Hospitality · Singapore

A Singapore hotel chain raised guest satisfaction by 30% with better-kept facilities

A hotel chain in Singapore scheduled maintenance for its hotel assets, tracked depreciation and asset life in one place, and used the data to plan refurbishment, replacement and budgets.



AT A GLANCE

INDUSTRY
Hospitality · hotel chain

REGION
Singapore

FOCUS
Guest experience and asset finance

PREVIOUSLY
Ad hoc maintenance and depreciation

FEATURES USED
Maintenance · Finance · Insight

01 The client

The client is a prominent hotel chain in Singapore, competing in one of the region's most demanding hospitality markets.

Guests judge a hotel on the condition of its rooms and amenities, and owners judge it on financial results. Management saw that better handling of its assets, and of their depreciation, could help on both fronts.

02 The challenge

Some facilities and amenities were outdated or poorly maintained, and guest satisfaction varied as a result. Behind the scenes, depreciation and asset life were hard to track.

- Guest satisfaction was inconsistent because of outdated or poorly maintained facilities.
- Financial management was inefficient, particularly asset depreciation.
- Meeting Singapore's strict hospitality and financial standards was a challenge.
- The lifespan of hotel assets was hard to track accurately.

03 What they set up in Asset Infinity

The chain brought its hotel assets into Asset Infinity, with maintenance plans, depreciation and budgets attached to the same asset records.

Maintenance

Scheduled maintenance for hotel assets

Preventive plans schedule servicing for rooms, amenities and equipment automatically, so facilities stay in good condition for guests.

Finance

Depreciation on every asset

Each asset carries its cost, useful life and depreciation, calculated in regular depreciation runs instead of separate spreadsheets.

Finance

Budgets and capital plans

Budgets and capex plans are built from the asset register, so spending on refurbishment and replacement is planned rather than reactive.

Insight

Data for refurbish, replace or retire

Dashboards and reports show each asset's age, condition, maintenance history and book value, guiding decisions on refurbishment, replacement or retirement.

04 How it works day to day

Here is how the hotel chain looks after its assets and their value.

SYSTEM

Raises planned maintenance

Preventive plans create work orders for guest rooms, amenities and equipment when servicing is due, and notify the engineering team.

ENGINEERING TECHNICIAN

Completes the checklist

The technician works through the inspection checklist in the mobile app, adding readings and photos. A failed check raises a corrective work order.

HOTEL STAFF

Report guest-facing faults

Housekeeping and front office staff raise a request when something in a room needs attention, so it is fixed before the next guest arrives.

FINANCE TEAM

Runs depreciation

Depreciation is calculated in regular runs across all hotel assets, giving accurate book values without manual spreadsheet work.

FINANCE TEAM

Plans budgets and capital spend

Budgets and capex plans are prepared from the asset register, showing which assets will need refurbishment or replacement and when.

MANAGEMENT

Decides what to refurbish

Reports combine age, maintenance history and book value, so management can choose between refurbishing, replacing or retiring an asset.

FINANCE TEAM

Records disposals

When an asset is retired, its disposal is recorded against the register, keeping the books and the floor in step.

05 Before and after

	BEFORE	WITH ASSET INFINITY
Facilities	Some outdated or poorly maintained	Scheduled maintenance keeps them in top condition
Guest satisfaction	Inconsistent	Up 30%
Depreciation	Handled inefficiently	Tracked on every asset
Asset lifespan	Hard to track accurately	Age, condition and history on each record
Financial planning	Inefficient resource allocation	Budgets and plans built from asset data

06 How it rolled out

1

Assets and values loaded. Hotel assets were registered with their cost, useful life and depreciation details.

2

Maintenance scheduled. Preventive maintenance plans were set up for rooms, amenities and equipment.

3

Finance planning set up. Budgets and capital plans were set up so finance could plan from the same asset records.

07 The results

- Asset records kept in line with local hospitality and financial standards.
- Longer asset lifespans and better performance from hotel assets.
- Better resource allocation and cost savings from accurate depreciation and planning.
- Lower operating costs as assets were kept in better condition.

08 Why it worked

Maintenance guests notice

Planned servicing kept rooms and amenities in good order, which is what guests see and rate.

Finance and operations share data

Depreciation, budgets and maintenance all sit on the same asset record, so both teams plan from the same facts.

Clear replacement decisions

Knowing each asset's age, cost and history made refurbish, replace or retire decisions straightforward.

09 Looking ahead

By keeping maintenance, depreciation and budgets on the same asset records, the hotel chain improved guest satisfaction by 30% and financial efficiency by 25%.

In a service business like hospitality, the condition of every room and amenity shows up in guest reviews and in the accounts, so managing assets well pays off on both sides.

See it on your own assets

A 30-minute demo, set up for a hotel or 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