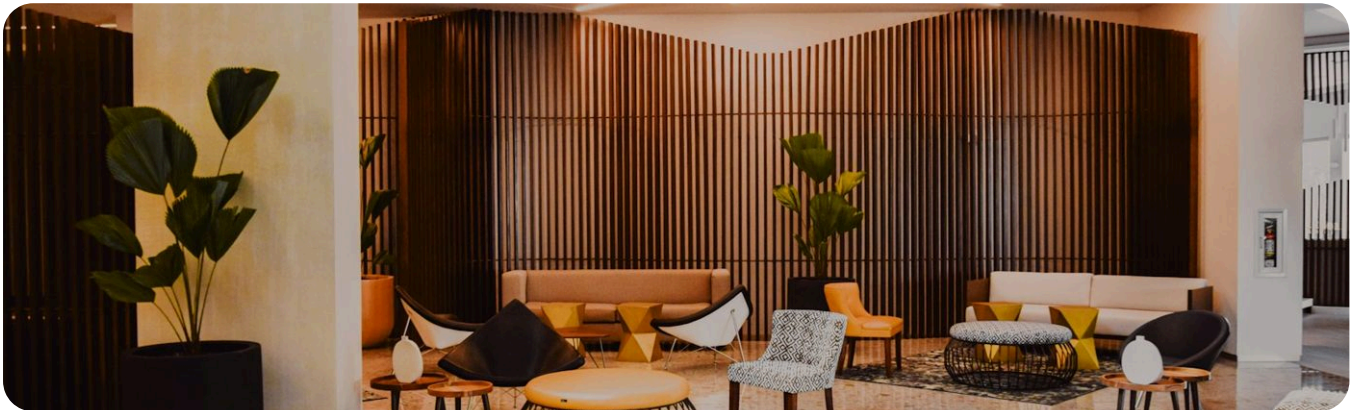


Hospitality

UAE

A UAE hotel group moved maintenance for every property into one system

A hospitality group with hotels and resorts across the UAE replaced scattered maintenance records with planned servicing, tracked work orders and an asset history for every property.



AT A GLANCE

INDUSTRY

Hospitality

REGION

Dubai, with properties across the UAE

SIZE

Multiple hotels, resorts and properties

PREVIOUSLY

Manual coordination, scattered records

FEATURES USED

Assets

Maintenance

Work

Insight

01 The client

The client is a large hospitality group headquartered in Dubai, with hotels, resorts and operational properties across the UAE.

Engineering teams look after guest rooms, common areas, kitchens, engineering systems and property facilities. Guests notice quickly when something fails, so maintenance has to be planned and done on time.

02 The challenge

Maintenance teams handled daily service work, but tracking it depended on manual coordination, scattered records and inconsistent scheduling across properties.

- Work was coordinated by hand, so jobs were delayed.
- Preventive activities were scheduled inconsistently and sometimes missed.
- Service history for equipment was limited.
- Managers had little view of what technicians were assigned and had completed.

03 What they set up in Asset Infinity

The group centralized work orders, preventive schedules and service records in Asset Infinity, with technicians working jobs on the mobile app.

Assets

Maintainable equipment on record

Equipment across hotels and facilities was structured in one register, so every job is linked to the asset it was done on.

Maintenance

Preventive schedules per property

Preventive plans were set by date to match each property's requirements, so servicing comes up on time instead of being remembered.

Work

Work orders to closure

Maintenance work is assigned, tracked and closed as work orders, giving clear ownership from assignment to completion.

