

Case Study: TASKI Robotics Integration

Who: Hilton London, Heathrow Terminal 4

What: Successful trial and rollout of TASKI robotic cleaning machines to the airport hotel

When: 2025

Hilton London based at Heathrow Airport Terminal 4 is a high-traffic premier hotel. With a reputation as a leading business and leisure hotel, they maintain the highest of cleaning standards and require equipment that allows them to reliably meet these standards.

Customer Aims:

Hilton was looking for a new reliable automated floor-cleaning solution that could boost both productivity and sustainability.

Their aim was to maintain consistently high standards of floor cleaning in all areas, including those with 24/7 traffic.

Manual cleaning disrupted their customers with areas having to be closed off, and their existing autonomous cleaning machine was not reliable, with regular breakdowns and malfunctions.

Sustainability and eco-friendly attributes were also an important factor, to support Hilton in achieving their 'Travel with Purpose' environmental goals

Diversey Solution & Trial:

After meeting at a Hilton trade show where the site's proactive interest in autonomous cleaning technology was highlighted, Diversey and Hilton worked in partnership to conduct a six-week on-site trial of the TASKI Phantas compact AI-powered robotic cleaning machine. Weekly calls were put in place to assess performance, with no issues identified during the trial.

The trial validated the robot's real-world performance, and a successful survey confirmed it suited their layout.

Benefits enjoyed by switching to the TASKI Phantas:

- Quantifiable performance, cleaning up to 1,000m² per charge
- Cost efficiency with accurate and predictable 'cost-per-clean' making cost projections easier
- Full return on investment achieved within 12 to 18 months
- Water and chemical consumption reduced by up to 70%
- 4 in 1 compact, autonomous system, no need for manual follow-up cleaning



TASKI[®]

The **ULTIMATE**
Cleaning Machines



What Set our Solution Apart:

The trial was conducted without issue, demonstrating the reliability and capability of the Phantas.

The Phantas covered all of Hilton's requirements, reliably cleaning their floors on an automated schedule, with technology powerful enough to show the difference in a surface after it has been cleaned.

The compact size of the Phantas, at just 62cm tall, allows it to clean underneath furniture, and its advanced sensors - including 3D Depth Cameras and LiDAR - enables 'zero-distance' edge cleaning, eliminated their need to complete manual follow-up cleaning in corners and on baseboards.

We provided full on-site training to ensure Hilton were aware and onboard with the required cleaning and maintenance of the robot, and throughout the trial we were on hand to make sure everything was running smoothly and support them with any queries.

We provided a single point of contact for anything they may need relating to this project, making the process easy with regular support.

Outcome:

Hilton Heathrow Terminal 4 have purchased four TASKI Phantas robots with full-service contracts and now enjoy automated 24/7 floor care at the high standard they require.

Diversey and Hilton benefit from a long-standing relationship in the supply of cleaning chemicals and manual TASKI machinery, but this project marked the beginning of our partnership in autonomous cleaning.



Customer Testimonial:

"We have seen an improvement in the quality of the cleaning of the carpets and the guest experience, as guests like to watch the robots at work. We like the phone app which allows us to deploy the machine when needed and gives visibility of when it is operational and where it is."

Valentina Eremia

Housekeeping Manager