



How a Hospitality Business Improved Guest Issue Resolution Time by 30% Across Operations

CLIENT PROFILE

Industry: Hospitality

Size: Large hospitality enterprise with multiple properties and centralized support operations

Location: Headquarters in Dubai, UAE with operations across multiple hotel locations

CHALLENGE

The hospitality business faced significant challenges in managing guest complaints and internal support requests across properties. The absence of a centralized helpdesk system led to disorganized ticket tracking, delayed issue assignment, and limited visibility into service requests. These inefficiencies caused slower resolution, disrupted daily operations, and reduced control over support activities across locations. The lack of structured ticket management further limited operational accuracy, highlighting the need for a more streamlined solution to improve response efficiency and guest service quality.

HOW ASSET INFINITY RESOLVED THE CLIENT'S PROBLEMS

SOLUTION

Asset Infinity provided a unified helpdesk platform that streamlined ticket tracking, improved issue visibility, and enhanced support coordination across properties and service teams.



HOSPITALITY

HOSPITALITY

SUMMARY OF MEASURABLE BENEFITS

- **Faster Resolution:** Improved guest issue resolution time by 30%, accelerating service responsiveness across operations.
- **Ticket Visibility:** Increased ticket visibility with centralized tracking across properties and support teams.
- **Better Assignment:** Improved issue assignment with structured workflows and better ticket-level visibility.
- **Support Control:** Strengthened control over service requests, escalations, and daily support operations.
- **Operational Efficiency:** Enhanced support operations by reducing delays and repetitive follow-up efforts.
- **Guest Satisfaction:** Improved service quality by enabling faster and more organized issue resolution.



IMPLEMENTATION PROCESS

- **Initial Assessment:** Conducted a deep-dive review of existing support practices to identify process gaps and inefficiencies.
- **System Integration:** Connected Asset Infinity with internal operations to unify ticket tracking and issue visibility.
- **Data Migration:** Shifted legacy support records into Asset Infinity for accurate and centralized ticket management.
- **Workflow Setup:** Configured ticket categories, routing rules, and property-wise workflows for each support function.
- **Training:** Delivered hands-on training sessions for support and departmental teams to ensure platform readiness.
- **Ongoing Support:** Established a support plan with system reviews, monitoring, and process improvement recommendations.

CONCLUSION

With Asset Infinity, the hospitality business successfully improved ticket visibility, support coordination, and issue resolution speed across operations. The unified system not only reduced response delays but also enhanced control over service requests across properties and service teams. The successful deployment of Asset Infinity reaffirmed the organization's focus on operational efficiency and guest satisfaction. This transformation highlights Asset Infinity's capability to meet the helpdesk needs of hospitality businesses, offering visibility, control, and measurable performance gains.