

# How robotic innovation freed up valuable resources at Milton Keynes train station

With labour shortages an ongoing challenge for the facilities maintenance sector, adopting innovative solutions to free-up valuable resources is essential for many providers. We supplied a next generation robotic floor cleaning machine, the X4 ROVR, to support the Carlisle Support Services team and their client with cleaning Milton Keynes train station.



2km of floor  
cleaned in the  
first 2 weeks.



Next generation  
robotics with  
BrainOS®  
powered AI.

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## Carlisle Support Services is a leading supplier of facilities maintenance solutions, specialising in the provision of cleaning, security, and retail support services.

With extensive experience supporting clients in the transport sector, they were looking for an innovative solution to reduce the labour required to clean high traffic areas at Milton Keynes train station, operated by West Midlands Railway and London Northwestern Railway.

As their equipment rental partner, they contacted us to find the ideal solution. Following a site survey, the brand-new X4 ROVR Autonomous Floor Scrubber was selected as the best machine for the job.

## Challenges

With more than 15,000 passengers either starting or ending their journey at Milton Keynes train station every day, the floors around the station are high traffic, with many moving obstacles and people to navigate around.

Previously a walk-behind floor scrubber was used to ensure the facility was kept in great condition for staff and passengers, however this was labour intensive, using crucial resources that could be better used to perform more complex and hands-on tasks.

Furthermore, Carlisle Support Services and their client are passionate about leading the way in adopting innovative technologies to deliver an improved customer experience.

## Solution

Launched by Tennant in 2024, the X4 ROVR Autonomous Floor Scrubber sets the standard for robotic cleaning machines. Combining a compact design, advanced BrainOS® AI technology, and intuitive operation it is the ideal solution for busy and complex environments.

To ensure the X4 ROVR was right for the application, a site survey was carried out followed by a one week trial period. During this time, we monitored the machine's productivity using the data collected with every clean, and worked closely with the Carlisle Support Services and their client to make sure it was meeting their high cleanliness standards.

We also provided training to the on-site cleaning team to enable them to configure their own routes, using the user-friendly interface, for the machine to follow.

## X4 ROVR Highlights

- 500mm cleaning path and 38l solution tank capacity.
- Compact design makes it ideal for high traffic, complex environments.
- Advanced BrainOS® powered AI improves safety.
- Simple to train and easy to trust with intuitive interface and controls.
- 2+ hour run time from a single charge.

**“ We are thrilled to work with Carlisle Support Services and their client on this project. We’re passionate about empowering our customers with innovative and efficient solutions to tackle critical facility maintenance tasks.**

**The X4 ROVR represents a huge advancement in robotic floor care and maintenance, already making a significant impact for companies like Carlisle Support Services who’ve embraced the cutting-edge technology.**

**”**

### Louis Dorton

National Business Development Manager  
– Flooring Solutions

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“ Introducing the X4 ROVR floor scrubber has made a significant impact at Milton Keynes Central and Northampton stations on the West Midlands Trains contract. It's boosted efficiency for our cleaning teams, allowing them to focus more on high-priority, hands-on tasks—ultimately enhancing the quality of service for both passengers and staff. ”

**Diane Mason**

Contract Manager - Carlisle Support Services

## Result

Carlisle Support Services were impressed by the results shown during the trial period and have now taken the X4 ROVR on a long-term hire agreement.

In the first two weeks it cleaned over 2km of floor with near-zero assistance from the on-site cleaning team, increasing productivity and freeing them up to focus on more complex tasks that need human interaction.

Additionally, with clearly marked maintenance touchpoints the team are more easily able to complete daily maintenance to ensure the machine always works at maximum efficiency.

