



## HOW TSEBO SAVED MERCEDES-BENZ SA **20% ON THEIR CLEANING BILL BY INTRODUCING ADVANCED CLEANING TECHNOLOGIES AND METHODOLOGIES**



### INTRODUCTION

As a premium provider of luxury passenger cars and commercial vehicles, Mercedes-Benz South Africa (MBSA) and its respective dealerships pride themselves on quality and innovation. This ethos is carried through to the upmarket appearance of its dealerships and office spaces.

With a national footprint and commitment to quality and innovation, the Tsebo Solutions Group had already proven itself by providing facilities management to MBSA. When this automotive company put a tender out for cleaning, it made sense to incorporate Tsebo Cleaning as part of an integrated facilities management solution across the Mercedes-Benz headquarters as well as their retail, commercial and passenger vehicle dealerships.



### CHALLENGE

MBSA needed a supplier that could provide specialised cleaning capabilities across office, dealerships and workshop spaces as well as the capacity to offer high-volume car wash services. As an innovator in the automotive space, MBSA encouraged the use of technology and innovative solutions, ensuring cost and efficiency savings were realised.

The lack of best-practice methodologies, consumables and execution in service in the past, led to a sub standard cleaning service on their sites which negatively impacted their client experience of their brand. This prompted the change to find a supplier that understood their vital need for attention to detail, enabling luxury at every touchpoint.

### SOLUTION

By including Tsebo Cleaning as part of an integrated facilities management solution, Tsebo was able to save the client money and provide a single source of billing, control and reporting for all its services. The team initially concentrated on restoring finishes to their original glory through methodical cleaning using only water and manual labour to remove chemical residue.

With a background in healthcare and a belief in providing hospital-level cleaning, no matter the environment, Tsebo introduced several of our cleaning products and methodologies to clean beyond on the obvious by preventing cross contamination.

## Cleaning solutions



**Day-to-day  
cleaning**



**High-access  
cleaning**



**Wash Bay:  
car cleaning, vacuuming  
and driver service**



**COVID-19  
specialised  
cleaning**

## BENEFITS AND RESULTS

An average of **100 vehicles** are washed at the premium dealership per day



Over **120** Tsebo employees



Over **131 000 m<sup>2</sup>** of workspace to clean



Over **20%** savings incurred for the client over a 4-year contract period



We need to remain the best and ensure that technology is top of mind. I am proud that our vision has not only been achieved by us as a brand, but also by our suppliers. Thank you Tsebo for again making MBSA first with a technology solution and continues to 'Wow!' all those who see it.

– Alex Boavida, Dealer Principal, MBSA Sandton



Tsebo's employees receive continual training to ensure the use of best practices, paying specific attention to detail to ensure the highest levels of service and professionalism for clients. Cleaning staff understand the importance of using different cleaning methodologies for a variety of surfaces. Wash Bay staff are trained on the use of vehicle-specific cleaning products and procedures. To augment the personal touch and professional approach of its staff, Tsebo prides itself in the use of the best available innovation and technology. Some of the innovations Tsebo has incorporated at MBSA include:

- 1. Electronic Operations and Quality Management for increased transparency and SLA tracking**
- 2. Vehicle tracking for improved cleaning turnaround times and accountability**

### Other benefits

- ✓ The use of eco-friendly cleaning products and a sustainable approach to energy and water consumption
- ✓ Highly trained staff and 24/7/365 access to senior management
- ✓ Our site-based contract managers and supervisors focus on quality control and addressing site challenges, daily
- ✓ Advanced integrated reporting
- ✓ State of the art cleaning equipment
- ✓ A passion for professional quality cleaning and attention to detail

**GET IN TOUCH**

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