TurnKey MANAGED SERVICES

Guaranteed Facility Maintenance Outcomes

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Dedicated Partnership

As a family business started in 1950, Betco® understands the impact of client satisfaction rooted in efficient solutions. Take advantage of our industry-leading expertise and broad market programs built to create and sustain success.

First-Class Execution

Betco's expert team will carry out our promise to the customer based on our TurnKey framework, allowing for attention to crucial details that ensure the customer's facility cleaning and maintenance needs are met.

Customized Solutions

Personally tailored solutions and dedicated support are Betco's cornerstones for producing excellent results. As a strategic partner, Betco will design a cleaning and maintenance program based on the unique needs of the customer.

GUARANTEED FACILITY MAINTENANCE OUTCOMES

Increased Client Satisfaction

Professional cleaning companies lose up to 55% of their customer base annually due to poor service.

Reduced Turnover Impact

Average annual employee turnover in the professional cleaning industry is 256%.

Increased Productivity

Average professional cleaning labor can cost up to 60% of sales revenue.

Operational Efficiency

On average, the cost of non-compliance is 2.65 times the cost of compliance.

Improved Appearance

92% of consumers consider clean environments the most important factor in purchasing decisions.

Driving Sustainability

70% of consumers change shopping habits if stores aren't operating sustainably.

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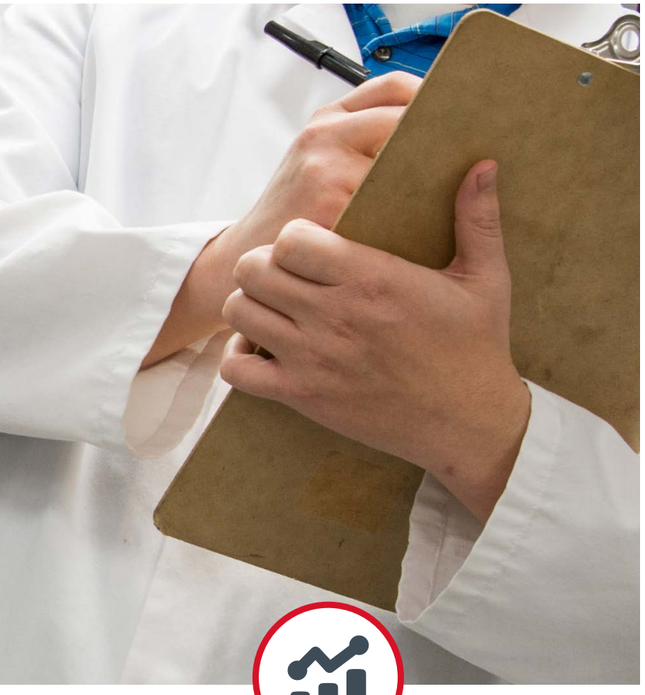


Benchmark and Understand

Insights from customer interactions are gathered to build a personalized program.

- Employee and customer interviews
- Identify customer goals and expectations
- Identify volumes and spend
- Review of cleaning procedures, product use, and techniques

Assess and Prescribe

Acquired information is applied to initial program prescription.

- Betco selects and presents product bundle
- Initial pricing is built and shared
- Additional program elements, including training, are identified

Facility Test Implementation

Thorough approach to facility test execution is implemented.

- Facility and contractor logistics are determined
- Products, procedures, training, and resource materials are selected and built
- Project plan and timing is built and shared with customer
- Test is implemented, monitored, and concluded with exit interviews

Test Results and Proposal

Facility test results and request for roll-out are shared with key stakeholders.

- Successes and key learnings from the testing process are covered
- Additional product, program, and procedural prescriptions are made
- Proposed roll-out plan is presented
- Betco and strategic partner move forward with proposed plan

Customer Onboarding

Comprehensive and continuous program support is offered through every step of implementation.

- Betco will work with key customer stakeholders and within distribution network to map supply chain
- A comprehensive conversion plan will be developed and communicated to strategic partners for full alignment
- Facility trainings will be planned and carried out as requested by strategic partner

