Major grocery retailer enhances cleaning operations and efficiency with Tennant T380AMR robotic scrubbers powered by BrainOS®

Background

A leading grocery retailer sought to enhance store cleanliness while optimizing labor allocation. Initially deploying autonomous floor care solutions in October 2019, they later expanded with Tennant T380AMRs powered by BrainOS®. They became one of the first retailers outside of Walmart and Sam's Club to implement autonomous floor care across almost all of its locations.

Challenge

Like many retailers, this grocer faced key operational challenges:

1. **Excessive labor hours spent on floor care** that took away from customer-facing and value-added activities.

2. **Labor shortages and high turnover,** exacerbated by the pandemic, making it difficult to maintain consistent cleaning operations.

3. **A lack of standardized, scalable cleaning processes** across their over 100 store locations.

Solution

To overcome these challenges, the retailer sought a solution to increase their team's capacity. They turned to automating floor care operations using intelligent autonomous mobile robots, freeing employees to focus on higher-value tasks instead of time-consuming cleaning. After doing their research and testing solutions, the retailer introduced Tennant T380AMRs powered by the BrainOS® Clean Suite across nearly 90 of their stores. The rollout was backed by strong corporate engagement, including a VP-led initiative to promote autonomous usage throughout the organization. Post-deployment, the retailer established a monthly cadence with Tennant's Customer Success team to review performance data and optimize operations based on insights. This type of operational oversight enabled through Brain Corp's Ops Management Tools has helped the retailer not only track their operations, but actually be able to work with each store to increase the usage and coverage of each robot.
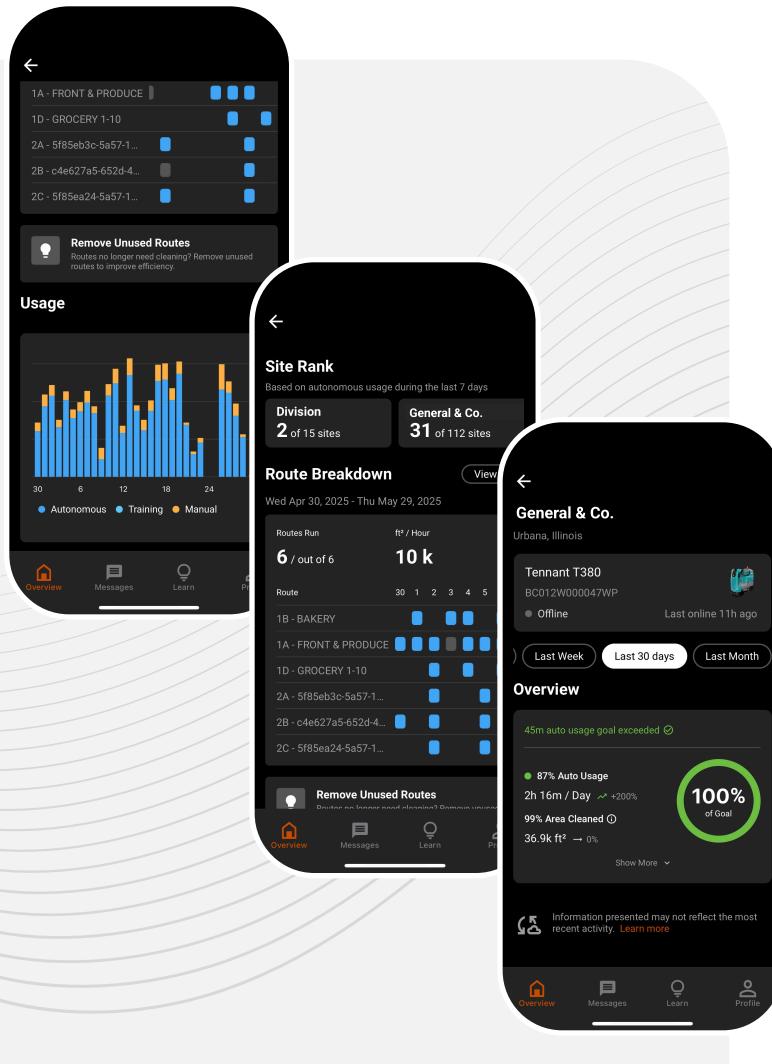
Results

Since deployment, the retailer has seen impressive improvements:

↗ **Enhanced cleaning productivity:** 33,649 hours saved cumulatively across its stores in 2024.

↗ **Improved employee efficiency:** Employees now focus on customer service and revenue-generating tasks instead of floor scrubbing.

↗ **Meaningful business impact:** Across more than 100 locations, the deployment delivered $2,120,400* in annual value to their business while modernizing their approach to cleaning.

Key takeaways

The retailer's investment in BrainOS®-powered robotic cleaning equipment has streamlined store operations, allowing staff to focus on higher-value responsibilities while maintaining consistent, high-quality floor care. Their ongoing renewals and corporate commitment to autonomous solutions highlight the long-term impact of robotic automation in retail.

HOURS REALLOCATED

33,649 hrs
+11% vs previous year

AREA CLEANED AUTONOMOUSLY

366,102,899 ft²
+7% vs previous year

AUTONOMOUS CLEANING ROUTE RUNS

104,553
+7% vs previous year

Powered by

brainOS

Curious what your benefit would be? Try Brain Corp's ROI calculator.

*Results calculated with Brain Corp's value calculator