

Vila Galé

How did the Vila Galé Group start troubleshoot in half-time?

**Company**

Vila Galé

Division

Hotel Business

Implementation Time

3 months

Number of Rooms

7 454

The Vila Galé group is the second largest Portuguese hotel group. With nearly three decades of existence, it has 34 hotel units in Portugal and Brazil and is part of the ranking of the 200 largest hotel companies worldwide. In total, the group has 7,454 rooms, 15,286 beds and 3,200 employees.

Prior to Infraspeak, maintaining Vila Galé had some problems.

Too much troubleshooting time

All Vila Galé hotels have high standards for the experience they provide to their guests, wherefore answering maintenance requests has to be immediate.

Redundancy of tasks and bureaucracy

Vila Galé hotel technicians and receptionists spent too much time doing redundant and time-consuming tasks. Managers, on the other hand, had to constantly check whether the information was correct and up to date.

Infraspeak has made everything simpler.

Troubleshooting in half-time

Infraspeak's corrective maintenance module enables the maintenance staff to be more responsive in regards to reported malfunctions, which results in improved guests' satisfaction, increased room's availability, better audit results and reduced maintenance costs.

Better use of time

With less paperwork and fewer redundant technical and managerial tasks, the entire team gets more time for higher value-added activities, from task planning to investment decisions making, aside from the ability to focus on providing the best possible guest's experience.

Reliable in operation and easy access to information

Infraspeak brings greater transparency in the maintenance process, allowing technicians to have their work recognized and managers to rely on reporting and the accomplishment of all tasks.

With all the information centralized, planning and performing tasks becomes easier. In Vila Galé, Infraspeak lets you guide the technicians through processes previously planned, such as firefighting tests.



"Infraspeak has eliminated 80% of calls and emails exchanged between maintenance and other sectors.

Vila Galé's Maintenance Officer

Why Infraspeak?

Infraspeak's centralization capability is one of Infraspeak's biggest advantages for Vila Galé. By consolidating all data into a single repository, Infraspeak eliminates loss of information, and reduces administrative costs. Besides, the technicians have their work recognized and the managers feel more confident that the operation is progressing.

How was the implementation?

The implementation of Infraspeak at Vila Galé began with a pilot project at Vila Galé Cascais, first with the Preventive Maintenance and Corrective Maintenance modules. After the team was fully adapted and the maintenance routines defined in Cascais, its appliance in the other hotels of the chain was a record: in three weeks all Vila Galé hotels in Portugal were using Infraspeak. Today, 7 hotels in Brazil already use it, which helps Infraspeak to expand overseas

Take a look inside.

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

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