



CASESTUDY

Lightfalls Clinic chooses our monthly disinfecting service in an ocean of options.



Introduction

Evelyne Jacquemyns is general manager of Lightfalls Clinic and renowned dentist in Belgium. She is best known for her progressive approach in dentistry and in overall business management.

Lightfalls is her multidisciplinary, medical esthetic clinic with a top level dental practice.

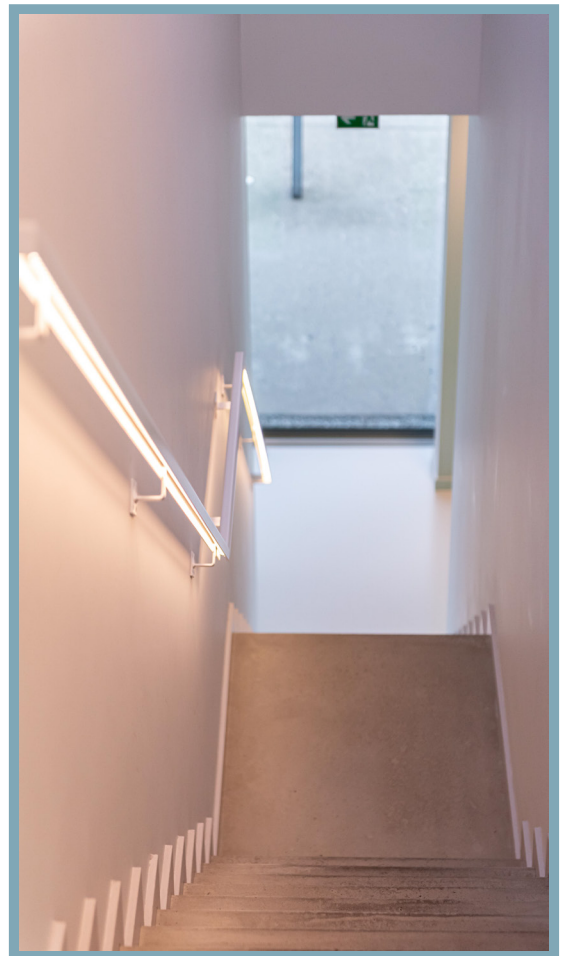
Having a high end clientele means having to go one step beyond what traditional clinics would do. Customer centricity is at the core of her clinic's values so it comes as no surprise that during these troubling times, Evelyne looked elsewhere for a way to improve her customer experience.

Lightfalls has since the start been an advocate of prevention and cleanliness but this pandemic posed a new threat.

The challenge

People remain wary of coming outside, and picking up their normal habits. In an environment such as Lightfalls they are reminded of the risk they run when coming in close contact with other people.

People are always best served when they are at ease and feel they belong there.



But the visuals don't help. The government imposed laws to ensure the safety of their citizens. Although with goodwill, having signs everywhere and masks on every face does not help your customer. It is safe to say that 'fear mongering' is an issue that needs to be addressed. Businesses can remain open and operate like before, *if* they can ensure the safety of their clientele.

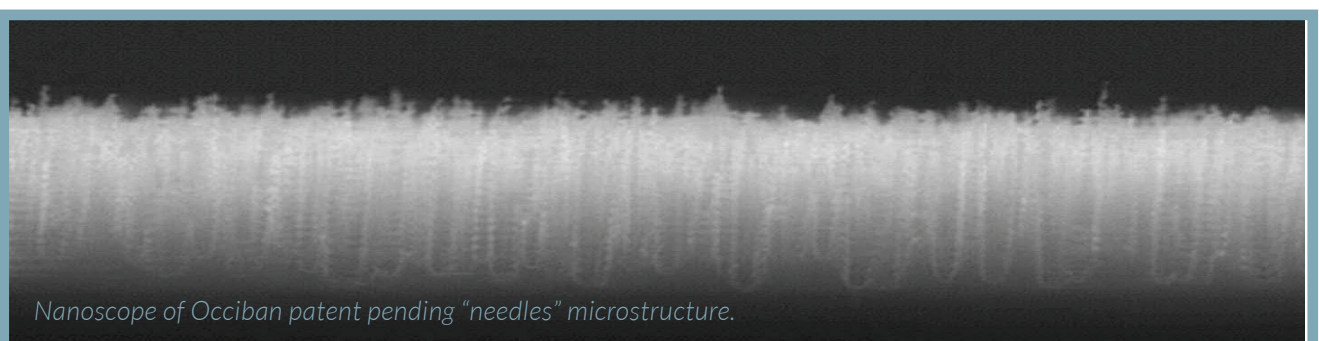
Our solution

That's why Evelyne went one step beyond that. Our team proposed her a monthly treatment of her facility, which means that during that period every inch of the building is protected, offering her a peace of mind.

During this treatment we use our multipurpose disinfectant which cleans and protects every surface in the facility from viruses such as SARS-CoV-2 and other biohazards.

In contrast to traditional disinfectants this one remains on the surface during thirty days. The patented spray will form a barrier on the surface allowing no bacteria or virus to further develop or spread.

In addition to this, our eight-hour hand sanitizer is offered when entering the center to ensure there is no cross contamination.



Benefits of working with Occiban

Lightfalls Clinic employs a professional and very thorough cleaning team, but since the pandemic they were swamped with work.

Ensuring a corona free zone, means disinfecting everything on a daily basis. This places a heavy burden on a team that already has a full time job.

Disinfecting a space takes a lot of time and attention to detail. That's where Occiban's team came in to place. Instead of replacing the whole team, our people come once a month to disinfect the whole place, with special attention to high touch surfaces.

It is a guaranteed safety without the hassle of disinfecting your clinic every day again.

"To be honest, I knew my cleaning crew had to work longer hours simply due to the meticulous job that is disinfecting every high touch surface. After a few weeks it became clear that I couldn't leave such an important job up to people who had no time for it."



To conclude

We have been working with Lightfalls Clinic for over five months now. Both Evelyne and ourselves are pleased how things are evolving. The cleaning crew can continue their job, while we as professionals can ensure the safety for both her staff and patients.

If you would like to know more don't hesitate to reach out.

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