## asset®

How Asset Infinity enabled a Hospitality Service Provider to efficiently manage all its assets, reduce its costs and maximize its Customer Experience



## CLIENT PROFILE

Our Client is a prominent Hospitality Service Provider based in Tamil Nadu. They are a part of the Larger group which deals into various sectors apart from the Hospitality Sector such as Construction, IT amongst others. The client provides its services to a large number of people as the clients have a property with greater than 100 rooms and banquets as well. They also have around 2000 Assets which they want to manage.





### PROBLEM ASSESSMENT

- As the Client operates a Hospitality Establishment there are a lot of Assets and Numerous Articles in the Inventory which they need to manage efficiently. This is also important for them because they need to provide excellent services to their customers, and because of not managing their assets properly, that was also being impacted.
- The client had more than 2000 Assets which they wanted to track and manage.
- In addition to the assets, the Hospitality Industry has a large inventory which moves fast from one floor to another which is difficult to track. The clients hotel was facing this difficulty as well.
- There were issues with timely scheduling of the Maintenance Activities and with the raising of tickets which was impacting the health of the Assets and leading to breakdowns.
- The client also wanted to ensure periodic audit for their assets to ensure timely check on them and for the regulatory purposes as well this was required.

# Asset Management, Ticketing and Auditing Features of Asset Infinity

#### **Detailed Asset Information**

The flexible nature of Asset Infinity allows the client to specify details of the assets they need to capture, they can upload all their asset information at once through bulk imports and have access to reports such as User Wise allocated Assets, Assets Movement amongst others.

## **Asset Ticketing**

The client can raise tickets easily through the Fixed Asset Register itself, Real time Pending Tickets Data is provided to the User Group responsible for their resolution, Time taken to resolve tickets is provided in the data and the Priority level of the tickets can be set.

#### **Scheduling Activities**

Activities can be scheduled directly through the Assets List and the User Group, Location, Activity Type, Frequency can be specified. Real time intimation to the people responsible for completing the activity is provided.

### **Audits**

Self or Aided Audits can be conducted, Asset Infinity allows flexibility related to Type of Audit, the location of assets for Audit.

## Detailed Inventory Information

Inventory Management Module provides access to detailed information regarding the inventory, Inventory can be tracked through Bar Code/RFID, Reorder Level can be set.

## HOW ASSET INFINITY RESOLVED THE CLIENT'S PROBLEMS



## LEGACY STATUS

They were keeping a manual spreadsheet record for their assets and their inventories. They manually added information such as which asset belonged to whom and when it was purchased, the depreciation amount related to that asset.

## ASSET INFINITY SOLUTION

- Using Asset Infinity's Software they were able to create their custom fields for the assets which they were managing and also were able to upload and manage all the information of their assets in a uniform template which helped them understand about their assets better.
- Through the Fixed Asset Register they were able to have a Bird's Eye view for all the assets with the Hotel.

## LEGACY STATUS

They were not able to manage their inventory levels such as the Housekeeping Items, general operational items such as Pens, Notebooks amongst other items as they were facing difficulty in updating the manual database on a continuous basis for these small items

## ASSET INFINITY SOLUTION

 Asset Infinity provided them access to the Inventory Module where they could upload all their inventories at once through Bulk Upload and then keep a track of their movement, quantity with ease, which reduced their inventory managing costs



# SUMMARY OF MEASURABLE BENEFITS

## Getting a secured API Integration with their software

Though the client was managing the assets manually through spreadsheet but also wanted integration with some of its other software. This led to seamless integration of asset management with their work environment and resulted in reduced costs

## **Asset Tagging & Tracking**

Asset Identification – Asset accountability and monetization – cost savings

## Complete Asset Information, with Command-level Visibility

Data-based decisions - optimum asset assignment - increase in earnings

## Physical Verification of Assets and Inventory

Reduction in thefts and missed allocations – cost savings

## Timely scheduling of maintenance activities and efficient Helpdesk Management

Immense cost savings due to timely maintenance and improved customer experience due to lesser breakdowns

## Regulatory Compliance and Audit Assistance

Saving of time and energy in scheduling and completing the audits



# HOW ASSET INFINITY RESOLVED THE CLIENT'S PROBLEMS



## LEGACY STATUS

They had incomplete information related to how many assets have been allocated to the people, which assets had broken down in a higher frequency, which location has how many assets because they were maintaining the information manually. Thus, it was difficult to take Information Guided Strategic Decisions for the Hotel.

#### ASSET INFINITY SOLUTION

- Asset Infinity provided them access to Asset Management Reports through which they could understand what assets have been allotted and due for return, what has been the overall cost of assets which they have purchased until now amongst other important Reports.
- They also got access to the Dashboard Area which they were able to customize according to their requirements and got access to Charts and Figures for Strategic Business Decision Making.

## LEGACY STATUS

They were manually communicating with the User Group who was responsible for resolving any issue regarding the asset which they face. This was leading to delays in its resolution.

## ASSET INFINITY SOLUTION

 Through the Asset Module itself the client could directly raise a Ticket and monitor its resolution time, its progress report and the information was directly communicated with the person responsible for such type of issue which reduced the time of breakdowns and led to increased revenues.



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## LEGACY STATUS

They were manually looking into the maintenance activities which were difficult to track accurately for all the assets and this was having an adverse impact upon the asset life and was leading to some breakdowns as well affecting the customer experience and their business.

## **ASSET INFINITY SOLUTION**

 Asset Infinity provided them with the Scheduling Activities Module which they utilized to schedule regular maintenance activities for their assets. This led to increase in their operational efficiency and more productivity.

### LEGACY STATUS

They were conducting Physical Inspection during audits according to the information present with them in their spreadsheets but that did not provide complete accurate information to them

## ASSET INFINITY SOLUTION

 They got access to the Asset Infinity's Audit Module through which they could initiate aided as well as self audits for all the assets which they had, and they could physically verify that information through the use of Bar Codes and RFID Solutions provided to them. This satisfied their Regulatory Compliance and Audit Requirements.



## · CONCLUSION

- Asset Infinity asset
  management software was
  integrated with the already
  existing software in use by
  the Client and used for
  different functional and
  reporting purposes.
- The Client had an enterprise-level control with complete asset and inventory visibility, wherein the Assets on premise and in use, and inventories could be tracked in real time.
- Asset Infinity proved to be great value enhancer over their legacy system, adding to operational efficiency of the organization.
- The client was able to raise tickets and schedule activities at regular intervals using the Help Desk Module.

- With Asset Infinity, the Client was able to get a birds eye view of the assets at different locations. Asset Infinity's Asset Management and Tracking Module Solution System made it possible.
- The client was able to conduct audits at periodic intervals.
- With Asset Infinity, the Client could obtain the complete Fixed Asset Register (FAR) of their company at the organizational level.
- The Client was also able to significantly reduce asset thefts and losses arising due to lack of its In Use Data Management for its Hotel Assets, the problem which they could overcome through the platform.