INFRASPEAK

VIDAGO PALACE
★★★★★

PEDRAS SALGADAS
spa & nature park

How does Infraspeak help Vidago Palace keep hold of its service quality and environmental standard certifications?

Company
VMPS Turismo

Country
Portugal

Restored
2010

Sector
Hospitality

Units Number
70 rooms and
16 eco-houses
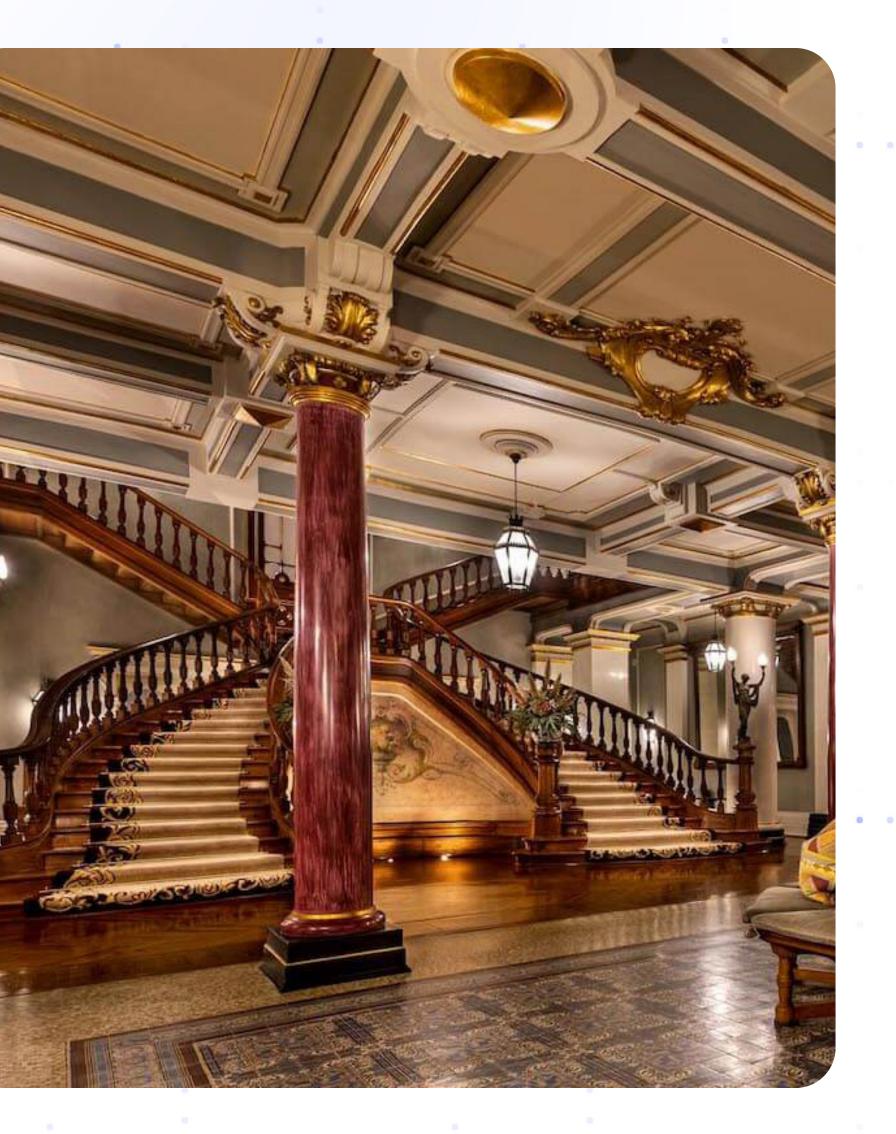
Average Monthly Tasks
3000+

VMPS Águas e Turismo SA is a sub-company of UNICER, one of Portugal's largest business groups. The Vidago and Pedras Salgadas thermal parks are under VMPS' management, consisting of two hotel units: Vidago Palace Hotel and Pedras Salgadas Spa & Nature Park.

Vidago Palace was originally a palace built in the Belle Époque for Portuguese royalty and Aristocracy. It was restored in 2010 and is now one of the country's top luxury destinations.

Pedras Salgadas Spa & Nature Park is an award-winning architectural project with 16 "ecohouses" that are a contemporary expression framed in the park's nature and regional thermal waters.

• But before Infraspeak, VMPS was facing some challenges.

Outdated reporting methods
The maintenance team was falling behind due to obsolete troubleshooting methods. It was common to have malfunctioning, unserviced equipment due to faults in the detection, reporting and assignment process to a technician.

Lack of control over maintenance
With around 5,000 pieces of equipment in two luxury hotel units, with spas and natural parks open to the public, one of the main challenges for VMPS was controlling what was happening with corrective and preventive maintenance.

The urge to obtain environmental and quality certifications
Since maintenance is an indispensable tool for obtaining certifications, it was necessary for the Vidago Palace and Pedras Salgadas hotels to focus their efforts on reducing the consumption of polluting chemicals and increasing compliance with maintenance plans.

• And then came Infraspeak.

After implementing Infraspeak, the VMPS team increased control over the maintenance plans, tightened **management toward environmental certification and improved failure reporting.**

Infraspeak helped Vidago Palace and Pedras Salgadas Spa & Nature Park secure their environmental certifications, protect precious habitats, and improve maintenance.

