

Overview

This case study showcases how smartData partnered with a Japan-based cleaning solutions provider to revolutionise their day-to-day operations with a custom-built Building Cleaning and Maintenance solution. The platform automates workflows, optimises staff management, and improves communication, enabling seamless task tracking and reporting across multiple sites.

Problem Statement

- Inefficient task allocation and scheduling processes.
- Lack of communication between site staff and management.
- No system to track site activities, workload, or task progress effectively.
- Connectivity issues in basements, causing delays in reporting and updates.

Solution

- A web-based system for managerial staff and admins to oversee operations efficiently.
- A mobile application with offline sync for site workers, ensuring seamless task updates even in network-restricted areas.
- Advanced tools for employee management, scheduling, and task progress tracking.

Core Features

★ Role-Based Access Control

- Customised access for managers, admins, and site workers to ensure secure and efficient task delegation.

★ Employee Management

- Centralised system to manage staff profiles, schedules, and roles.

★ Employee Scheduling and Task Assignment

- Intuitive task assignment and real-time progress tracking for site workers.

Technical Challenges

- ✓ **Offline Connectivity:** Site workers frequently work in basements or out of network zones.
- ✓ **Role-Based Access Management:** Managing different levels of access for admins, managers, and site workers.
- ✓ **Task Progress Tracking:** Real-time updates on cleaning and maintenance progress across multiple sites
- ✓ **Multilingual Usability:** Supporting users with diverse language needs.

Solution

- 💡 Implemented offline data sync in the mobile app, ensuring uninterrupted workflow.
- 💡 Developed a secure role-based access control framework to streamline permissions.
- 💡 Integrated work progress dashboards with reporting tools for enhanced task visibility.
- 💡 Added English and Japanese support, ensuring seamless adoption.

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Screenshots

