



## How does Four Views double the speed of their hotel operation?

### Company

Four Views

### Country

Portugal

### Sector

Hospitality

### Implementation Time

4 weeks

### Number of Rooms

747





Four Views is a hotel chain on the vibrant island of Madeira, Portugal, with a total of 747 rooms, across 3 sites: Four Views Monumental, Four Views Baía and Four Views Oásis.

It had been over 3 years since Four Views last invested in upgrading their hotel. Given the renewed post-pandemic interest in travel, a fresh lick of paint was long overdue. Four Views saw the need to impress guests returning with higher standards than ever and decided to act.

- **But before Infraspak, not everything was perfect...**

- **Costs were too high**

- The associated costs of maintaining over 700 rooms to an impeccable standard were skyrocketing. Miscalculated or unexpected costs were being multiplied hundreds of times over.

- **Lost information and wasted time**

- Losing information caused simple processes to be time-consuming, which meant, for example, that the time to repair equipment failures was too long. There was a considerable need to streamline information exchange and task execution.

- **Poorly executed preventive maintenance**

- All Four View's preventive maintenance plans were paper-based — an outdated, ineffective method leading to unfulfilled or late task completion. This impacted the whole operation.

- **With Infraspak, everything is different.**

Having spoken to Pedro Brazão, Maintenance Manager, Infraspak helped Four Views gain more operational agility; reduce costs; halve failure resolution time and stay compliant with maintenance plans and strict environmental control. This was crucial for keeping hold and maintaining the energy certifications of the hotels.

- **What happened next?**

**Infraspak's software helped to reduce failure resolution time at Four Views by 50%, and here's how:**

- **Centralised failure reporting**

- By centralising all asset failures in a standardised, intuitive way, you cut out information loss or confusion between managers and technicians. Infraspak allowed Four Views managers to approve failures much faster and have their technician teams solve them faster.

**“ Before, we spoke about we were fixing the situation. Now, with Infraspak, we can show exactly how we’re doing it. ”**

– Pedro Brazão

**For Four Views, these changes translated into a 50% reduction in failure resolution time.**

#### **Easy failure reporting**

As well as being resolved 2 times faster, equipment failure reporting was now easier and simpler than before, all thanks to Infraspak Direct™, our failure reporting interface.

#### **Comprehensive, accurate planning**

With Infraspak’s schedules and alerts, Four Views technicians know what daily tasks they have to do. No more uncomfortable justifying or excuse-making – with Infraspak, there were no mistakes or miscommunications, and there are guarantees that the tasks are all done.

#### **Better data, lower costs**

As a result of Infraspak processing all data and key operational outcomes, Four Views managers have access to all the information they need to make more informed decisions and, crucially, waste less money! Additionally, given that task execution times are shorter, workloads can be further optimised, which results in savings on HR investment.

#### **Strict compliance with environmental control**

Four Views has environmental certifications, and management is always mindful of environmental sustainability and its efforts to maintain it. It is a great advantage that Infraspak allows all operations to be completely paperless. Documents, photos and anything else related to everything needed to describe any equipment or malfunction is digitally stored, cutting carbon footprint considerably.

#### **Why Infraspak?**

All departments have access to Infraspak Direct™, which helps technicians to accelerate their reporting, approval and resolution of failures. The fact that everything is managed from a single platform is also valued by Pedro Brazão:

**“As the sole manager of three hotels, I can’t be everywhere, all the time. Thanks to Infraspak, I can manage everything now, wherever I am.”**

#### **How was the implementation?**

Infraspak was implemented in Four Views in just 4 weeks. Regarding the speed of the process, Pedro Brazão says that even the move from the old software to Infraspak was fast and well-received by his team.

**“When we started with Infraspak, there was a natural resistance to working with mobile phones. Now everybody wants one”**, he adds.

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

Schedule Demo