Better management toward certification

With Infraspeak's Stock Management app, VMPS tracks the consumption of chemical products and works out how this impacts their progress toward certification goals. Infraspeak also centralises all documents and steps required for compliant maintenance plans, meaning everything is tracked and simple to implement for VMPS technicians.

Better failure reporting

Previously, it was common for VMPS to have equipment fail due to communication problems. Now, nothing is left behind. With Infraspeak Direct™, our specially designed failure reporting interface allows users to quickly check the list of open failures, and all reported failures are solved.
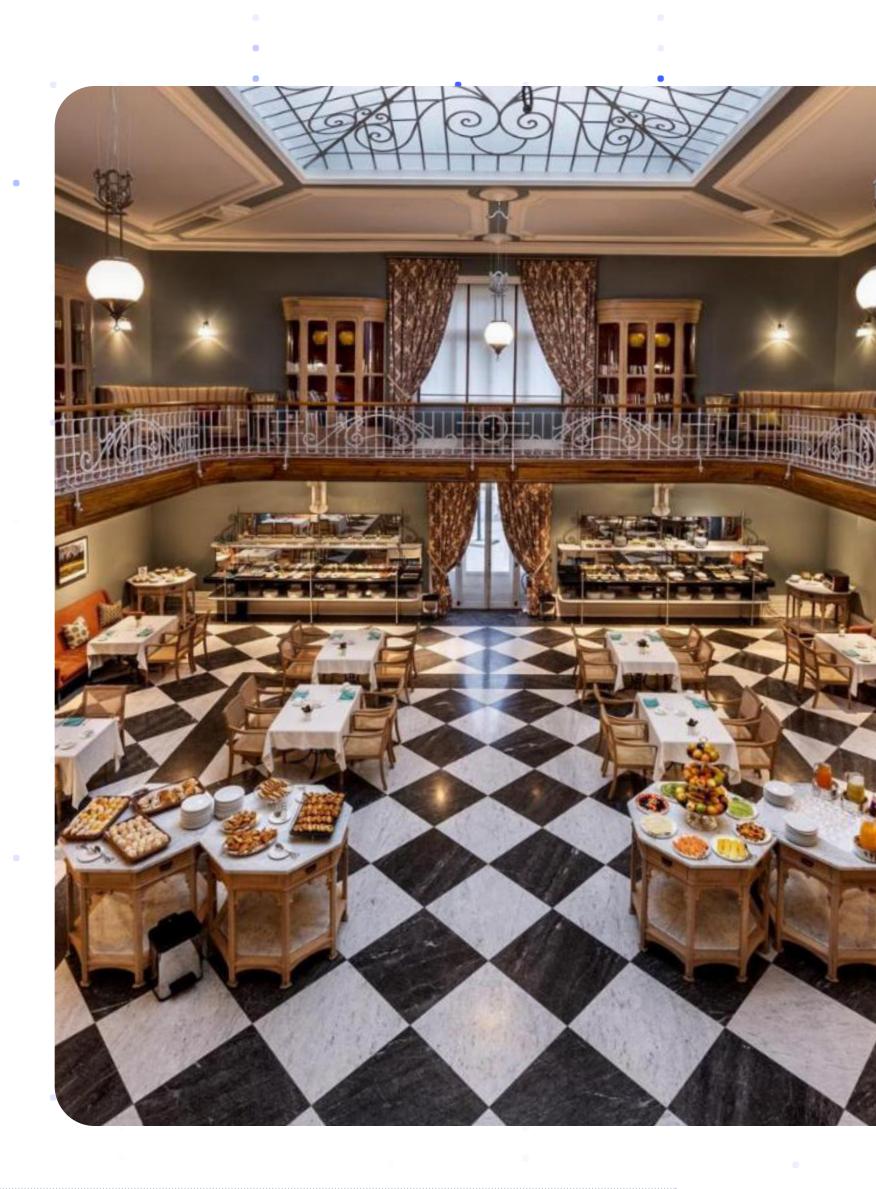
Maximum control

Using NFC technology for asset identification allows maintenance managers to benefit from high-level control. They're informed when every failure is repaired, or each preventive maintenance task is completed. The NFC tags also make it possible to check the detailed history of interventions and make it easier for technicians to search for information.

> **" Infraspeak has eliminated a lot of administrative work because we no longer need to do daily maintenance reports. With two clicks, we can see what the technicians are working on. "**
>
> — Paulo Martins, Head of Maintenance at Vidago Palace Hotel and Pedras Salgadas Spa & Nature Park

Why Infraspeak?

Without any question, the essential requirement for the VMPS group was to find a management solution that made compliance with certification and consumption goals simple. Centralised access to documentation means SLAs can finally be completed in their entirety from start to finish, helping to maintain high standards.

> **"With Infraspeak, everything is handled from start to finish, and nothing is forgotten. All the equipment failures in the rooms or around the hotel enter the platform and allow maintenance to solve them promptly."**
>
> — Paulo Martins, Head of Maintenance at Vidago Palace Hotel and Pedras Salgadas Spa & Nature Park

How was the implementation?

The implementation of Infraspeak began with a pilot at Pedras Salgadas & Nature Park, based on a recommendation from an existingInfraspeak customer, OPERTEC.

The implementation began with the corrective maintenance module, which allowed VMPS to speed up the failure management and for technicians to adapt to the platform in both hotels. The next step was the implementation of the preventive maintenance module before rolling out the other apps on the platform.

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

[Schedule Demo]