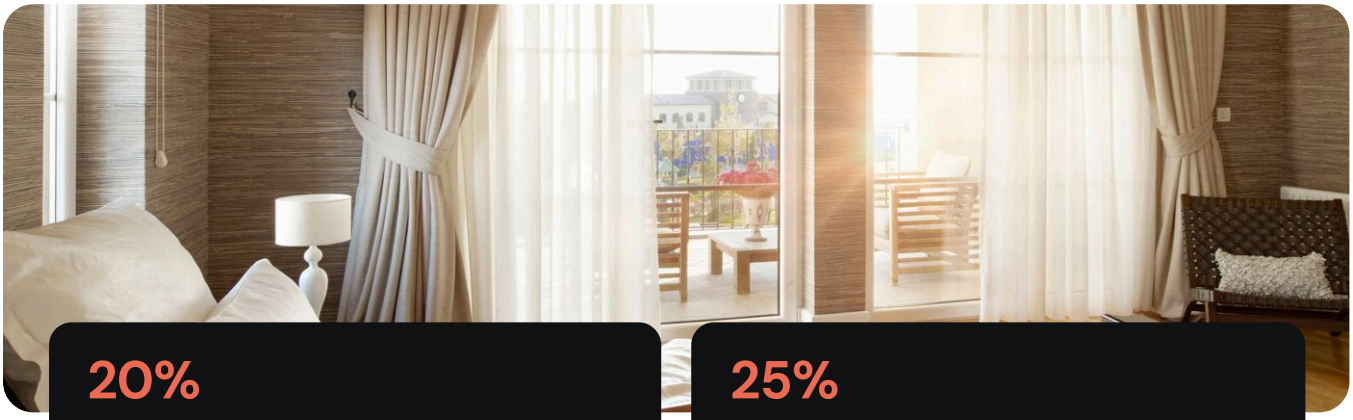
Hospitality · Global

A bed and breakfast chain resolved maintenance requests 20% faster across its properties

A growing bed and breakfast chain moved maintenance requests from every property into one tracked queue, so repairs were resolved faster and guests met fewer problems.



20%
less time to resolve maintenance requests

25%
higher guest satisfaction scores

AT A GLANCE

INDUSTRY
Hospitality · bed and breakfast

SIZE
Medium

LOCATIONS
Multiple properties across destinations

PREVIOUSLY
Manual maintenance requests

FEATURES USED
Work · Assets · Insight

01 The client

The client is a growing chain of bed and breakfast properties in several destinations.

Each property depends on rooms, fixtures, plumbing, heating and appliances that guests notice the moment they fail. As the chain grew, keeping the experience consistent from one property to the next became harder.

02 The challenge

Maintenance requests were handled by hand at each property. Problems were reported inconsistently, repairs took too long, and guests felt the delays.

- Maintenance requests handled manually, with no shared record.
- Repairs took too long, inconveniencing guests.
- No consistent way of working across properties.
- No view of maintenance across the chain.

03 What they set up in Asset Infinity

The chain moved maintenance requests for every property into Asset Infinity, with each property's rooms and equipment in one register.

Work

Maintenance requests from every property

Staff raise a request from the web or mobile app, or by scanning a QR label in the room, with a photo and priority.

Work

Assignment and tracking

Each request becomes a work order with an owner and a status, and reminders go out when it waits too long.

Assets

Rooms and equipment on record

Rooms, fixtures and appliances are recorded per property, so each repair builds that asset's history.

Insight

One dashboard for all properties

Managers see open requests and resolution times by property, and spot the rooms and equipment that fail most.

04 How it works day to day

Here is what happens now when something breaks at a property.

PROPERTY STAFF	**Report the problem** Staff scan the QR label in the room or use the mobile app to raise a request with a photo and priority.
SYSTEM	**Notifies the maintenance lead** The request appears in the queue for that property, with the room, the asset and the photo.
MAINTENANCE LEAD	**Assigns the repair** The lead turns the request into a work order and assigns it. The technician is notified on the mobile app.
SYSTEM	**Keeps it moving** A request left waiting triggers a reminder, so a guest room is not left with a fault.
TECHNICIAN	**Fixes and closes** The technician updates the status, adds notes and photos, and closes the work order once the issue is resolved.
OPERATIONS MANAGER	**Reviews all properties** Dashboards show open requests and resolution times by property, and the assets that fail most often.

05 Before and after

	BEFORE	WITH ASSET INFINITY
Raising a request	Manual and inconsistent	App or QR label, with photo and priority
Ownership	Unclear	Assigned to a named technician
Waiting requests	Easy to forget	Reminders when a request waits too long
Across properties	Each on its own	One queue and one dashboard
Resolution time	Slow	20% faster

06 How it rolled out

1

Workflows reviewed. The chain and Asset Infinity's team analyzed property workflows and identified pain points.

2

Configured to their process. Request types, priorities and alerts were set up to match how the chain works.

3

Dashboard across properties. A central dashboard gave managers one view of every property.

07 The results

10% lower operational costs through streamlined processes

- Fewer guest inconveniences from slow repairs
- Every maintenance request tracked from report to close

08 Why it worked

Easy for property staff

Raising a request takes a scan and a photo, so problems are reported as soon as they are seen.

Nothing left waiting

Every request has an owner and reminders, so repairs are finished before guests are affected.

One view of the chain

Managers compare properties and spot recurring faults from a single dashboard.

09 Looking ahead

By tracking maintenance requests for every property in one place, the chain cut the time to resolve them by 20%, and guest satisfaction scores rose by 25%.

Each repair now adds to the history of a room or appliance, so the chain can see what fails most and plan preventive maintenance before guests notice.

See it on your own assets

A 30-minute demo, set up for a hotel or multi-property hospitality group.

The client's name is withheld for confidentiality. Results are as reported by the client.

Book a demo

Start a 14-day free trial