

GRANGE TECHNOLOGIES: NO MORE RELYING ON THE CLIENT'S WI-FI

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Grange Technologies develops and supplies hygiene monitoring systems for environments where cleaning is scheduled or task-driven. Its flagship product, the Hygiene 360 monitor, is an app-based system that tracks and reports on cleaning activity in real time.

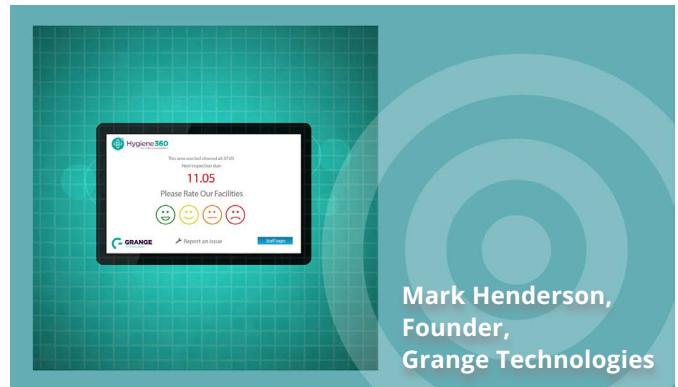
The company's core markets include hospitals, universities, airports, office buildings and shopping centres – anywhere with multiple washrooms and a scheduled cleaning requirement.

Grange typically works through large facility management companies, supplying monitors when those companies are tendering for new contracts. Deployments are usually sized at a minimum of five to ten monitors per site.

The Hygiene 360 has been deployed into NHS sites, and Grange handles development, installation and ongoing support in-house.

The Challenge

The Hygiene 360 relies on a data connection to communicate with Grange's portal. For most installations, Wi-Fi had been the default method – the client provided the network, and Grange connected to it. For several years, that arrangement worked well.



Mark Henderson,
Founder,
Grange Technologies

The problem emerged gradually. Networks that had been adequate when first installed were now struggling under far greater demand.

Clients who had invested in updated monitors were still experiencing connectivity issues and coming back to Grange to find out why.

Mark Henderson, Founder, Grange Technologies, explains:

"It's like they went out and bought a new car, but they're still driving it down the same old roads. The Wi-Fi they gave us four or five years ago – back then people were checking emails. Now there's people streaming videos. The bandwidth is tiny, and we're still on that same network."

Diagnosing network problems that sat entirely outside Grange's control – and doing so across multiple clients and sites – was a significant drain on time and resource.

"It was completely draining us for something that was out of our control. We just wanted to lose that whole issue."

The solution was to stop depending on the client's network altogether.

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Grange began looking at data SIMs as a way to give each monitor its own independent connection, one they could provision, monitor and troubleshoot without involving the client's IT infrastructure.

The Spitfire solution

Grange had previous experience of working with a SIM supplier, but found the offering inflexible, particularly around contract terms.

Spitfire now provides Grange Technologies with multi-network IoT SIMs across its Hygiene 360 installations. Each SIM can connect across multiple UK networks, which is a practical requirement: signal strength varies between locations, and having multiple networks available means Grange can find the best connection at each individual installation point.

Key elements of the solution include:

- Multi-network IoT SIMs providing access to multiple UK networks, with the flexibility to use whichever performs best at each location
- A three-month minimum contract followed by rolling monthly billing, with no long fixed-term commitment
- A management portal that allows Grange to label SIMs by site, view usage and access invoices each month
- Fast SIM provisioning, with cards received within a day or two of ordering



For a business that sells into facility management contracts, the ability to match SIM terms to client contract lengths is not a minor detail, as it directly affects whether a sale is possible.

A client with ten months remaining on their contract cannot commit to a twelve-month SIM term. Spitfire's three-month minimum and rolling monthly billing means Grange can match the SIM term to whatever the client has left.

The three-month minimum also supports a cleaner installation process. Grange is also considering making data SIMs the default for all new installations from day one, giving clients a working, connected system immediately.

If the client subsequently wants to move to their own Wi-Fi, the SIM can be cancelled after the minimum term. In practice, Grange expects most will simply continue on data SIMs once the system is running reliably.

Previously, poor Wi-Fi could leave Grange tied to a site for weeks after installation, fielding calls about connectivity problems that were outside their control. The move to data SIMs removes that entirely.

Responsive from the start

Getting the setup right at the outset wasn't without its challenges.



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Spitfire's technical team took the hardware, tested it with the SIMs in place, brought in additional technical resources when needed, and resolved the configuration before returning the equipment ready to use. Mark adds:

"The tech team was top drawer. They really helped us by taking the dongles, putting the SIMs in, getting everything running, and sending it back. I haven't had to deal with them since, which means everything is working as it should."

Business impact

Since moving to Spitfire's multinetwork IoT SIMs, Grange Technologies has been able to:

- Remove dependency on client Wi-Fi – the primary source of connectivity issues – and take direct control of how each monitor connects.
- Deploy monitors and complete installations cleanly, without being drawn back into site-by-site connectivity troubleshooting.
- Match SIM contract lengths to client contract terms, removing a barrier to sale for clients who are mid-contract.
- Use multi-network capability to find reliable signal in challenging locations, including basements and multi-floor buildings where single-network coverage is inconsistent.
- Manage all SIMs, usage and billing through a single portal, with each SIM labelled by site for straightforward oversight.



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