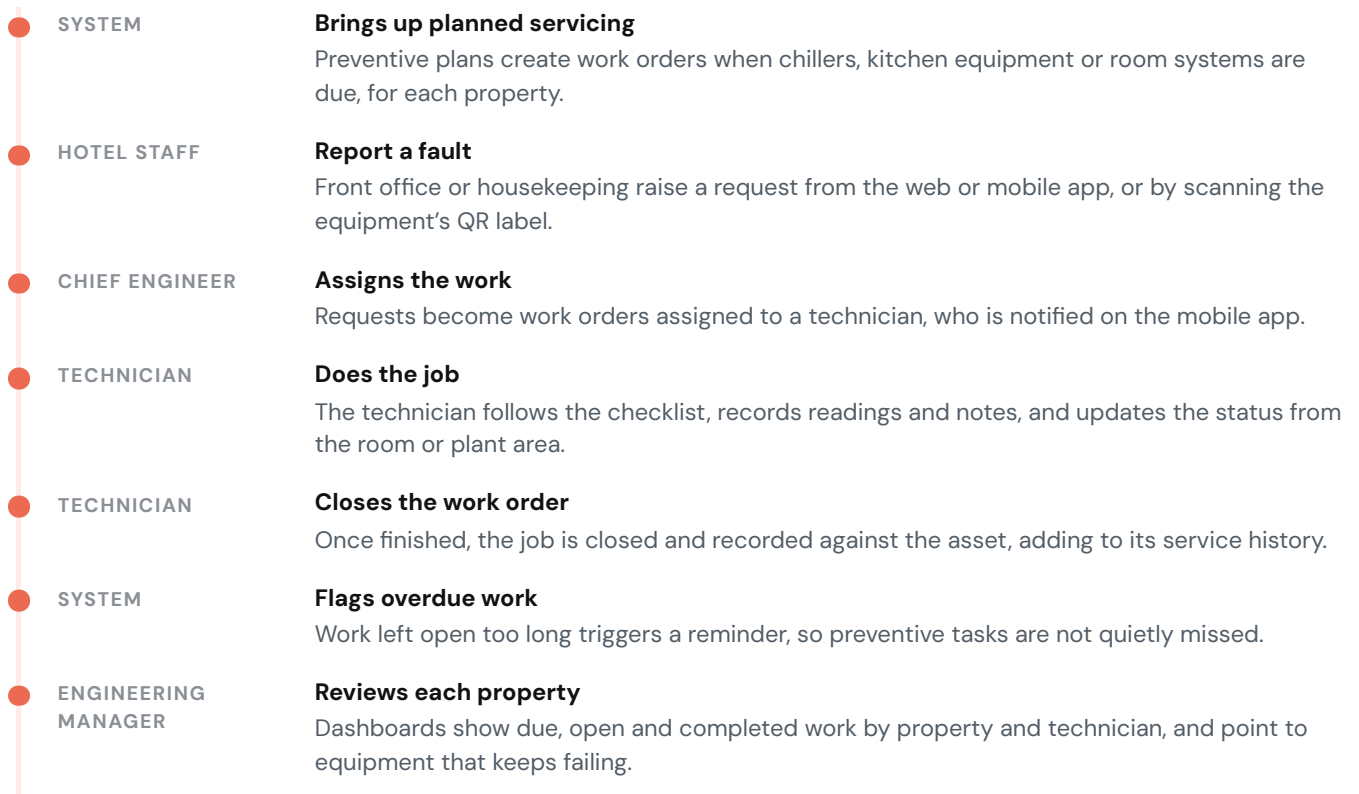
Insight

Status and history in view

Dashboards show open, due and completed work by property, and each asset keeps its full service history.

04 How it works day to day

Here is how maintenance now runs across the group's properties.



05 Before and after

	BEFORE	WITH ASSET INFINITY
Coordination	Manual, with delayed work	Work orders assigned and tracked
Preventive work	Inconsistent scheduling, missed activities	Preventive plans per property
Service history	Limited and scattered	Asset-linked maintenance records
Technicians	Little visibility of their work	Assigned and completed work in view
Across properties	Each managed separately	One system for all hotels and resorts

06 How it rolled out

1

Processes and equipment reviewed.

The team reviewed maintenance processes and service gaps, then structured maintainable equipment across properties.

2

Schedules and work orders set up.

Preventive schedules, work order workflows and asset-linked service records were configured.

3

Engineers trained, schedules refined.

Engineering teams were trained, and schedules were refined as maintenance performance was reviewed.

07 The results

- Maintenance across all hotels and properties in one place
- Better planning of preventive maintenance and upcoming service
- Work structured from assignment through completion and closure
- Easier access to maintenance status and completed service records
- Clearer view of assigned and completed work for each technician
- Better coordination across engineering and property teams

08 Why it worked

Equipment first

Structuring maintainable equipment up front meant every job and schedule had an asset to attach to.

Schedules fit each property

Preventive plans were set to each property's needs instead of one template for all.

Reviewed and refined

Schedules were adjusted as performance was reviewed, so they kept matching real workloads.

09 Looking ahead

The hotel group moved from fragmented maintenance coordination to one maintenance system across its hotels and properties.

Teams schedule preventive work, manage work orders and keep service records in the same place. That has reduced manual coordination, strengthened technician accountability and made property maintenance more efficient.

See it on your own assets

A 30-minute demo, set up for a hotel group or resort operator.

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

[Book a demo](#)

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