

InterContinental Porto

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



INTERCONTINENTAL
HOTELS & RESORTS

Company

InterContinental Porto

Division

Hotel Business

Implementation Time

4 weeks

The InterContinental Palacio das Cardosas, operating since 2011, is located in the historical center of Porto. Its opening represented a rehabilitation of the area, which brought the Palacio das Cardosas back to its splendor.

This hotel belongs to the InterContinental Group, which has over 5,600 hotels in around 100 countries. Since September 2016, management has been focusing on Infraspeak as a management tool and the results are the best.

The situation prior to Infraspeak was not ideal.

Too many maintenance calls

Filipe Soares, Engineer at InterContinental, received over 40 daily calls with maintenance requests, and due to miscommunication, often caused work interruptions.

Minimal agility in maintenance work

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.

Minimal control over time and costs

Without a system that would allow real-time indicators to be tracked, the manager had little control over the technicians' execution time, as well as the preventive and corrective maintenance costs.

Then came Infraspeak.

With the use of Infraspeak, the InterContinental Palacio das Cardosas team was able **to fix these problems** and still see improvements in **paper usage** and **housekeeping team's agility** with the help of Infraspeak Direct.

75% fewer calls, better quality of life

The 40 daily calls have been reduced to about 10, for exceptional orders only. The fault reporting interface, Infraspeak Direct, streamlined the entire process and reduced interruptions and miscommunication, no longer compromising the manager time from within and outside the hotel.



"The Housekeeping quickly adapted to Infraspeak. Today, of all the breakdowns reported on Infraspeak Direct, 70% are done by the housekeeping team."

Felipe Soares

More reliable information

The NFC tags installed in the bedrooms, living rooms and equipment allow the manager to know exactly at what time a technician began and finished a task, as well as the results of 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 questions, to justify maintenance investments and streamline the availability of rooms in perfect condition.

Simpler planning and execution

It is no longer necessary to fill out frequent documents manually. Today, we just need to create automatically the annual work plans in Infraspeak. The technicians' work is also much easier - just simply use the ID tags on smartphones to access their to-do lists.



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

Felipe Soares

Why Infraspeak?

According to Felipe Soares, a hotel like InterContinental Palacio das Cardosas was in need of a tool that would enhance the quality of service and the agility on the team, something Infraspeak has proven to be.

In addition, Infraspeak enables everything to be done systematically and with great attention to detail, which is essential given the standards of a brand such as InterContinental Hotel Group.

Take a look inside.

Request a demo and see how Infraspeak can supercharge your team, your business and operation.

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