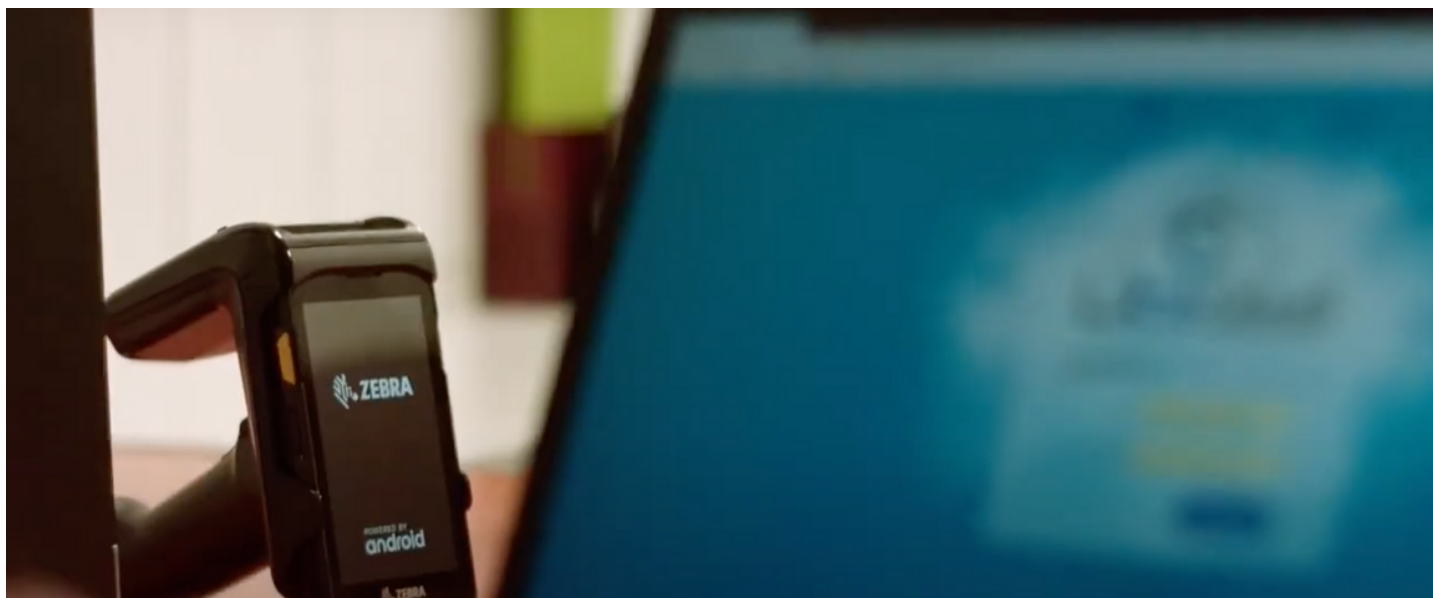


CASE STUDY

PARTNERSHIP BETWEEN UBI SOLUTIONS AND RESUINSA



About UBI Solutions

UBI Solutions, is a **French company** located in Paris and a **pioneer in RFID solutions**. It has a solid experience in the **implementation of textile applications based on RFID technology** in Cloud environments since 2008. With more than **600 installations** in hotels, hospitals, laundries, logistics centers and retails, it is one of the leading organizations in Europe in the technological solutions market.

About Resuinsa

Resuinsa, is an **international manufacturer of textiles** for the hotel and catering industry. The design, quality, resistance and durability of products, as well as respect for the environment, are criteria that they apply to all their products. With a **strong commitment to R&D**, they are pioneers in the sector with projects that use RFID technology for **the digitalization of their textiles**. The company has more than 8,000 customers in 140 countries.

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2. The new technologies in the hotel sector

3. Advantages and benefits

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INTELLIGENT TEXTILES THAT IMPROVE THE CUSTOMER EXPERIENCE.



Resuinsa, **textile manufacturer and R&D leader for the hospitality industry** and UBI Solutions, **the European market leader in Radio Frequency Identification (RFID) applications**, have joined forces to provide the hospitality industry with RFID solutions with the aim of **improving linen management and thus offering customers unforgettable stays**. The installation of the UBI Laundry solution, which was carried out in several establishments of **one of the largest benchmark hotel chains** in Spain, has made it possible to **promote many other projects** both nationally and internationally.

