

# CASE STUDY

DOC  
CLEANING



## Cobotics Overview

DOC Cleaning adopts a cobotics (collaborative robotics) model, meaning we use autonomous cleaning robots alongside our cleaning professionals for smoother and more efficient experience.

We at DOC Cleaning believe the future of commercial cleaning isn't just about adopting the latest technology but evaluating which tools fit the clients needs and environment. The Cobotic model can be used in a range of contexts, including some covered in this case study, driving measurable productivity gains in high-traffic retail or maintaining impeccable standards in an active office, our cobotic fleet empowers our cleaning teams to deliver superior, consistent results for our clients.



## The challenge

As our portfolio has grown, we have recognized that a "one-size-fits-all" approach to equipment is insufficient. The range of environments require tailored strategies.

An example of this is Liberty, a department store, presenting a high-pressure cleaning environment with extensive square footage and constant public footfall. Traditionally, achieving high-productivity floor care at this scale is labor-intensive, our team would prioritise repetitive, large area tasks over detailed, customer facing work. The challenge was to increase measureable operational efficiency and output without compromising the quality of the service delivery enhancing the guest experience.

Our Head Office presents a dynamic, occupied workspace that requires a tailored approach. With open-plan desks, meeting rooms, and breakout areas, the office is active throughout the day. Standard cleaning schedules often leave a "service gap" where highly used areas become unclean between scheduled deep cleans. Needing to keep high visual standards in a professional environment without disrupting workflows, ensuring the office stays presentable throughout the day without the need for intrusive, full-floor re-cleaning.

## The Solution

To address the challenges at both Liberty and our Head Office, we integrated purpose-built cobotic units tailored to the specific operational demands of each site. By adapting and innovating to the new technology, we have enabled our cleaning teams to operate with greater flexibility, and efficiency whilst maintaining the highest standards.

At Liberty we were able to scale output with the Phantas Unit To meet the high-volume requirements of the department store, we identified the Phantas cobotic machine as it best fit the clients needs, achieving increased productivity and efficiency. The Phantas is designed for large-scale floor coverage, handling the most repetitive, time-intensive vacuuming tasks with high-speed consistency.

By allowing the Phantas Unit to do this heavy duty work, our cleaning professionals have been able to focus on high-value areas, such as sanitisation, glass cleaning, and shop floor presentation. This cobotic collaboration means technology drives productivity whilst our personal attention to detail always provides the highest quality finish.

In our active, Head Office, our solution focused on unobtrusive, continuous support. We deployed the ZACO robotic vacuum to operate discreetly maintaining high standards in a cost effective manor during operational hours with office staff in mind.

Rather than scheduling disruptive, full-floor re cleans, the ZACO continuously cleans so they are required less frequently, without compromising on quality service delivery. This ensures that meeting rooms, breakout areas, and workspaces are always ready and presentable throughout the business day for regular usage. The result is a seamless service model that maintains impeccable standards without impacting the productivity of the office staff.

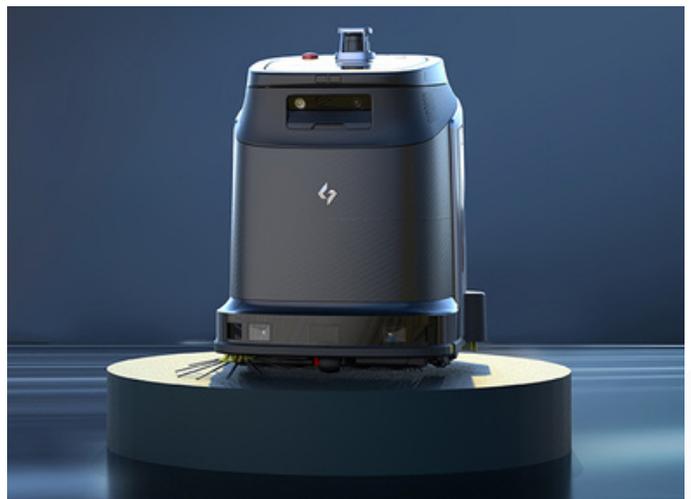
## Key benefits

### Liberty:

- Avg. Productivity Rate: 314.19 sqm/hr
- Time Efficiency Gain: 20.38%
- Time savings ≈3 hours/week

### Head Office:

- Maintain unobtrusive high standards during operating hours
- Continuous visual standard
- Reduced requirement for full re-cleans, allowing focused high impact cleaning



## Conclusion

The use of cobotics in our operations shows purpose driven innovation is a driver of both efficiency and quality. By using the Phantas unit for high-volume productivity and the ZACO for unobtrusive maintenance, we can see that cobotics provides measurable value. As DOC Cleaning continues to grow, this model is a key benefit to our strategy. Integrating the right tools for every environment, so that our clients benefit from the perfect balance of operational efficiency, consistent service standards, and the human touch that defines our reputation.

## About DOC Cleaning

DOC Cleaning is a family-owned business with over 50 years of experience delivering professional cleaning services, with a portfolio spanning cultural landmarks, corporate headquarters and commercial spaces across the UK. As we continue to grow, we remain committed to building trusted partnerships, investing in our people and innovating for a cleaner, more sustainable future.

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