Quality Assurance

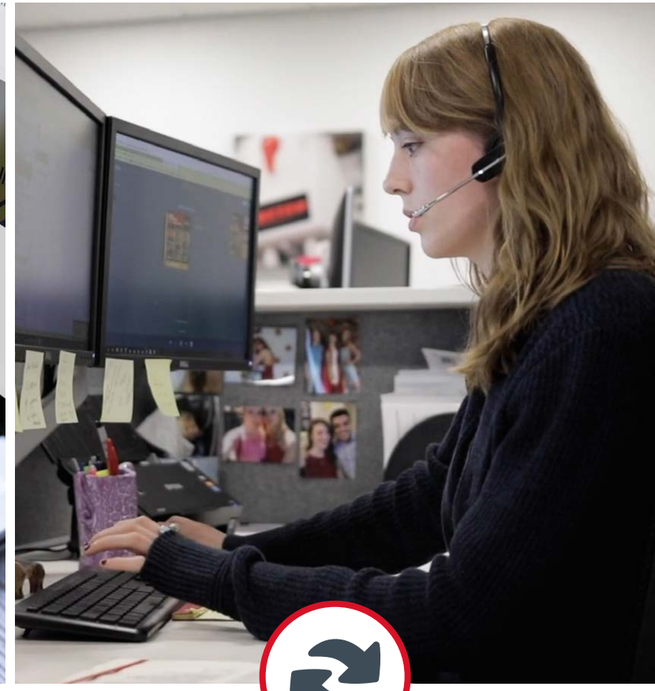
Ongoing quality checks guarantee facilities continue to meet and exceed industry cleaning standards.

- Consistent quality assurance reporting SOPs are established
- Corrective action plans determined and executed on rapidly
- On-site monitoring practices are put in place

Training and Compliance

Prioritize safety training and regulatory compliance with targeted materials.

- OSHA/WHMIS courses offered
- Accessible training improves employee retention
- MyBetco digital resources and e-learning courses with certification records offered



Full Circle Communications

Our customer service bridges the gap between training and implementation, offering consistent support.

- Ongoing communication throughout program implementation
- Product support available
- Schedule for ongoing communication cadence is set between Betco and key stakeholders

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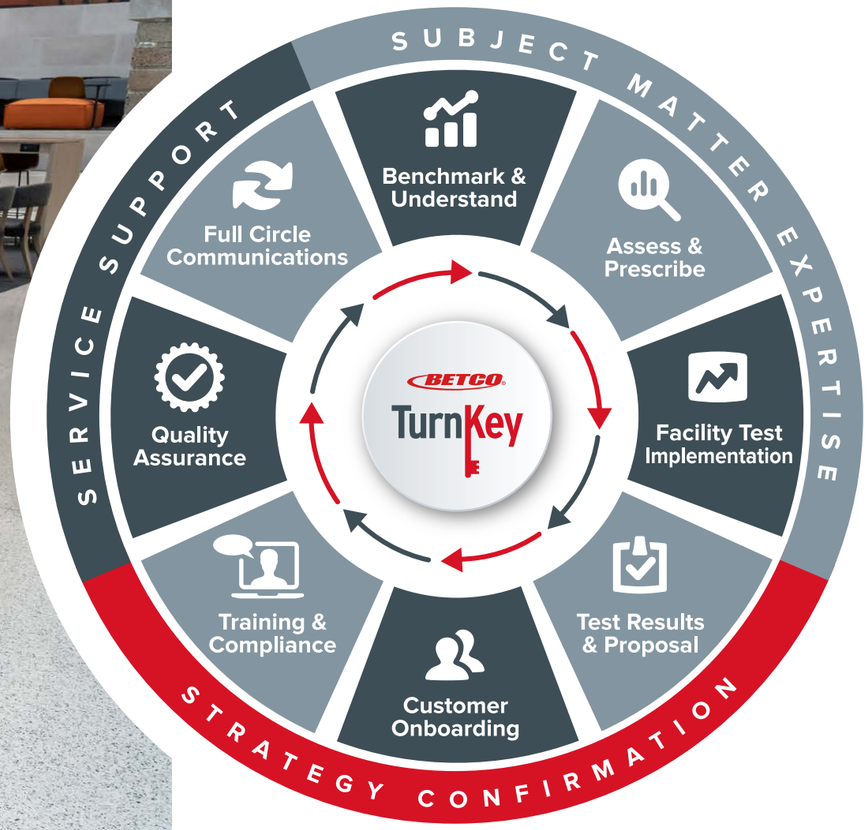

Committed Collaboration

With solutions built specifically for building service contractors and in-house cleaning staff, Betco's plug-and-play programs prioritize consistent cleaning outcomes.

Developing a standardized, data-driven approach for labor guarantees success, with Betco representatives offering support at every step.

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Proven Customer Experiences

“Betco has been a good partner from the start...The company excels in standardizing products and training systems. These added value services enable us to meet and exceed our customer expectations.”

Executive VP,
Building Service Contractor

“The Betco representative stays on the job, training and equipping our teams in the field to exceed the level of service our customers expect.”

COO, Building Service Contractor

“Betco makes me look more professional. Everything is consistent; from packaging and labeling to delivery and service to tools and training. Betco helps me differentiate my services from the competition.”

Manager of Cleaning Services,
Building Service Contractor

“Transitioning to Betco’s green products has enabled us to improve our cleaning process and reduce our chemical budget.”

Regional Manager,
Building Service Contractor

Our client successes are a testament to our ability to drive continuous results. Contact our experts today to revolutionize your facility.

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Item #91622-92

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