

A tropical resort scene featuring palm trees, lounge chairs, and umbrellas near a swimming pool. The background is a soft, warm glow, suggesting a sunset or sunrise. The foreground shows the edge of a pool with a metal ladder.

Bombieri had helped a leading hospitality service company by building a comprehensive rapid-response platform.

Client Overview

The client is a leader providing hospitality and maintenance services. The brand offer the perfect combination of technology and staff training to world-class hotels in many countries around the world.



Background

The rapid-response systems are an essential piece in order to keep real-time tracking of all kind of maintenance and guests attention tasks in a hotel chain, from equipment checking and room status to planning and monitoring housekeeping tasks.

The client integrates the hotels' systems using the latest advances in telecommunication technology, which delivers seamless operator services that focus on making guests feel right at home, and provides cost savings in the hotel industry.

The legacy system consisted of a combination text messaging and walkie-talkies, lacking a reliable monitoring mechanism. The new technology allows for new methods of planning and executing tasks.

The Challenge

In 2013, the client hired Bombieri to develop a new way to collect data from the housekeepers and deliver the resulting requirements to the call center.

Bombieri was required to improve the entire process, to upgrade its mobile applications that collected data, and to manage a new system to escalate notifications.

This mobile application had to work offline and on the phone. That is why each application is connected to a central web application to allow management all hotel information, such as housekeeping tickets, guests requirements tickets, equipment maintenance schedules, security rounds, assets catalogs, main notification system to phones, emails and text messaging. What is more, a very complete report system gets metrics about the process in a customizable dashboard.



The Solution

Working closely with the client's team, Bombieri developed a mobile application, a web application and central notification system. The solution focused on 4 main areas:



1.

A **mobile application** to collect on-site tickets for guests', housekeeping and maintenance requests. This app make it possible to inmediately issue tickets to employees through push notifications on their mobile devices, with escalations to supervisors and managers.

2.

The **Back Office** - Bombieri implemented a web application to manage and control housekeeping, maintenance and room status. The user can schedule, organize and prioritize the tickets received as well as future work with a powerful visual tool.

3.

The **Reporting System**. Bombieri developed a web application to allow the corporate governance to know and compare each hotels' accupancy and productivity in an easy way. They can also generate different kinds of custom reports and receive them via email.

4.

The **Server Infrastructure**. Bombieri designed and implemented a central interface including security protocols. The interface makes it possible to connect to the hotel database to manage information and notifications. Bombieri did not build the central database, but added the interface that supports data interchange.



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