Resuinsa continually seeks to **improve its services by offering high quality textiles** to meet the expectations of the most demanding customers. The design, quality, resistance and durability of the products, as well as respect for the environment, are criteria that have been applied to all their products. To be able to offer these services, Resuinsa **engages in textile R&D focusing on new technologies**. Thanks to their collaboration, the two companies were able to offer a technical response to current and future challenges, focused on a **better vision of the processes related to textiles**, and above all to make the latest market technologies available to the sector.



FÉLIX MARTÍ - GENERAL MANAGER OF RESUINSA

"The digital transformation in the hotel sector is increasingly present. Hotels must see digitalization as a business opportunity, as it allows them to immediately improve the control and management of their textiles. Through the seamless integration of data with the company's management system, it is possible to have all the information in real time, while having efficiency and security in all processes."

UBI Solutions' role has been to assist Resuinsa so that hotels and laundries understand the **advantages and benefits** that the implementation of an RFID solution would allow them to **optimize the management of their laundry**.

WHERE IS THE LINEN?

One of the first advice given by UBI Solutions to Resuinsa was to **make their customers understand the importance of the issue of good linen management**. They need to **know whether they are losing the linen, the direct and indirect costs** that this represents. Usually, the decision to implement the solution is **made by the owner of the linen**: the hotel or the laundry service provider.

Once the customer realizes that he is losing linen, the hardest part comes, **calculating the cost of these losses**, which represent a large sum of money. Good management of these losses can **allow the hotel or supplier to make significant savings and focus on improving the quality of service** offered to its customers.

From this moment, the customer must begin a **process of research of indicative data** such as:

- Investment in linen renewal
- Investment in staff in charge of linen management
- Time spent on linen management (reception, shipping, inventories)
- Origin of the replenishment: losses, rejections
- Number of pieces per set and weight of the set
- Cost of washing per kg or per piece
- Type of locations: shipment, reception and distribution of linen
- Linen management business process



For example, if we focus on the **cost of managing the laundry service**, and we take as a reference a **4-star hotel with 200 rooms** with an **occupancy rate of 80%**. This would have 72,000 pieces of laundry washed per month which would represent a **cost of 24,000 €** (cost of washing per piece: 0.33 €). By dedicating **30 minutes per room** and imagining that the **cost employed would be € 13 per hour**, then the **staff costs for the maintenance of the rooms would amount to € 31,200 ***.

* Annual cost

0,33€

cost of washing per piece

13€/hour

cost of employee

24.000€/month

cost of washed linen

31.200€/annual

cost of staff maintenance



"RFID technology saves time and eliminates errors, for example in linen delivery. By automating processes, linen management becomes more efficient, and personnel and service costs are reduced."

RENAUD MUNIER

**Director, International Business Development
and Marketing
UBI Solutions**

On the other hand, one of the aspects to underline is **the time devoted to the management of the linen** itself. It takes a **lot of dedication** to have thousands of sets of clean and dirty linen in circulation, and in most hotels, it is still **done manually, causing a lot of errors and waste** to accumulate.

This time can be divided among the following activities, some of which must be performed daily:

Reception of clean linen - Inspection of linen - Dismantling of trolleys - Counting - Verification of delivery slips - Distribution in departments - Shipping of soiled linen - Contact with the laundry service, etc.



Taking the hotel from the previous example as a basis, **this time spent would correspond to 90 hours per month** dedicated to counting and checking laundry through manual processes, **30 hours per month** dedicated to administrative management tasks and **10 hours per month** dedicated to the inventory of linen in stock.

90 hours/month
manuel counting

30 hours/month
administrative management tasks

10 hours/month
inventory of linen

Once these costs have been identified, the implementation of an RFID solution has several objectives, always subject to a **return on investment**.

WHAT DOES THE UBI SOLUTIONS - RESUINSA RFID SOLUTION CONSIST OF?

