



## How did the InterContinental Porto reduce maintenance calls by 75%?

### Company

InterContinental Porto

### Country

Portugal

### Implementation Time

4 weeks

### Sector

Hospitality

### Operating since

2011

### With Infraspeak since

2016







The InterContinental Palácio das Cardosas, which opened in 2011, is located in the historical centre of Porto. Its opening was part of a wave of rehabilitation in the area and brought the Palacio das Cardosas back to its former splendour. It's located a stone's throw away from popular tourist attractions like the city's cathedral and São Bento train station.

- **The situation prior to Infraspak was not ideal.**

- **Too many maintenance calls**

- Inundated by over 40 maintenance calls a day, Filipe Soares, Engineer at InterContinental, struggled due to miscommunication which often caused work interruptions.

- **Low levels of operational agility**

- Given the large amount of work in the hotel, a tool was needed to enhance quality and agility. Filipe Soares' work included frequently filling in files with all maintenance activities — manually.

- **Poor cost and resource management**

- Without a system that allowed real-time indicator

This hotel belongs to the InterContinental Group, which has over 5,600 hotels in around 100 countries. Management has been using Infraspak in the hotel since 2016, and the results have been very positive for all involved.

tracking, the manager had little control over task execution times or over preventive and corrective maintenance costs.

- **Infraspak to the rescue!**

- With Infraspak, the InterContinental Palácio das Cardosas team was able to **fix these problems** and see further improvements in **paper usage** and the **housekeeping team's agility** thanks to Infraspak Direct™.



### 75% fewer calls — total game-changer

Using our failure reporting interface, Infraspark Direct™, we streamlined InterContinental's entire process and reduced interruptions and miscommunication. Slashing the manager's daily calls from 40 down to 10 resulted in huge time savings, naturally transforming his work-life balance.

“ The Housekeeping team quickly adapted to Infraspark. They're now reporting and fixing 70% of breakdowns using the Infraspark Direct™ app. ”

— Felipe Soares

### Simpler planning and execution.

It's no longer necessary to fill out documents manually. Annual work plans, preventive maintenance plans and other complex documents are now all handled digitally and automatically by Infraspark.. The technicians' work is also much easier — they just simply use smartphones to scan ID tags and access their to-do lists.

“ For me, one of Infraspark's main advantages is not having to worry about what I have to do, it shows me everything on one platform. ”

— Felipe Soares

### More reliable information.

The NFC tags installed in the bedrooms, living rooms and equipment allow the manager to know exactly when the technician began and finished a task, as well as view updates on any measurements made and maintenance costs.

All of this information is presented in complete charts and reports within the Indicators module, which allows the manager to respond easily to management's complaints or questions, to justify maintenance investments and to keep rooms in perfect condition.

## • Why Infraspark?

According to Felipe Soares, InterContinental Palacio das Cardosas needed a tool that would enhance the service quality and the team's agility. Infraspark has slotted in and enabled this, and helped to protect the high standards and reputation of an important brand like InterContinental Hotel Group.

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

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