

## Vidago Palace and Pedras Salgadas

# How does Infraspeak help Vidago Palace and Pedras Salgadas hotels achieve quality and environmental certifications?

**Company**

VMPS Turismo

**Division**

Hotel Business

**Units Number**

70 rooms and 16 houses

**Average Monthly Tasks**

2650

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

Vidago Palace is a palace built for Belle Époque's Portuguese royalty and aristocracy, restored in 2010 to become 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 faced some challenges.

**The urge to obtain environmental and quality certifications**

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

**Lack of control over maintenance**

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

**Flaws on fault reporting**

The performance of the maintenance team depends on proper fault reporting. It was common to have malfunctioning equipment that was not serviced due to faults in the detection, reporting and assignment process to a technician.

## Then came Infraspeak.

Following the implementation of Infraspeak, the VMPS team was able to **increase control** over the maintenance plans, **better management** toward environmental certification and **improve breakdown reporting**.

### Better management toward certification

With Infraspeak's inventory management module, VMPS tracks the consumption of chemical products and perceives the progress toward certification goals. Besides, obtaining quality certification depends on compliance with maintenance plans, which is now ensured with Infraspeak.

### Best fault reporting

If previously it was common to have equipment not working due to communication failures, now nothing is left behind. With Infraspeak Direct, the fault reporting interface that allows you to easily consult the list of open faults, all reported faults are solved.

### Maximum control

The use of NFC asset identification technology allows a high-level control for the maintenance manager, who can always know when each malfunction is repaired or each preventive maintenance task is done. The NFC tags also make it possible to consult the detailed history of interventions and make it easier for technicians to query information.



*"Infraspeak has eliminated a lot of administrative work, because we no longer need to do daily maintenance reports. With two clicks, we realize what the technicians are working on,"*

**Paulo Martins**

Head of Maintenance at Vidago Palace Hotel and Pedras Salgadas Spa & Nature Park

## Why Infraspeak?

For VMPS, one of the factors that make Infraspeak unique and a fundamental tool in the team’s daily life is the centralization of information. By being all on one easy-to-access platform greatly simplifies the work of technicians and managers.



*“With Infraspeak, everything is handled from start to finish and nothing is forgotten. All the malfunctions that occur in the rooms or around the hotel enter the platform and allow maintenance to solve them in a timely manner”*

**Paulo Martins**

## How was the implementation?

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

The implementation of the corrective maintenance module allowed to speed up the fault management and for the technicians to adapt to the platform, in both hotels. The next step was the implementation of the preventive maintenance module and then the rest.

## Take a look inside.

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

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