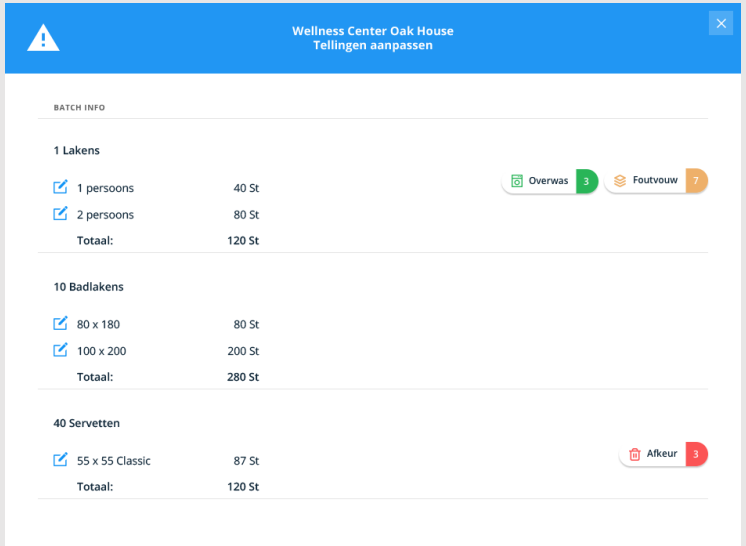
Informatie:

- Container inpakinstructie
- Klant gereedheidsmelding
- Aantal batches en wasgoed onderweg
- Stuks en kg van product onderweg
- Locatie resterend wasgoed in batch, waskar of stapel

Acties:

- Getelde artikelen corrigeren
- Onderliggende sorteringen tellen
- Containerlabel printen
- Containerregistratie middels barcode of RFID





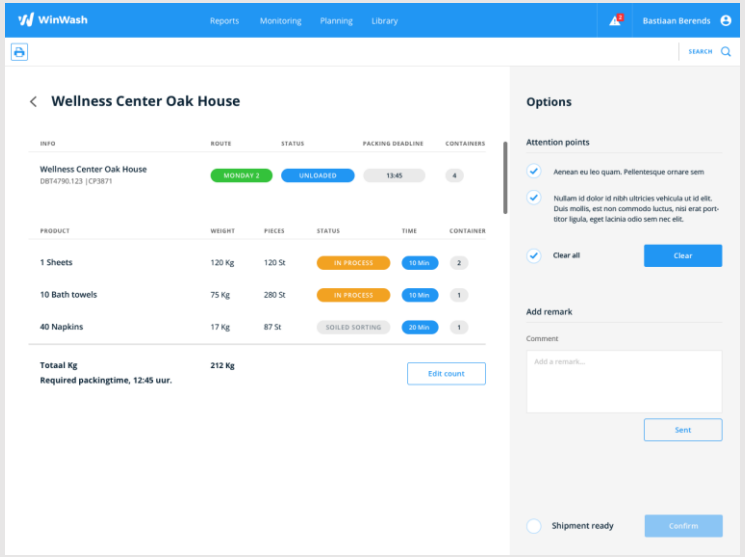
Expeditie

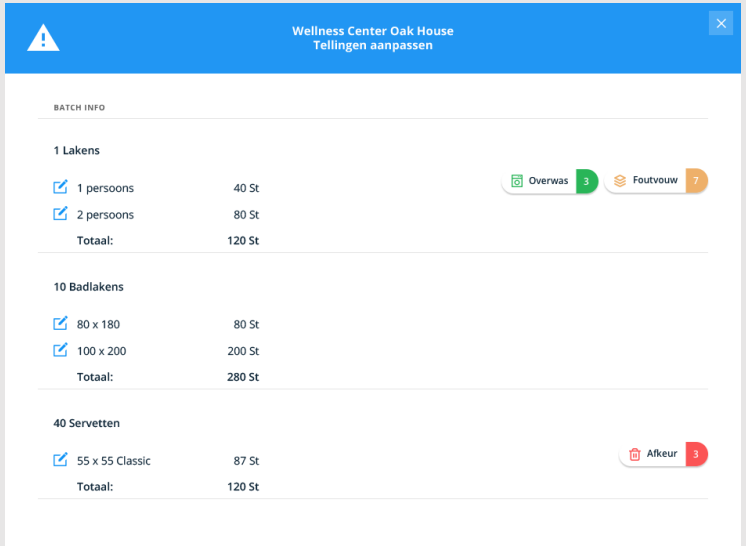
Informatie:

- Klant compleet ingepakt
- Aantal containers, telling, gewicht vuil in en schoon uit
- Routetijdstip en status per klant
- Containerinhoud
- Specials en bijzondere artikelen
- Routes compleet en op tijd

Acties:

- Laatste controle, correcties en toevoegingen
- Klant gereed bevestiging
- Route gereed bevestiging





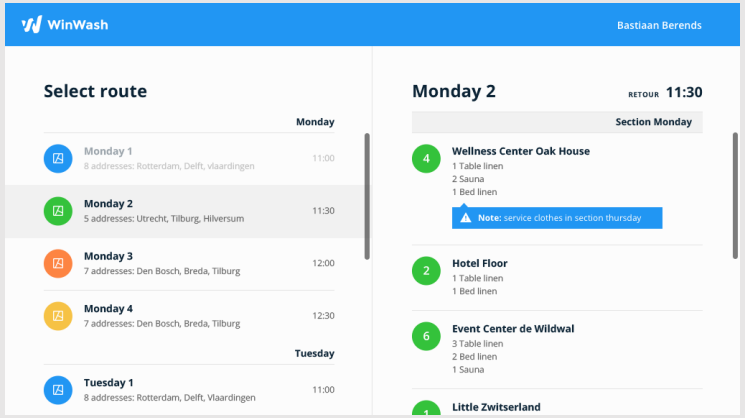
Bezorging

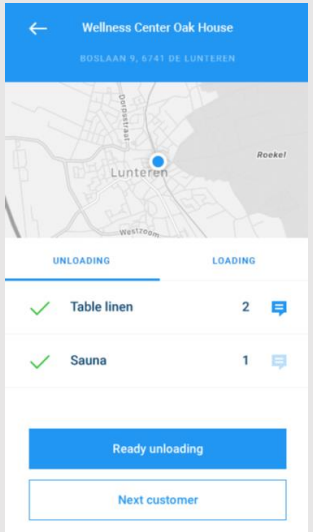
Informatie:

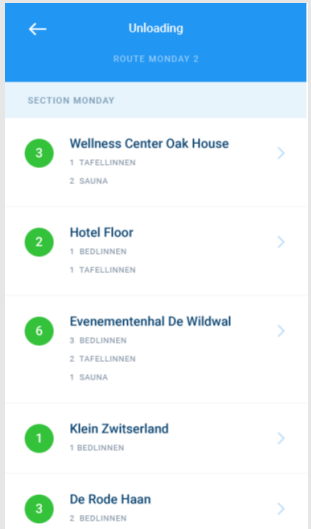
- Route compleet voor beladen
- Belaadvolgorde
- Routevolgorde en bezorgtijd
- Opmerkingen

Acties:

- Bevestiging containers beladen
- Bevestiging containers gelost bij klant
- Opmerkingen
- Aantal containers geladen bij klant
- Bevestiging containers gelost in wasserij







Federatie Textielbeheer Nederland

Thanks for your attention