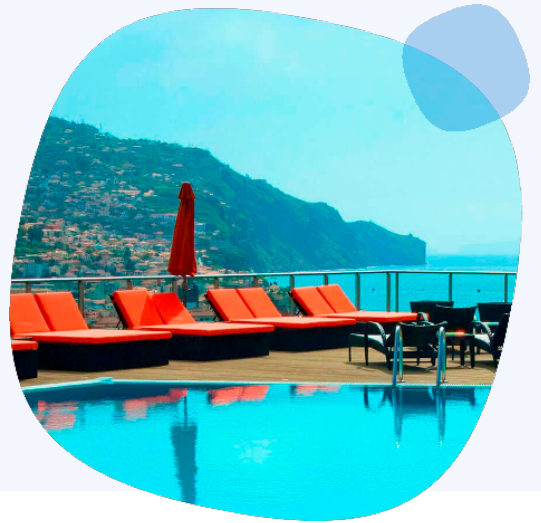


## Four Views

# How does Four Views double the speed of operations with Infraspeak?

**Company**

Four Views

**Division**

Hotel Business

**Number of Rooms**

747

**Implementation Time**

4 weeks

Four Views is a hotel chain in Madeira that has 747 rooms, divided between Four Views Monumental, Four Views Baía and Four Views Oásis.

With 25 years of activity and about three years since the last major overhaul, hotels are a recurring destination for guests from around the world who, year after year, return to their favorite Four Views expecting an ever-higher quality standard.

## But before Infraspeak, not everything was perfect...

**Costs too high**

A chain of more than 700 rooms has on its expense one of the main maintenance challenges. Any unexpected or miscalculated costs are multiplied by hundreds of units.

**Information lost; time wasted**

Loss of information caused simple processes to be time-consuming, which meant, for example, that troubleshooting would take too long. It was urgent to expedite the exchange of information and quickly enable the tasks.

**Poorly preventive maintenance**

Preventive maintenance plans were made on paper, a practice that often means that plans aren't fulfilled, and that tasks are done in overdue days without being able to check it.

## Then came Infraspeak.

According to Pedro Brazão, Maintenance Manager, Infraspeak brought to Four Views speedy processes, cost reductions, breakdowns resolved in half-time, compliance with maintenance plans and strict environmental control, which helps to maintain the energy certifications of our customers.

### 50% troubleshooting time reduced

By guaranteeing that all malfunctions are registered in the same place and in a standardized way, there is no loss of information or confusion between tasks, managers, etc. With Infraspeak, breakdowns are approved and solved by technicians much faster, which is appreciated by the entire team and our customers.



“Before, we said we were fixing the situation. Now, with Infraspeak, we show how we’re doing it,”

**Pedro Brazão**

For Four Views, this change represented a 50% reduction in troubleshooting time.

### Easy fault reporting

Besides being resolved 2 times faster, malfunctions are now reported much more easily with Infraspeak Direct, the malfunction reporting interface. All departments have access to this interface, including the housekeeping team and the kitchen.

### Ensured planning

With Infraspeak’s schedules and alerts, technicians know what tasks they have to do each day. If they don’t, they have to justify it - with Infraspeak, there are no mistakes and there are guarantees that the tasks are all done.

### Better data, lower costs

Since Infraspeak processes all the data and generates the information that managers need to make better informed decisions diminishing the waste of money. Besides, given that task execution times are shorter, workloads can be optimized, which results in savings in regard to human resource investments.

### Strictness in environmental control

Four Views possesses environmental certifications, and management is always mindful of environmental sustainability and the efforts it must make to maintain it. As such, it is a great advantage that Infraspeak allows all operations to be paper free. Everything is recorded on the platform, including documents, photos and everything needed to describe any equipment or malfunction.

## Why Infraspeak?

With Infraspeak, all the departments have access to Infraspeak Direct, which allows technicians to greatly accelerate the reporting, approval and troubleshooting process. The fact that everything is managed from a single platform is also valued by Pedro Brazão.



“As the sole manager of three hotels, I can’t be everywhere, everytime, but I can manage everything through Infraspeak, wherever I go.”

**Pedro Brazão**

## How was the implementation?

Infraspeak was implemented in Four Views in just 4 weeks. Focusing on the speed of processes, Pedro Brazão says that even the move from old software to Infraspeak was fast. Afterwards, we saved time.



“When we started with Infraspeak, there was a natural resistance on working with mobile phones. Now everybody wants it”

**Pedro Brazão**

## Take a look inside.

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

**Request Demo**

