

PROFILE OF RS FACILITIES SERVICES PTE LTD

Name	RS Facilities Services Pte Ltd
Details of Business	<p>RS Facilities Services Pte Ltd was founded in 2013 as a cleaning subcontractor. Over the past decade, it has grown into one of Singapore's leading environmental services companies, managing over 1,400 cleaners across more than 100 client sites, spanning residential, institutional, industrial, and healthcare settings.</p>
Write-up	<p><u>Field Service Management Solution</u></p> <p>As RS Facilities Services grew, its paper-based processes could not keep pace. Manual workflows created several key challenges, including lengthy report preparation, no real-time task visibility, and slow attendance and payroll reconciliation, requiring Operations Managers to travel to individual sites to collect paper timecards before payroll could be processed each month.</p> <p>To address these challenges, RS Facilities Services adopted a Field Management Solution, which provides real-time job status updates via mobile, allowing staff to receive assignments and upload photo evidence directly through the app, while giving management live updates across all sites. The solution also reduces report compilation time, from two days to 10 minutes per client monthly, with photo evidence uploaded on-site upon completion and reports generated instantly.</p> <p><u>Toilet Cleaning Robot</u></p> <p>RS Facilities Services also faced a common industry challenge on the high turnover in toilet cleaning roles, as manual toilet cleaning was physically demanding and hygiene-sensitive, making these positions especially difficult to fill and retain.</p> <p>To address these challenges, RS Facilities Services is deploying Toilet Cleaning Robots, which is expected to improve manpower productivity by 50% as the robot conducts physically demanding and hygiene-sensitive tasks, while staff focus on tasks such as restocking consumables. This will also lead to wider talent appeal, as removing the most physically demanding task from the role is expected to reduce candidate drop-off and ease recruitment, particularly among local workers.</p>