sixfactor
People · Process · Tools

CLIENT CASE STUDY

Continuous Digital Innovation

How Six Factor workcd with Bcc-Clcan to crcatc a markct advantagc with The HiVE

BEE·CLEAN
BUILDING MAINTENANCE

The Client

Bee-Clean is Canada's largest janitorial company. As a family-owned and operated business, they have provided expert cleaning services to national public and private sector clients for over 50 years.

With over 30 offices across Canada, Bee-Clean manages hundreds of clients and thousands of worksites — from banks and utilities to shopping centres and public transportation.

The Fundamental Challenge

As part of their growth, Bee-Clean brought together many different businesses under one banner. Despite unified service delivery, each business used different systems and databases.

Bee-Clean needed a way to consolidate client data and to bring together regional information into one central repository.

They also wanted a market edge — one that could set them apart from their competition.

Our Solution

Smart IDEAS for Bee-Clean

Through our *Achieve Incredible Framework* (AIF), Six Factor proposed a software platform that could be a client management tool and a 'single source of truth' for all their contract and contact data.

Branded '*The HiVE*', the tool integrates employees and subcontractors with worksites, location information, and service delivery contracts.

Product Strategy

While the opportunity to create a centralized service contact and contract management portal were important, Six Factor's approach was to develop a way for Bee-Clean to visualize client information on a map.

The HiVE uses Google Maps foundation and integrates Bee-Clean's business information as separate map layers — from client location and facility data to key contact and contract details.

To get to market as quickly as possible, Six Factor initiated a 6-phase roll-out program — with the first two phases delivered in just six months — giving Bee-Clean the ability to differentiate itself as a leader in the industry immediately.

Through this iterative release, Bee-Clean truly realized the value of a nationalized enterprise data management platform.

Our Approach

Governance

Project governance is crucial to an efficient product and program management. Six Factor ensures that projects stay true to business strategy and remain on track, on time, and in scope. Six Factor's 6-Step Product Development Lifecycle (PDLC) brings ideation to launch with clear approval gates.

People-First

Six Factor's approach to product development comes from a people-centred, design thinking mindset. Our foundation for design is based on a detailed description of the product — the 'Label on the Tin' — that describes the user experience through a product roadmap, mock screens, and useability requirements.

Platform Path

Six Factor's product specification begins with an established platform architecture and database schema. From this foundation, we extend functionality with component-based microservices and a strong codebase.

OUR TEAM

Six Factor's development team is lean, agile, and adaptive to client business requirements. Our *AIF* best practice platform ensures that we deliver timely, usable information with a high data quality index.

ENVIRONMENT

As Western Canada's leading Google Cloud Partner, Six Factor looks after all setup and hosting for its software solutions, including staging, testing, and production servers — with 99.9% uptime.

CONTINUOUS DELIVERY

Six Factor combines continuous integration and delivery (CI/CD) into our software practice, which allows us to automate, build, test, and deploy applications effectively and efficiently.

Bee-Clean Benefits

THE MARKET ADVANTAGE

With the successful accelerated delivery of *The HiVE*, Bee-Clean immediately saw increased client satisfaction with service delivery and leveraged the platform for new contract proposals as an important differentiator.

Further, Bee-Clean's business relationships with subcontracted partners also improved in delivering services and contract oversight.

Market aside, the underlying benefit for Bee-Clean was the unification of East and West — two different regions brought together within one platform to align their national client service delivery priorities and create more value for all.

OUTCOMES

→ **Data Centralization** — *The HiVE* as the 'Single Source of Truth' for the entire national organization

→ **Map-based Business Visualization** — Client sites are displayed relative to each other to deliver on-demand services better.

→ **Client Dashboards** — Client location and contract status information at a glance.

→ **Quick Release** — Bee-Clean adopted the tailored software platform in six months.

→ **Modular** — Six Factor's compliance tracking tool to manage worker vaccinations was added to the platform in one month.

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