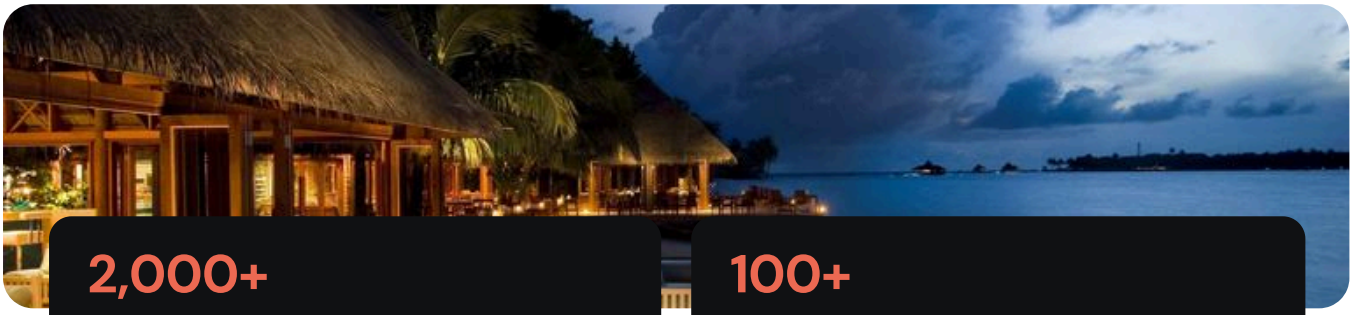
Hospitality · India

A 100+ room hotel moved 2,000 assets, stores and maintenance out of spreadsheets

A hotel with more than 100 rooms and banquet halls replaced spreadsheets with one asset register, tracked housekeeping stock, scheduled maintenance and ran regular asset audits.



2,000+
assets in one register

100+
guest rooms, plus banquet halls

AT A GLANCE

INDUSTRY
Hospitality · hotel

REGION
South India

SIZE
100+ rooms, banquet halls, 2,000+ assets

PREVIOUSLY
Spreadsheets

FEATURES USED
Assets · Work · Maintenance · Stores

01 The client

The client runs a hotel in South India with more than 100 rooms and banquet halls. It is part of a larger business group that also works in construction and IT.

The hotel looks after more than 2,000 assets, from guest-room fixtures to kitchen and engineering equipment, plus a large and fast-moving stock of housekeeping and operating supplies.

02 The challenge

Assets and stock were kept in spreadsheets updated by hand. Guests felt the gaps: when equipment was not looked after on time, it broke down, and service suffered.

- More than 2,000 assets, with owner, purchase date and depreciation typed in by hand.
- Housekeeping items and small supplies moved between floors faster than the sheet could be updated.
- Maintenance was not scheduled on time and issues were reported informally, leading to breakdowns.
- No reliable view of who held which asset, what broke most often, or what sat where.
- Regular audits were needed for regulatory purposes, but spreadsheets gave an incomplete picture.

03 What they set up in Asset Infinity

The hotel put its assets, stores, maintenance and audits into Asset Infinity, and connected it to its other software through the API.

Assets

One register with the hotel's own fields

Every asset was loaded by bulk import into a uniform template with custom fields, giving one register for the whole hotel and reports on who holds what and how assets move.

Work

Requests raised from the asset record

Staff raise a request straight from the asset, set its priority, and the responsible team is notified. Open requests and time to resolve are visible to everyone involved.

Maintenance

Preventive plans for each asset

Plans set the location, team, activity type and frequency for each asset. The people responsible are notified when work is due, so routine servicing is no longer missed.

Stores

Housekeeping and operating stock

Housekeeping items, pens, notebooks and other supplies were bulk uploaded. Barcode labels track their movement and quantity, and reorder levels flag what is running low.

04 How it works day to day

Here is how assets, stock and repairs are handled in the hotel today.

HOTEL STAFF

Report a fault on an asset

From the asset's record or its label, staff raise a request with a priority. The request is linked to that asset, so its history builds with every repair.

SYSTEM

Notifies the right team

The request goes to the team responsible for that type of issue, without phone calls in between. Time to resolve starts counting at once.

ENGINEERING SUPERVISOR

Assigns and follows up

The supervisor turns the request into a work order, assigns a technician and sees what is still pending, with reminders for anything waiting too long.

SYSTEM

Raises planned maintenance

Preventive plans create work when servicing is due for each asset, by location and team, and notify the people who must do it.

STOREKEEPER

Issues housekeeping stock

Housekeeping and operating supplies are issued against the floor or job that needs them. Reorder advice flags items that have dropped below their reorder level.

AUDITOR

Runs a verification round

With the mobile app, the auditor scans barcode and RFID labels area by area and marks each asset verified, moved, not found or damaged.

MANAGEMENT

Reviews the dashboard

Dashboards and reports show assets by location and holder, assets due for return, total asset cost and which equipment breaks down most often.

05 Before and after

	BEFORE	WITH ASSET INFINITY
Asset records	Spreadsheets with owner, purchase date and depreciation typed by hand	One register with custom fields, loaded by bulk upload
Housekeeping stock	Too many small items to keep the sheet current	Tracked by movement and quantity with reorder levels
Reporting faults	Told to the responsible team by hand, causing delays	Raised from the asset and routed to the right team
Maintenance	Tracked manually, often missed, leading to breakdowns	Scheduled plans with notifications to the people responsible
Management view	Incomplete data on holders, failures and locations	Reports and a dashboard built to the hotel's needs
Audits	Physical checks against spreadsheets	Verification rounds using barcode and RFID labels

06 How it rolled out

1

Assets and stock loaded. Asset and inventory records were moved from spreadsheets into Asset Infinity by bulk upload, using custom fields the hotel chose.

2

Labels applied. Assets were tagged with barcode and RFID labels so they could be identified and verified on the floor.

3

Connected to existing software. Asset Infinity was linked to the hotel's other systems through a secured API for day-to-day work and reporting.

07 The results

- Lower inventory management costs once stock movement and quantity were tracked.
- Fewer breakdowns, and fewer guests affected, because maintenance happens on schedule.
- Significantly fewer asset thefts and losses.
- Periodic audits completed for regulatory and internal checks with less time and effort.
- A complete fixed asset register and a view of assets across every location in the hotel.

08 Why it worked

Fits the hotel's own data

Custom fields and bulk upload let the hotel keep the details it already tracked, in one uniform format.

Repairs start at the asset

A fault is raised from the asset itself, so the right team hears about it at once and the history stays with the equipment.

Audits without spreadsheets

Scanning labels in the mobile app turns a periodic audit into a record of what is present, moved or missing.

09 Looking ahead

With one register for more than 2,000 assets, tracked stock and scheduled maintenance, the hotel runs its back of house from the same records instead of separate spreadsheets.

Because every request, service and audit is recorded against an asset, management can see which equipment fails most often and decide where to repair, replace or spend next.

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