

# How Comcast Business, MachineQ and GP PRO are Revolutionizing Facility Management with IoT-Powered Innovation

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## Situation

30-year-old Progressive Field sought cutting-edge technology to help streamline restroom maintenance and modernize the fan experience.

## Challenges

- Labor Shortages & Overburdened Staff
- Manual Checks & Reactive Maintenance
- Costly Waste

## Solution

- Smart Restroom Management System

## Outcomes

- **Operational Efficiency:** Achieved an 80% increase, resulting in 500 hours of time saved.
- **Cost Savings & Sustainability:** Reduced paper waste by 50%
- **Enhanced Insights & Strategic Planning:** Enabled more informed decision-making
- **Employee Experience:** Improved overall employee satisfaction and productivity.

**“We are a 30-year-old ballpark, but that doesn’t mean we want to look and feel like a 30-year-old ballpark. Thanks to the changes brought on by Comcast Business and Georgia Pacific, our operations are running smoother than ever. We’ve seen an increase in staff independence and buy-in, we’ve optimized processes, and witnessed an overall improved experience at our park.”**

ROSALIE MORRISON

Assistant Director, Facility Services  
for the Cleveland Guardians

## KOLO® Smart Monitoring: GP PRO Teams with Comcast Business & MachineQ for IoT Networking Needs

GP PRO, a division of Georgia-Pacific, is a leading provider of advanced restroom and hygiene products, offering innovative solutions for commercial and industrial facilities. With a commitment to improving hygiene standards, GP PRO develops a wide range of products, including touchless dispensers, paper towels, toilet paper, and more.

GP PRO’s latest innovation is a smart restroom technology called the KOLO® Smart Monitoring System. KOLO® applies Internet of Things (IoT) technology to enable a solution for data-driven cleaning & maintenance needs that ensure dispensers are stocked and fixtures are functional.

To better serve their customers, GP PRO partnered with Comcast Business and Comcast’s IoT company, MachineQ, to provide the network infrastructure for the KOLO® System, and support in deploying and managing the network at scale across large venues and high-traffic facilities such as large pharma companies, manufacturing companies, convention centers, airports, and more.

Comcast Business and MachineQ provided GP PRO with a scalable IoT network connectivity platform using LoRaWAN® technology as well as customer lifecycle support and rapid deployment capabilities at scale.

## Addressing Labor Shortages and Enhancing Operational Efficiency at Progressive Field

Progressive Field, located in Cleveland, Ohio, is a major league ballpark with a seating capacity of nearly 35,000. Home to the newly branded Cleveland Guardians, the venue has a rich history and is celebrated for the game-day experience it has brought to fans.

Amid the team’s recent name change, Progressive Field saw an opportunity to revolutionize its facility and operations. Embracing innovation, they sought cutting-edge technology to help streamline maintenance needs and modernize the fan experience.

## Challenges

**Labor Shortages & Overburdened Staff:** Labor shortages led to overburdened staff, resulting in inefficiencies and delays in restroom maintenance.

**Manual Checks & Reactive Maintenance:** Staff had to physically inspect restrooms to determine maintenance needs, wasting time and leading to suboptimal restroom conditions.

**Costly Waste:** Consumables were replaced based on a fixed schedule rather than actual need, leading to waste and unnecessary costs for replenishments.

## A Smart Restroom Management System

To enhance janitorial efficiency and improve the fan experience, Progressive Field implemented the KOLO® Smart Monitoring System, equipped with Comcast/MachineQ's IoT network, due to its success in other professional stadiums.

The KOLO® system was installed in 56 restroom facilities at Progressive Field, enabling real-time monitoring of supply levels and streamlined maintenance tasks.

Comcast Business managed the IoT network deployment, including professional installation, configuration, and optimization. Their IT deployment services provided Progressive Field with experienced technicians, ensuring a quick and seamless installation.

The sensor-enabled dispensers, integrated with the MachineQ IoT network, monitor supply levels and restroom conditions, communicating data to a central platform. When supply levels are low, janitorial staff receive real-time alerts via a mobile app, while facility teams can access alerts and analytics through a centralized dashboard.

During the installation process, all gateways were pre-provisioned, and KOLO® devices were connected to the network in advance. This shortened implementation time while maximizing network reliability. Through this comprehensive effort, Progressive Field was equipped with a robust network infrastructure, empowering the venue to deliver exceptional experiences to its patrons and opening the door for future IoT initiatives.

## Empowered Employees, Efficient Operations, Happy Fans

Rosalie Morrison, the Assistant Director of Facility Operations at Cleveland Guardians' Progressive Field, highlights the transformative impact of the KOLO® solution, the IoT network, and the comprehensive professional support services provided to the ballpark.

**Operational Efficiency:** Staff accessed real-time data on consumable levels and restroom conditions through an app, eliminating manual checks. This led to an 80% increase in operational efficiency, saving 500 hours annually.

**Cost Savings & Sustainability:** Optimizing the use of consumables helped reduce waste and lower supply costs, and aligned with Progressive Field's sustainability initiatives achieving a 50% reduction in paper waste.

**Insights and Strategic Planning:** The system collects data on restroom usage patterns, informing staffing and supply decisions. Knowing which restrooms are busiest helps staff allocate resources more effectively, especially during events with varying attendance levels.

**Data Driving Cross-functional Benefits:** The data generated by the KOLO® System has value beyond the restroom. It frees up janitorial staff's time to prioritize

other areas of the ballpark, such as the high-traffic concourses, while providing other teams with valuable insights into attendance trends to help inform promotions and process improvements.

**Improved Employee Experience:** The user-friendly technology has been embraced by staff, enhancing their ability to manage restroom maintenance effectively.

**“Seeing the relief that these supervisors have because they do not have time to run around and make sure that all the dispensers are filled... They have time to maybe pull up their phone and check the levels, which has been a huge advantage for us.”**  
Rosalie emphasized.

**Enhanced Restroom Facilities:** Implementing the KOLO® solution has helped lead to cleaner, better-stocked restrooms, dramatically improving the customer environment and reducing the number of complaints from fans who weren't happy with prior bathroom conditions.

## Unlocking the Power of Partnership

GP PRO's strategic alliance with Comcast Business and MachineQ has equipped the company with a scalable IoT network platform and rapid deployment capabilities, enabling them to serve more customers and expand their market presence, while delivering increased value for their customers. For Comcast Business and MachineQ, partnering with GP PRO facilitates entry into new markets with smart building solutions and access to new customer segments.

Looking forward, the trio is committed to expanding their partnership and offering new solutions at scale across large venues and facilities. This strategic vision aims to continuously unlock the power of partnership, driving innovation, and delivering exceptional value to customers.

**“Our mission is to improve the everyday work of our customers and make their lives as simple as possible. With Comcast Business/MachineQ, we saw a partner who could help make this a reality at Progressive Field.”**

**JOHN STROM**  
Vice President and General  
Manager of Innovation,  
GP PRO

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