

## TENNYSON COURT RELIES ON THE ORBIO<sup>®</sup> OS3 SYSTEM TO REDUCE COST TO CLEAN



Tennyson Court Assisted Living & Memory Care



### ABOUT THE CUSTOMER

Tennyson Court Assisted Living & Memory Care, Buffalo, New York, seeks to enhance the quality of life and independence of assisted living residents by providing help and supervision with the activities of daily living so each resident can realize his or her full potential. Throughout the day, memory care residents engage in activities and programming that are designed to enhance their independence and quality of life.

### CHALLENGE

Providing a clean, safe and inviting environment for residents and visitors is critically important. There is only one opportunity to make a good first impression, and when it involves the decision to place a loved one in assisted living or memory care, the facility's appearance can immediately make or break the deal.

Brian Bussman, Director of Environmental Services at Tennyson Court, is a 15-year industry veteran and was already familiar with Tennant's chemical-free ec-H2O™ technology. He has used Tennant scrubbers for 10 years, so when his Tennant service representative brought the Orbio<sup>®</sup> os3 On-Site Generation (OSG) system to his attention, he wanted to learn more.



"WHEN WE SAMPLED MULTISURFACE *CLEANER*, WE TRIED IT ON SOME KITCHEN GREASE STAINS ON THE CARPET. WE HAD WORKED ON THE STAINS FOR SOME TIME WITHOUT SUCCESS, BUT AFTER TWO APPLICATIONS OF THE OS3 SOLUTION, THE STAINS WERE GONE. I WAS VERY SURPRISED."

Brian Bussman  
Director of Environmental Services  
Tennyson Court Assisted Living & Memory Care

## CASE STUDY



### SOLUTION

The os3 system provides OSG of cleaning and disinfecting/sanitizing solutions that can replace multiple conventional packaged chemicals.



MultiSurface Cleaner & MultiMicro 200 disinfecting/sanitizing solution

MultiSurface Cleaner is used in spray bottles, mop buckets, automatic scrubbers, carpet extractors and interim carpet cleaning equipment. It replaces floor cleaners, glass and all-purpose cleaners, stainless steel cleaners and carpet cleaners. MultiMicro™ 200\* disinfecting/sanitizing solution replaces one-step cleaner-disinfectants, and food-contact and non food-contact surface sanitizers in spray bottles, mop buckets and flat microfiber mop systems.

"We received a 5-gallon sample of MultiSurface Cleaner, and we used it in our floor scrubbers, carpet extractors and in spray bottles for general purpose cleaning," said Bussman. "it works great — even better than half of the conventional cleaning chemicals we were using."

A valued Tennant partner and distributor, Pro Squared Facility Solutions wanted to show Tennyson Court a safe and effective cleaning solution that would lower their cost to clean.



\*MultiMicro 200 refers to MultiMicro disinfectant/sanitizer that has been diluted by the Orbio® os3 dispenser to the ready-to-use form containing 200 ppm free available chlorine.

### How OSG Technology Worked

- Reduced chemical odor — especially important for elderly and memory care residents.
- Removed old cleaning chemicals from carpet.
- Eliminated chemical storage issues.

### How OSG Was Applied

- MultiSurface Cleaner replaced floor cleaners, glass and all-purpose cleaners, stainless steel cleaners as well as carpet cleaners.
- MultiMicro™ 200 disinfecting/sanitizing solution replaced one-step cleaner-disinfectants, and food-contact and non food-contact surface sanitizers.

### How OSG Made Financial Sense

- Approximate 6-month return on investment.
- Annual savings estimate of \$14,000.

"THE OS3 SOLUTIONS REQUIRED NO ADDITIONAL TRAINING AND THEY'RE WELL WORTH THE INVESTMENT. I WOULDN'T VIEW THEM AS RISKY. THEY WORK, THEY SAVE MONEY, AND BECAUSE THEY'RE BACKED BY A COMPANY LIKE TENNANT, IT PUTS YOUR MIND AT EASE."

Brian Bussman



## CASE STUDY



“Saving money was one of the goals for Tennyson Court, and Orbio provides ongoing easy, safe and effective cleaning solutions while reducing strong chemical exposure for residents and staff — so it’s perfect for them,” said Ken Casseri, President and CEO of Pro Squared Facility Solutions. “The os3 system allows me to offer customers something that is so right, in so many ways, it’s almost unfair to the competition.”

Bussman’s crew continuously cleans 57,000 square feet of mostly carpeted space. He has three maintenance personnel who clean common areas, and 35 resident care aides who clean resident rooms. He keeps a 5-gallon Buddy Jug of each os3 solution in six cleaning rooms located throughout the Tennyson Court facility.

### RESULTS

“The cost savings are the biggest benefit to using the os3 system,” said Bussman. “We were using around \$16,000 worth of conventional cleaning chemicals annually, and we cut that to about \$2,000 last year for an approximate six-month return on investment. I wasn’t surprised because, looking at the big picture, I knew we were going to save money. It was a no brainer.”

Bussman appreciates the convenience of OSG, which enables him to have on hand virtually as much Orbio solution as he needs anytime. Now when influenza outbreaks occur, he doesn’t need to worry about ordering and receiving timely shipments of disinfectants, or where he’ll store them.

“Storage in our building is a nightmare – we have none. In the past, we ordered cleaning chemicals constantly and used our supplier as our warehouse. Now I don’t have that issue,” said Bussman. “I also like the fact there’s no packaging waste to deal with. Not having to throw out cardboard cases has definitely simplified things.”

### BY THE NUMBERS

**57,000** ft<sup>2</sup> Cleaned

**38** Number of Cleaning Staff

**1** Number of Buildings Cleaned

**1** Number of os3 Generators

**93** Maximum number of residents



## CASE STUDY



The Orbio solution does a great job cleaning Tennyson Court's carpets, and has brightened them by eliminating old cleaning chemical residue. Minimizing risks for residents and staff is also a huge benefit. Bussman is happy to practically eliminate strong conventional cleaning chemicals, especially in a facility with residents who can't distinguish between what's harmful and what's not.

"Family members were so accustomed to the lavender scent of conventional cleaning chemicals, when they didn't smell it they asked, 'What's going on?' We explained what we're using and they appreciate it," said Bussman. "Our cleaning staff also benefits from scent-free os3 solutions. No odor and the clean is better than covering a chemical odor with a scent."

In the past, Bussman received many staff complaints if he changed cleaners, but he hasn't heard any complaints about os3 solutions — and that speaks volumes without saying a word.

"There's nothing comparable to os3 solutions. We still buy laundry soap and general toilet bowl cleaner to remove stains, but the only way we could expand our use of os3 solutions is if we could use it to do laundry," added Bussman. "The os3 solutions required no additional training and they're well worth the investment. I wouldn't view them as risky. They work, they save money, and because they're backed by a company like Tennant, it puts your mind to ease."



Learn more about Orbio® and other innovations in cleaning. Contact Orbio Today.

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