Jewel

Success Story
Knipscheer Infra-Clean

How Knipscheer Infra-Clean gained clear oversight and control

From manual planning and paper maps to real-time insights and digital control. At Knipscheer Infra-Clean in Dronten, the decision to digitize wasn't a goal in itself, but a logical next step to gain better control over their grounds maintenence. With Jewel Software, they've found a reliable partner for planning, executing, and monitoring tasks like street sweeping and weed control on paved surfaces. Director Henk Toetenel and Operations Manager Wilbert Eijlander share how the transition came about and what it has delivered.

> ## We're a company full of people who simply show up every day, ready to get the job done.

Knipscheer Infra-Clean has been around for over 19 years and has grown into an organization with around 25 employees. We clean and maintain public outdoor spaces with a broad range of services, from window washing and façade cleaning to sweeping and brushing for a variety of clients. That growth also brought added complexity: more contracts, more service areas, and more employees in the field. As a result, it became increasingly difficult to maintain oversight and stay in control of work progress.

Why Change?

Before switching to Jewel, Knipscheer Infra-Clean largely operated the old-fashioned way: using paper maps, verbal task handovers, and limited digital support. While this approach had worked for many years, it became increasingly error-prone and time-consuming as the number of tasks and staff grew. Wilbert explains, "We used to just drive around with binders, working based on our own judgement. Staff would clean neighborhoods as they saw fit, but that meant you had no idea where your colleague had been, or what still needed to be done."

> ## GPS showed where someone was,
> ## but nothing was really documented.

One of the biggest pain points was the lack of centralized documentation and control. Planning and execution often ran through various disconnected systems, or weren't recorded in a structured way at all. As a result, it was difficult to know:

- What had already been done
- Who had worked where
- Whether the work was completed in full
- Whether the work was carried out as agreed

There was also frequent fragmentation in execution. Areas were either visited twice or skipped altogether, employees struggled to find their way in unfamiliar neighborhoods, and valuable time was lost searching, coordinating, and correcting. "Some would zigzag through their district, while others worked in a more structured way," says Henk.

The Transition

Although the name Jewel had been known to Knipscheer for over ten years, the costs initially held the organization back from getting started. "We put it off for quite a while," says Henk. "We tried other systems, but they were either incomplete or simply stopped working." In the end, the need for a future-proof solution made the difference.

> ## Practical and user-friendly.
> ## That's why it suits us.

What makes Jewel stand out according to Wilbert isn't just the software itself, but especially how quickly they were able to get started with it. "We took a month to play around with it and understand how it works. Then we rolled it out step by step in the organization. First get everything under control ourselves, and only then involve the people in the field. That worked great." Thanks to that approach, the implementation didn't become a long process, but spread like wildfire. "We started small and slowly expanded. We're now using the software for sweeping and weed control on paved surfaces, and we're already looking forward to doing more," says Wilbert.

Jewel's approach also proved effective: "With other software, we had half-day classroom trainings. With Jewel, it was just one-on-one, an hour of explanation and done. That works much better," says Wilbert. "Everyone learns at their own pace, and you actually remember it."

Benefits

Jewel, according to Henk, fits well with Knipscheer's work culture: practical, goal-oriented, and no-nonsense. "The guys no longer have to head out with paper maps. They grab their tablet, click on their route, and go. Even the less tech-savvy collegues are now working with it just fine," he explains. "It's just logically structured, and that helps a lot."

> **Even employees with very little digital experience can work with it.**

The improvement is noticeable for everyone. "You can now clearly indicate where people need to be and in which area something needs to happen," says Henk. "They can see that live on the tablet, and it's all being recorded." Henk also notes a major improvement in terms of oversight: "That element of oversight was previously missing. We had a GPS app and could see where someone was, but those were just snapshots. Now everything is recorded."

Planners in the office are also seeing clear benefits. "You can see live how far along the team is, how much of the work is done, and whether there are any issues. That allows us to make adjustments much more effectively," says Wilbert. The machine operators are enthusiastic about Jewel too. "You can see where your colleague started and work toward each other. That's easy!" says one operator about Jewel's collaboration feature. Henk adds, "The machine operators really enjoy working with Jewel. It gives them clear insight into the progress of their work."

Support You Can Count On

Henk praises the support Jewel provides during and after onboarding:

"A real highlight for me is the team behind the helpdesk. Whenever there's a problem or a question, it's just a matter of making a quick call or sending an email. Almost every time, you get immediate help and can move on right away. That's a major advantage in my view," says Henk.

Shaping the Future Together

After the fast and successful implementation, Knipscheer Infra-Clean is already looking ahead. The team is showing interest in innovations such as image recognition integration and automated inspections, and they're eager to be among the first to test new developments. Henk emphasizes the importance of continuous innovation: "The world keeps moving, which is why we value that Jewel keeps innovating."

According to Henk, that innovative power goes hand in hand with genuine practical involvement: "What we really appreciate is that our input is taken seriously. When we suggest something, it gets picked up. You can tell that Jewel truly understands the reality of day-to-day operations." He adds, "You don't see that with every provider."

At Knipscheer Infra-Clean, things don't stop after a successful implementation. Together with Jewel, the team continues to build toward a smarter, cleaner public space.

Curious About Our Solutions?

We would love to tell you more!

info@jewelsoftware.com | +31 317 415 899