



UHF RFID and Cloud Services From HID Help High-Volume Laundry to Optimize Linen Management and Increase Customer Satisfaction

Les Lavandières de Provence is a family-owned business, whose history began in Algeria, at the beginning of the last century, with the creation of a dyeworks in Oran. Today, Laurence Hakimi, who represents the fourth generation in the business, directs and oversees the operation of the 1000m2 industrial laundry located in Rognac, in the South of France. The company employs up to 20 operators (varying according to peak season) and manages 5 tons of linen a day.

The business operates in a rental mode: it owns the linen but offers linen rental and maintenance services. All of its customers are in the hospitality sector: 60% are restaurants and 40% are 4-to-5-star hotels and boutique hotels.

CHALLENGE

Like many industrial laundries, managing large volumes of linen has its challenges. Repeated manual counting is time-consuming and error prone, often leading to overtime costs and negatively affecting customer satisfaction. Additionally, not knowing what and how many items are in stock increases the risk of having too many or not enough linen to service customers.

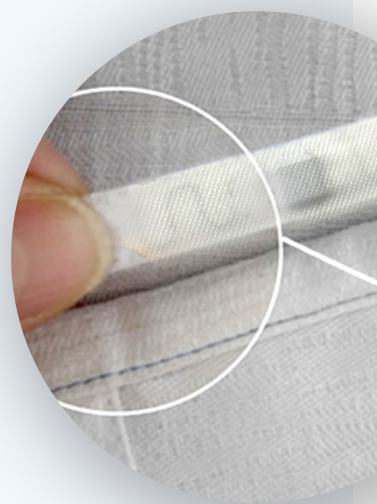
But surely the main challenge for the laundry is the high number of linen losses at customer sites and the consequent impact on the reassort budget.

SOLUTION

When the COVID-19 pandemic hit, shutting down many businesses in the hospitality industry, Hakimi took advantage of that challenging time to take a leap in the much-needed digital transformation to equip the laundry's processes and linen stock with RFID technology.

SOLUTIONS

- HID LinTRAK™ Textile Tags
- ACUITY



After evaluating a few RFID providers, Hakimi decided on HID for its expertise and cost. HID's RFID and installation experts performed an on-site analysis of the linen processes and flows to determine what type of RFID equipment would be required and where to position the RFID stations within the laundry cycle.

At each RFID reading point in the laundry, linen data would need to be collected, stored, analyzed, and acted on, in real time. HID's linen management software ACUITY would provide a comprehensive and real-time overview of linen stocks per zones in the laundry and at the customers' sites, all through user-friendly, cloud-based dashboards and reports.

This "retrofit" operation also implied the insertion and discreet sewing of HID's LinTRAK tags on each piece of linen. The tags' unique codes mean condition and life cycle can be tracked per item, which is very useful to monitor linen quality, particularly when assigned to high-end customers.

Designed to withstand repeated washings, detergents, water press extractors and high temperatures, LinTRAK tags look like care labels with a unique electronic identifier and come in various lengths and types (sewn-on or heat-sealable) to adapt to the type of linen they will be affixed to.

Note: A more cost-effective alternative to retrofitting is to integrate the tags during the textile production process (also known as source tagging). Compared to the cost of manual attachment, source tagging has virtually no cost, since linen is automatically RFID-enabled in a continuous flow with no disruption in the linen manufacturing process.

RESULTS

Thanks to HID's RFID system, Les Lavandières can better control the quality of each piece of linen individually and determine when an item is reaching the end of its lifespan so it can be replaced.

Most importantly, the linen data generated by LinTRAK and leveraged by ACUITY helps determine whether any quality issues come from the linen manufacturer or the laundry detergent, helping the laundry to take the necessary corrective action. The high-end hotel clients are now better served with a guarantee that the rented linen quality is up to their standards, hence further increasing customer satisfaction.

Les Lavandières is now able to know exactly how many items, and which ones, are at customer sites, in transit and in the laundry (whether in the soil area or on the shelves, ready to be packed and shipped.). And, when there is an unusually high rate of linen losses at a specific client site, it is now easy to identify trends and act on corrective actions.

Finally, the automatic count of several hundred items in just a few seconds enabled Lavandières to reduce operational costs as certain zones within the laundry do not require staff to manually count items.

"We are extremely happy with the RFID technology and the HID system in place" Hakimi said. "It is completely and seamlessly integrated into our laundry processes and brings complete visibility of our linen inventory levels and customer transactions". "Reliable and clear information means transparency between us and our clients", she added.



"We are extremely happy with the RFID technology and the HID system in place. It is completely and seamlessly integrated into our laundry processes and brings complete visibility of our linen inventory levels and customer transactions. Reliable and clear information means transparency between us and our clients."

Laurence Hakimi
General Director
Les Lavandières de Provence



hidglobal.com

North America: +1 512 776 9000 | Toll Free: 1 800 237 7769
Europe, Middle East, Africa: +353 91 506 900
Asia Pacific: +852 3160 9800 | Latin America: +52 55 9171 1108

For more global phone numbers click here

© 2023 HID Global Corporation/ASSA ABLOY AB. All rights reserved.

2023-06-14-cc-idx-textile-les-lavandier-cs-en PLT-07084

Part of ASSA ABLOY