



## How did the Vila Galé hotel group cut troubleshooting time by 50%?

### Company

Vila Galé

### Founded

1995

### Number of Rooms

8,500 +

### Country

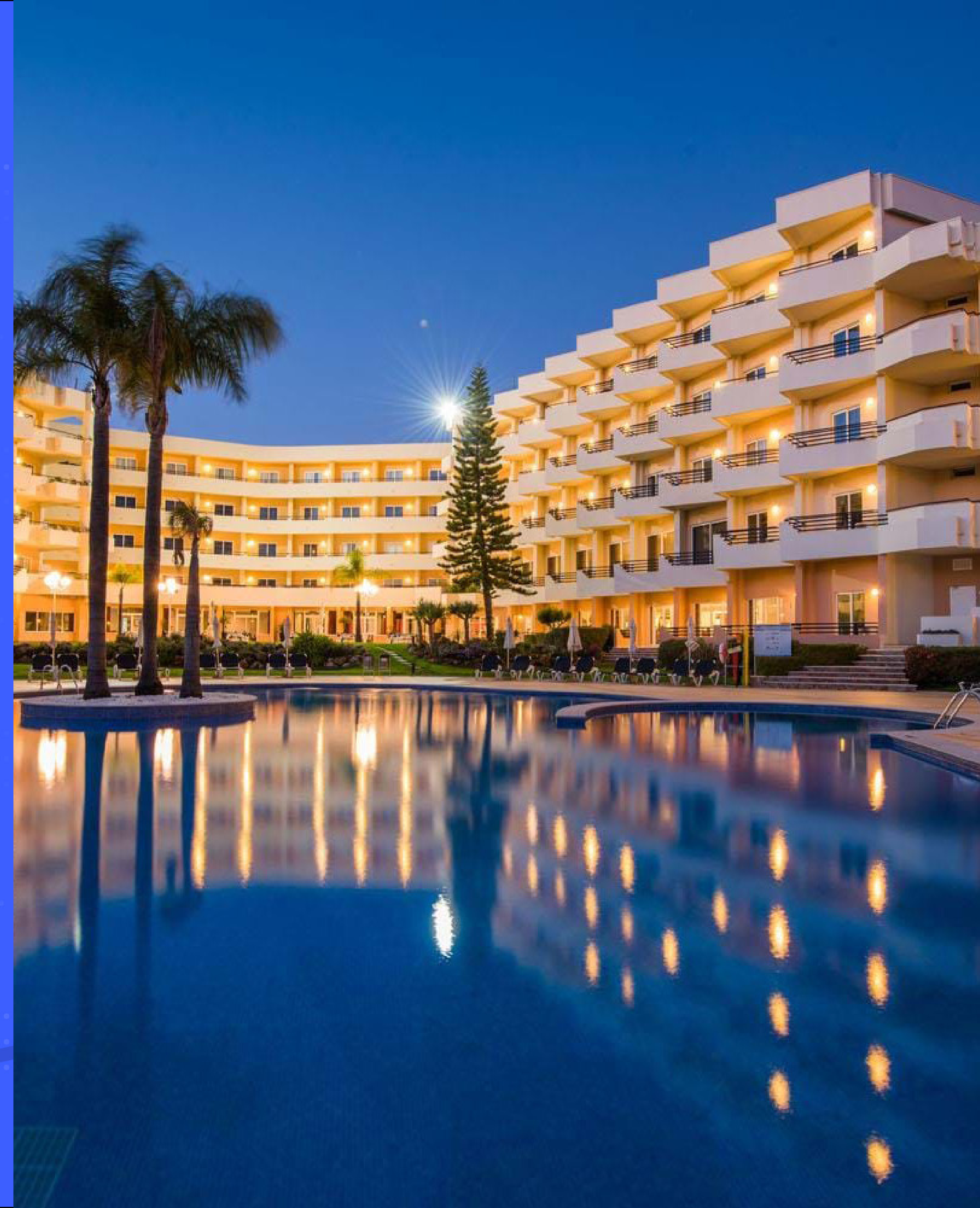
Portugal

### Sector

Hospitality

### Implementation Time

3 months







The Vila Galé hotel group is the second-largest in Portugal and is known for its high-quality hospitality experiences. With nearly three decades of experience, the group has 37 luxury hotels in major tourist destinations in Portugal and Brazil.

Their long track record and excellent reputation mean they are ranked as one of the Top 200 global hotel companies. They continue to grow steadily, taking advantage of the post-pandemic boom.

In total, the group has around 8,500 rooms, 19,000 beds and over 3,000 employees.

- **But before Infraspak, Vila Galé had some issues.**

- **Long failure resolution time**

- Vila Galé guests are used to impeccable standards, and to respond to this, the hotel's management team need to be able to respond swiftly. This wasn't the case, and they were falling behind on troubleshooting.

- **Redundancy of tasks and bureaucracy**

- Vila Galé hotel technicians and receptionists spent too long doing redundant and time-consuming tasks.

- **Poor usage of the manager's time**

- Managers had to micro-manage to see whether operational information was correct and up to date.

- **Infraspak has made everything simpler.**

- After implementing our solution, Vila Galé quickly reduced their failure resolution time, gaining time to focus on higher value-added activities.

- **Reduced failure resolution time by half**

- Infraspak's corrective maintenance app allows the maintenance staff to take more ownership of over-reporting. Failures last for a shorter time, so guests are happier, rooms are cleaned and made available more quickly, and wider maintenance costs are slashed.

- **Better use of time**

- With less paperwork and fewer redundant technical



and managerial tasks, the entire Vila Galé team gains more time for higher value-added activities such as routine task planning all the way to important investment decisions.

In fact, “**Infraspeak has eliminated 80% of calls and emails exchanged between maintenance and other sectors,**” says Vila Galé’s maintenance officer.

#### Reliable operation and easily accessible information

Infraspeak made Vila Galé’s entire maintenance process more transparent, helping managers respond quickly to reported tasks and understand when work was finished — this ensured technicians got the recognition they deserved.

With all information finally centralised, planning and performing tasks become easier. Vila Galé guides technicians through previously planned procedures, such as firefighting drills, with vastly improved communication capabilities.

#### Why Infraspeak?

According to Pedro Ribeiro, Infraspeak is a simple, functional and objective software that

has improved data management and the quality of the service provided, which translates into high satisfaction for customers, technicians and maintenance managers.

#### How was the implementation?

The implementation of Infraspeak at Vila Galé began with a pilot project at Vila Galé Cascais, only using the apps which enabled our Preventive Maintenance and Corrective Maintenance capabilities. After the team was fully adapted and the maintenance routines were defined in Cascais, the functionality was expanded and the system was rolled out to all the other hotels in the chain in record time. In just three weeks, all Vila Galé hotels in Portugal were using Infraspeak. Today, 7 hotels in Brazil also use it.

**Talk to one of our specialists and learn how Infraspeak can make your operation truly intelligent, connected and collaborative.**

[Schedule Demo](#)

