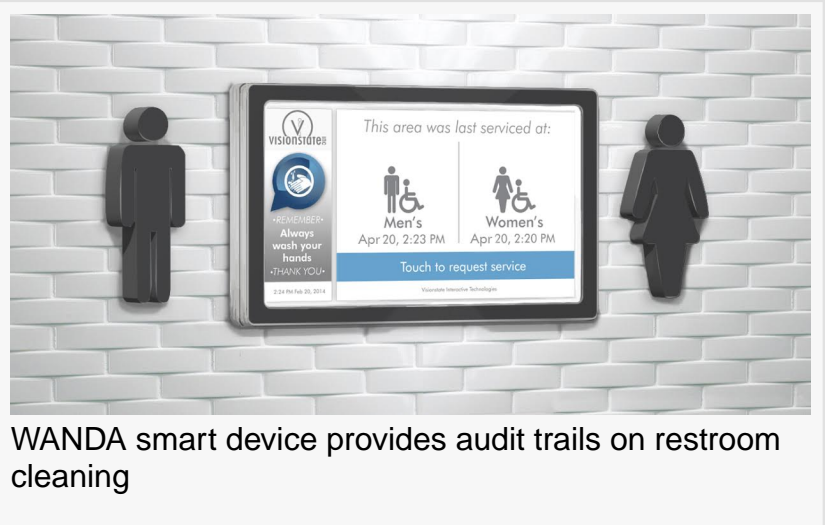


# Visionstate's WANDA rates restroom satisfaction

*Smart device enables customer feedback on restroom experience*

EDMONTON, ALBERTA, CANADA, October 18, 2016 /EINPresswire.com/ -- A bad restroom experience can be a death knell for any customer-centric company that offers such services to their patrons. In the age of social media, the impact of negative restroom reviews can be even more damaging to the company's brand and reputation. Additionally, according to a [2015 study](#) commissioned by Visionstate, 65% of people believe that a poorly maintained restroom reflects negatively on the entire company.



WANDA smart device provides audit trails on restroom cleaning

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*John Putters, President,  
Visionstate Inc.*

While these statistics shed light on the overall importance of well maintained restrooms, what they don't reveal to facility managers is whether or not their own customers are satisfied with their experiences. In other words, how do these facility managers gauge satisfaction in their own restrooms, and more importantly, are they losing customers as a result?

Gauging satisfaction has traditionally been a tricky endeavour. Research shows that customers are more likely to share experiences anonymously, and if there is no mechanism in place to express their level of satisfaction, customers typically walk out the door never to return.

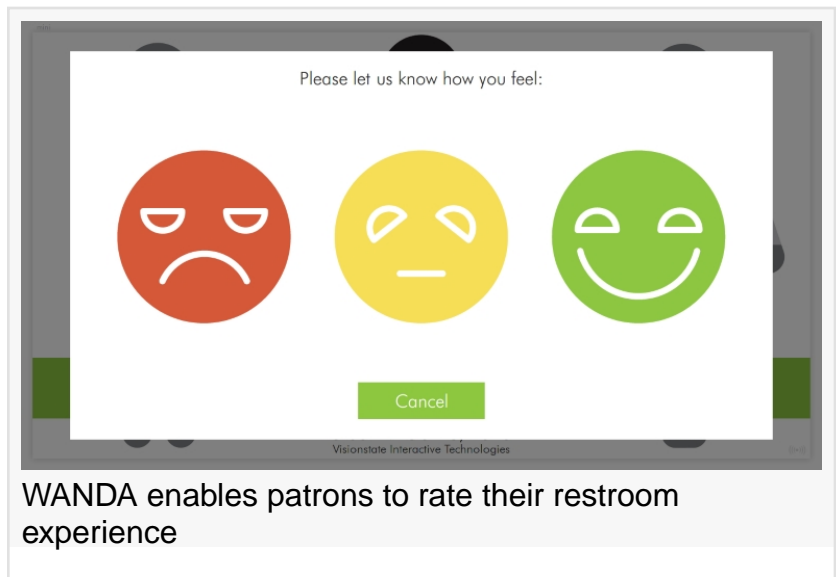
Based on customer feedback on [WANDA](#), a smart device that tracks cleaning and maintenance activities in public facilities, including restrooms, Visionstate took on the challenge of how to effectively collect data on customer satisfaction while they are still in the restroom.

“In looking at what data is most important to facility managers,” explains company President John Putters, “we found that a simple feature designed to measure overall customer satisfaction would be extremely beneficial.”

Visionstate designed the feature to run on the existing WANDA device, a 10 or 15 inch industrial tablet that is mounted at the entrance of restrooms and prominently displays the time and date of the last cleaning. Facility staff use the device to log in and enter cleaning activities performed and supplies used, providing an audit trail for managers to track who cleaned what, and when.

The new survey feature enables patrons to gauge their experience with a series of happy to sad faces. To provide context to the responses, a bad experience will prompt the customer to indicate what aspect of the restroom experience was negative.

“The mere fact WANDA is on the wall in the first place demonstrates the fact that the facility is serious about restroom cleanliness,” Putters explains. “Now facility managers will be able to ask patrons to share their experience, and if that experience was negative, what caused it to be that way.”



The data collected by the rating system is accessed through the content management system, which provides detailed reports on the use of WANDA, as well as an analytics dashboard that highlights an overall view of how well areas have been maintained.

“Our new rating system is a reflection of how Visionstate responds to customer requests,” Putters added. “The WANDA system continues to get better as the company implements valuable input from its customers.

The new survey feature is available as an upgrade to existing WANDA releases and as a feature on all new WANDA deployments.

About Visionstate Inc.

Visionstate Inc., a division of Visionstate Corp (TSX Venture: VIS) specializes in the Internet of Things and analytics. The Company’s core product, WANDA, is a 10/15 inch smart device used to monitor restroom cleaning, supplies, and maintenance activities. WANDA is installed in locations throughout North America, including hospitals, airports, office buildings, public facilities and shopping centers.

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