An RFID solution consists of 3 elements:

The tag, hardware and software

The **UHF tag** is the **main element** for tracking linen. It is attached to the linen, in its different categories, and is most often sewn if it is a new linen.

In some cases, checking the linen in circulation is **not recommended for several reasons**:

- Lack of knowledge of the condition of the linen (number of cycles, lifespan)
- Time spent attaching the tag to the linen
- Monitoring of linen in circulation (hotel - laundry)

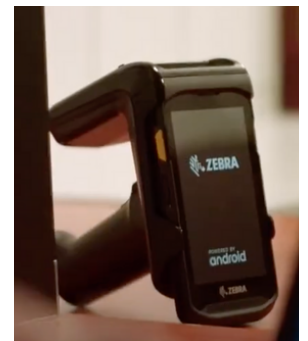
The **choice of a UHF tag model** is **essential** to obtain **high reading efficiency and optimal performance** of the solution. For this reason, UBITECH tags have been designed with **the aim of obtaining an optimal reading frequency and a high reading rate**. They have been specially designed **to meet the requirements of an industrial laundry** and to support the associated processes.

The second most important element is **the hardware**. The choice of the most suitable material depends on several factors:

- Type of operational process that will be carried out
- Number of readings to take
- Manual manipulation or automatic reading
- Entrance reserved for clean and dirty linen
- Connection with laundry
- Number of hotel rooms
- Internal or external governance department



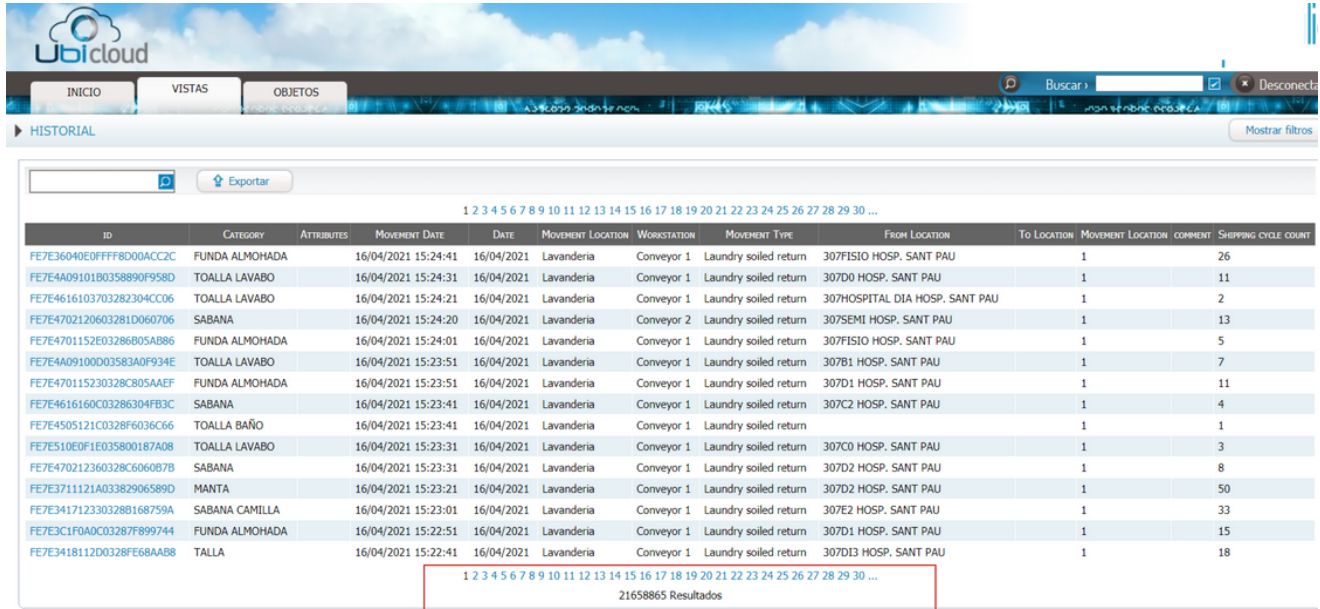
Reading cabin



Mobile reader

And finally, **the software**. This is the key and most differentiating element of the solution offered by Resuinsa - UBI Solutions. The solution is made up of two elements: **UBI Manager** and **UBI Cloud**.

