









Cybage helped a new age
Hospitality Technology Provider
to increase the hotel efficiency rate by

33%

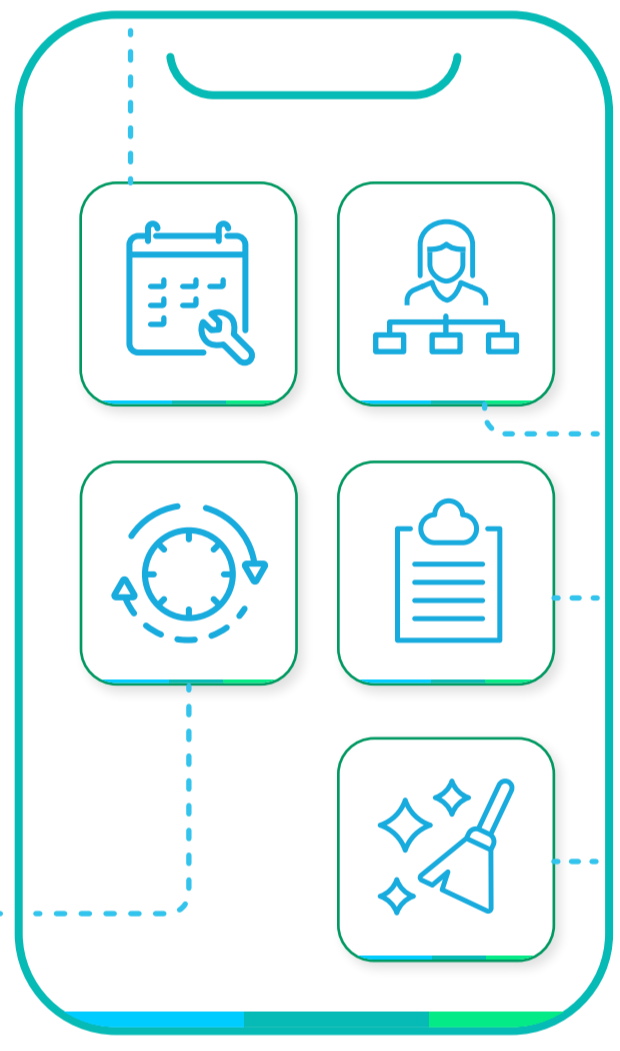
About the Client

<p>Leading hospitality tech provider that offers solutions for reservations, sales and catering, property management and operations</p> 	<p>Has over 683k hotel staff members around the world</p> 	<p>Operates in 175 countries with local experts in 39 countries</p> 
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Business Need

 <p>Effective tracking methodologies for inhouse maintenance, repair and guest requests.</p>	 <p>More visibility on customer requests and complaints for seamless customer experience and delivery</p>	 <p>An automated system to track service requests and check preventive maintenance measures</p>
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The Business Solution



- Created **workflow** to **log, track** and **assign** all maintenance and repair related work orders
- Automated assignment of work orders** to housekeeping and operational agents
- Developed an Android/iOS compatible application** to help keep track of real time housekeeping assignments and feedback from operations staff.
- Integrated PMS (Project Management Software)** to create prioritization as per hotel inhouse/ arrival guest lists
- Automated work order creations** for preventive maintenance as per defined schedule

Business Impact

<p>Service optimization solutions such as PMS and automated work order creations to prevent \$90M worth of potential guest service incidents</p>	<p>33% increase in maintenance team efficiency with Real-time assessment and feedback.</p>	<p>50% reduction in wait time for room check-in</p>
<p>20% decrease in guest room complaints</p>	<p>\$148M profit achieved by automating housekeeping assignments which increased housekeeping efficiency rate</p>	

Technology Stack

Cybage Travel and Hospitality

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Taking housekeeping to the next level to enhance hospitality experience

business@cybage.com | Explore More

