



## [Company Research] 1CHECK - IoT Developed for Facilities Management

[Jim Cross](#) dans [Internet of things](#), [Facilities Manager](#), [Hospitality](#) | y a 2 h · 3 min de lecture · ~100

1CHECK, the creator of digital solutions dedicated to hotel management, distinguished itself in 2015 by launching the first "connected" trolleys for the use of chambermaids. It now continues its digital development via the "Internet of Things" (IoT) with an innovative mobile device aimed at optimising the productivity of operational teams.

Thanks to a fund raising initiative of more than one million Euros made with BPI France last January, it is considering international commercial deployment in 2017 to consolidate its leadership in this booming sector.



### When the hotel room itself becomes a connected object

"The hospitality industry is beginning its digital revolution, which is now inevitable. It is gradually adapting to the demands and lifestyles of an ultra-connected business and leisure clientele, " explains Pierre Lafon, President of 1CHECK. "From the reservation of a room to the organisation of the latter through the setting up of a virtual concierge, hoteliers must now integrate digital solutions in order to offer personalised services of quality in near real time to their customers. In a view to meet this challenge, there is the requirement of constant remote management of teams, in particular of accommodation and technical teams, with a perfect cohesion between them in order to ensure optimal operational control of the establishment. Only customised digitisation solutions will enable them to remain attractive and competitive in the near future.

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25/08/2017

The technology created by 1CHECK that is accessible from a tablet, a Smartphone or a web browser has the specificities to cover all the processes of management of the accommodation in the field of the hotel industry." [YouTube video - In French]

### **Successful pilot experiment with the installation of connected trolleys**

The company had deployed its first connected trolleys in 2015 in the Best Western establishments. Each cart was equipped with a smart tablet that allowed the user to report, in real time, any technical problem in the room and to inform the reception as soon as the work was completed. This service had a twofold objective: faster delivery of the room to the client and better responsiveness of the hosting teams for improving overall efficiency; in addition to saving time, better monitoring and control, quicker interventions, productivity and improved working conditions.

Thanks to this success, 1CHECK has decided to extend its offer of serving hoteliers by proposing to transform their rooms into connected rooms; in order to assist the work of the operational teams and to simplify the use of the 1CHECK solution. The objective is to streamline the technology and develop an improved management portal which provides an accurate real-time view of the teams' activities.

The start-up has integrated the use of contactless communication technology with its connected equipment, by linking various NFC tags placed within the rooms and on the trolleys to each operational team leader; in part thanks to its partnership with FAMOCO, one of the leaders of professional mobile terminals. The information necessary for the actions of each person, the tasks to be performed, are thus updated just by passing the terminal in front of the tag. The information stored within the connected objects is also collected in the same manner, in particular, all the connected meters used to measure the consumption of water, electricity, etc.



The first deployments showed the additional gain regarding simplicity of use, and of productivity.

Thus, as Pierre Lafon states: "The digital transformation of a hotel is as much a technological project as an HR project. While it is important to offer rich functionalities, it is equally important to look at how the technology is accessed by the end users, so that the adoption of the tools is simple and therefore total. It is this reflection that led us to develop this concept of connected

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25/08/2017

room and to integrate these new technologies. The first deployments showed not only the gains in terms of operational efficiency but also in terms of adoption by users, proof of the correctness of the approach ".

### **An ambitious international deployment strategy in 2017**

The multi-sector approach has enabled 1CHECK to develop its technology from the hotel industry to be used in other sectors, in particular, the outdoors and healthcare industries. It is this ability to adapt in a simple way to different contexts that create value, and it is this approach that has seduced investors to accompany the growth of the company. As noted by Purgo Supply Services, a leading cleaning agency in London, "Effective cleaning is not just a necessity for all workplaces, but also the whole community..".

To support rapid growth and to deploy more than 500 sites in the next two years, the company has raised more than one million Euros from BPIFrance (France's public investment bank) via its "France Développement Tourisme" program, with partners such as Pole Capital, **Paca Investissement**, Creazur and Wiseed.

### **A complete feature with customizable functionalities for the hotel industry**

The 1Check solution covers all business processes, adapting to the functioning of the hotel, thanks to its mobile and web applications, and also its connected trolley.

Management of rooms, personnel, maintenance, stocks and found objects, all business processes are covered, the instructions are straightforward. With a click, the housekeeper records her observations directly to the departments concerned, in real time, whether to the maintenance teams, to the maids. "Everything is centralised, plotted, and presented in the form of statistics. It allows to visualise the quality of the cleaning, to identify the recurring maintenance problems, to define where the weaknesses lie, to implement the corrective actions or Training to advance teams. " Confirms Pierre Lafon, President of 1Check.

In conclusion, I completely agree with Matt Burgess' reading of IoT in the future; notably that "connected machines and objects.. offer the potential for a 'fourth industrial revolution', and experts predict more than half of new businesses will run on the IoT by 2020."