UBI Manager is the key element of the solution, it is the element responsible for "filtering" the millions of readings that are made during the normal operation of a hotel. It displays the readings made by the different devices in UBI Cloud.



ID	CATEGORY	ATTRIBUTES	MOVEMENT DATE	DATE	MOVEMENT LOCATION	WORKSTATION	MOVEMENT TYPE	FROM LOCATION	TO LOCATION	MOVEMENT LOCATION	COMMENT	SHIPPING CYCLE COUNT
FE7E36040E0FF8D00ACC2C	FUNDA ALMOHADA		16/04/2021 15:24:41	16/04/2021	Lavanderia	Conveyor 1	Laundry soiled return	307F1SIO HOSP. SANT PAU		1		26
FE7E4A09101B0358890F958D	TOALLA LAVABO		16/04/2021 15:24:31	16/04/2021	Lavanderia	Conveyor 1	Laundry soiled return	307D0 HOSP. SANT PAU		1		11
FE7E4616103703282304CC06	TOALLA LAVABO		16/04/2021 15:24:21	16/04/2021	Lavanderia	Conveyor 1	Laundry soiled return	307HOSPITAL DIA HOSP. SANT PAU		1		2
FE7E4702120603281D060706	SABANA		16/04/2021 15:24:20	16/04/2021	Lavanderia	Conveyor 2	Laundry soiled return	307SEMI HOSP. SANT PAU		1		13
FE7E4701152E03286805A886	FUNDA ALMOHADA		16/04/2021 15:24:01	16/04/2021	Lavanderia	Conveyor 1	Laundry soiled return	307F1SIO HOSP. SANT PAU		1		5
FE7E4A0910003583A0F934E	TOALLA LAVABO		16/04/2021 15:23:51	16/04/2021	Lavanderia	Conveyor 1	Laundry soiled return	307B1 HOSP. SANT PAU		1		7
FE7E470115230328C805AAEF	FUNDA ALMOHADA		16/04/2021 15:23:51	16/04/2021	Lavanderia	Conveyor 1	Laundry soiled return	307D1 HOSP. SANT PAU		1		11
FE7E4616160C03286304FB3C	SABANA		16/04/2021 15:23:41	16/04/2021	Lavanderia	Conveyor 1	Laundry soiled return	307C2 HOSP. SANT PAU		1		4
FE7E4505121C0328F6036C66	TOALLA BAÑO		16/04/2021 15:23:41	16/04/2021	Lavanderia	Conveyor 1	Laundry soiled return			1		1
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FE7E470212360328C606087B	SABANA		16/04/2021 15:23:31	16/04/2021	Lavanderia	Conveyor 1	Laundry soiled return	307D2 HOSP. SANT PAU		1		8
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FE7E3417123303288168759A	SABANA CAMILLA		16/04/2021 15:23:01	16/04/2021	Lavanderia	Conveyor 1	Laundry soiled return	307E2 HOSP. SANT PAU		1		33
FE7E3C1F0A0C03287F899744	FUNDA ALMOHADA		16/04/2021 15:22:51	16/04/2021	Lavanderia	Conveyor 1	Laundry soiled return	307D1 HOSP. SANT PAU		1		15
FE7E3418112D0328FE68A4B8	TALLA		16/04/2021 15:22:41	16/04/2021	Lavanderia	Conveyor 1	Laundry soiled return	307D13 HOSP. SANT PAU		1		18

21658865 Resultados

Reading history in UBI Cloud

UBI Cloud * is the user's access portal to the different **KPIs of the solution**. It is accessed by a link, and it can be configured according to the access profile: Management, Governance, Administration ..



** This is a **web solution in Cloud version**, which means, that it is **not necessary to install an application**, it is accessed by a link, and everything is in the Cloud, so no maintenance any type of server in the hotel is not required.*

EXAMPLES OF KPIs

Flow analysis, Global stock, Daily flow, Stock evolution, Number of washes, Finances

The results obtained with the **implementation of this RFID solution** are:

Up to 30%*
reduction of losses

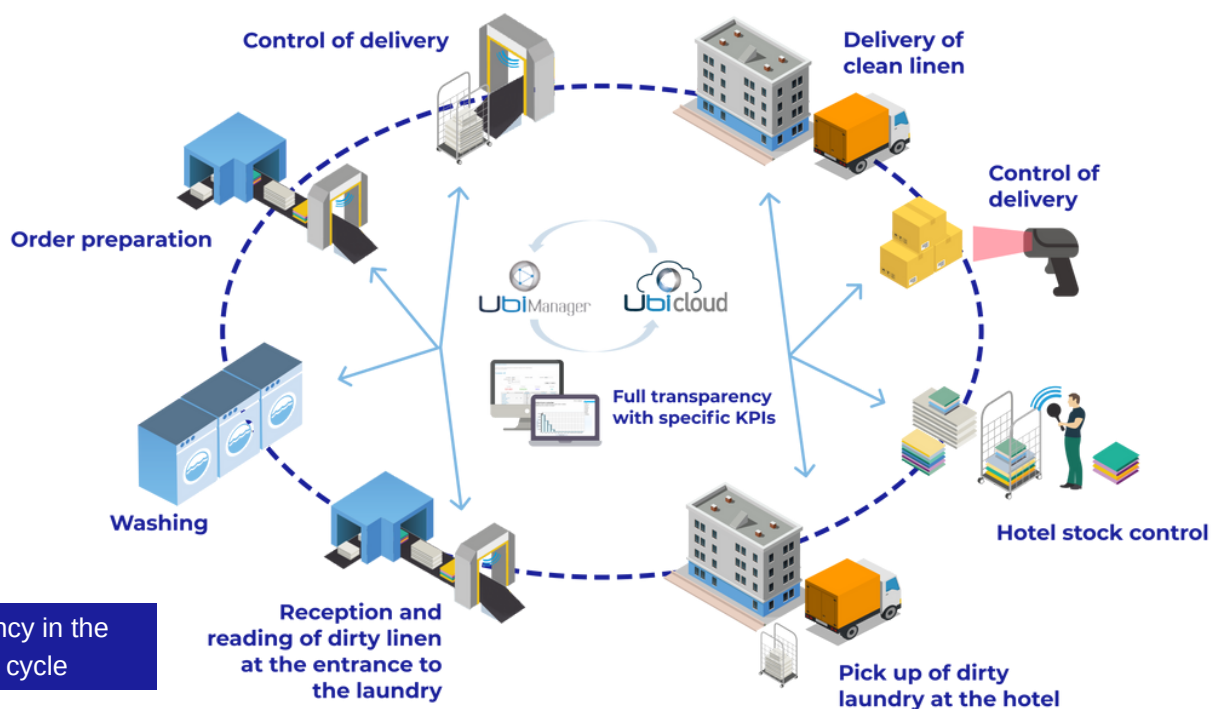
2 days*
reduction of losses

Up to 50%
reduction of linen renewal

- Real-time inventory control (quantities and locations)
- Carrying out inventories in a few minutes
- Reception of clean linen in minutes
- Shipment of linen in minutes
- Possibility to place orders automatically
- Elimination of manual counting
- Know the costs of laundry
- Linen quality control

***Real data from our customers**

The **main advantage** that **Resuinsa and UBI Solutions** offer their customers when they propose to implement an RFID solution is **TRANSPARENCY**. Establish a **trust relationship between a hotel and its suppliers** allowing access to information in real time and unknown information until now.



For Resuinsa, the solution makes it possible to offer their customers, in addition to the points highlighted above, advice through **the analysis of information**. This allows their customers to **master the management of their textiles**, improve the efficiency of processes (administrative and operational) and establish a trust relationship between the customer and the supplier based on data. The experience acquired, throughout the various implementations carried out, shows us that **the solution does not only translate into an economic part, but also brings about a change in the mentality** of the company and the suppliers.

Thanks to our technology, managers of the hospitality industry **have a new information management tool**, thanks to which they can **analyze and make informed decisions**.

SMART IOT FOR GREAT BUSINESS



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