



How did Celtic Manor Resort successfully digitalise its 5* operations?

Company	Client since	Buildings	Equipment
Celtic Manor Resort	2023	7	4.35k
Users	Managers	Technicians	
40 users 50 subcontractors	4	30	



About Celtic Manor Resort

The Celtic Collection is a UK group of nine business and leisure destinations, including the Celtic Manor Resort in South Wales.

Originally a Victorian manor house and maternity hospital, it's now a luxurious five-star resort **with 330 rooms, three golf courses, a spa, two adventure golf courses, and the Forest Jump treetop adventure course.**

The resort has hosted major events such as the 2010 Ryder Cup, the 2014 NATO Summit, and the Wales Open. It offers business events and special occasion facilities, including the International Convention Centre Wales, **31 function rooms, and five restaurants.**

We spoke with Simon White, Facilities Manager, Andy Kitson, Lead Electrician, and Diana Burt, Facilities Coordinator, to learn more about their experience with Infraspeak and the digitalisation journey.

What challenges did the Celtic Manor Resort operational team face?

The first major operational challenge was **running maintenance across an exceptionally large site.** The resort is located in the beautiful Usk Valley and covers an area of 2000 acres, with over 4,000 assets spread across the site.

Managing interventions and job orders **without a digital asset list was extremely complex and harmed the local environment,** which was against their **sustainability goals.**

Another notable challenge of the operation was **managing procurement and partner relationships.** The Resort actively supports the local businesses, suppliers, and producers in the South Wales ecosystem, engaging with **over 50 subcontractors to meet all operational needs,** including the complete outsourcing of preventive maintenance.

In the past, this process relied on **paper and spreadsheets,** and communication with partners took



place through traditional methods such as **phone calls and email**. The facilities coordinator, responsible for manually handling invoices, purchase orders, and contractor compliance, encountered difficulties as she transcribed data from her notes into Excel spreadsheets. This manual approach became a critical risk as it was a single point of failure.

Given that nobody else was familiar with this essential data or how to find it, there was an urgent need to rapidly digitalise these processes and safeguard this information to avoid potential data loss and inefficiencies for the company.

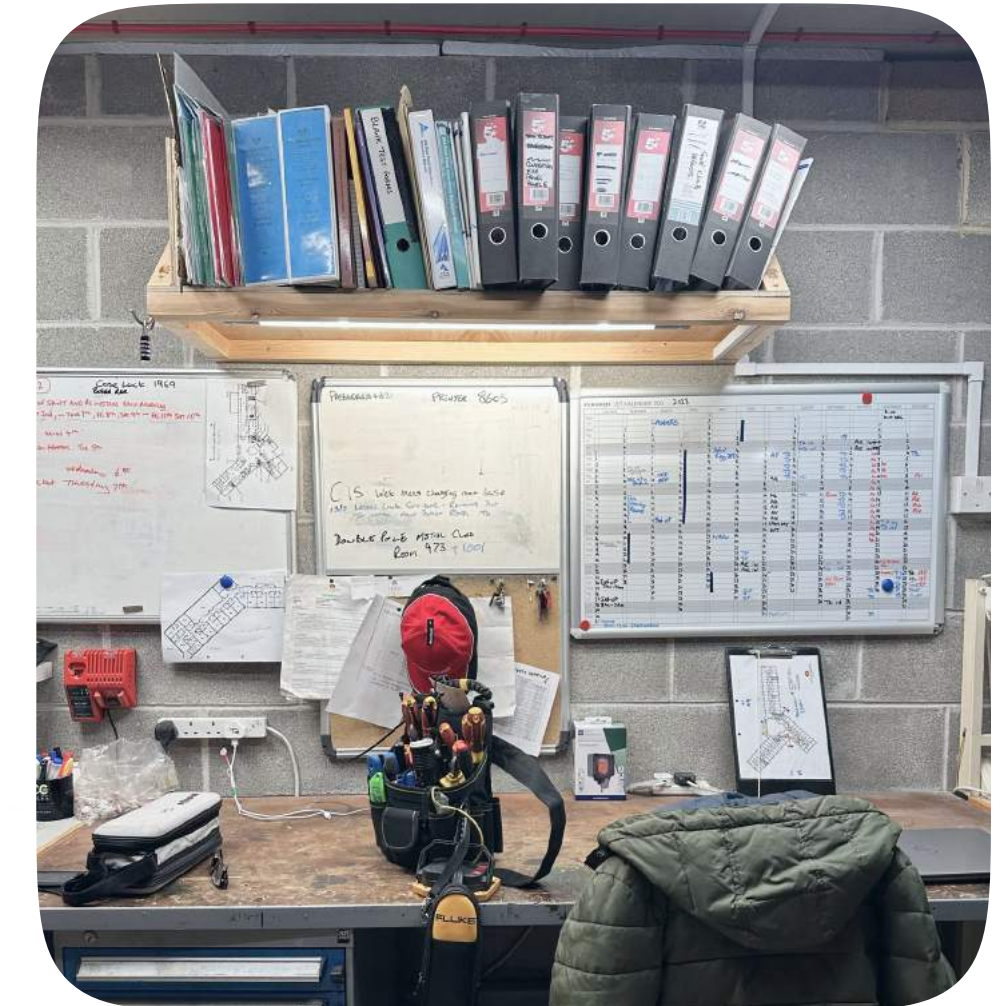
Another related procurement challenge was their data management processes across the institution. The company **relied on disparate, decentralised sources to house tons of data from their BMS, Siemens CC., and the necessary data to comply with SFG20**, a UK industry standard for maintenance operations, and other local guidelines. Technicians had to attempt reactive maintenance **without access to all the facts, meaning there were often delays**.

Concerning their maintenance, they managed their reactive jobs on their existing software solution. The issue was that **it lacked essential features like comprehensive asset management**.

The long, **manual asset list** distributed across such a large land size, the **manual procurement and preventive maintenance processes**, the **UX challenges** from the system used to manage reactive maintenance, and the **decentralised storage of data** all lead to one critical challenge that undermined the very purpose of their operations — providing unparalleled excellence to their guests.

How did Celtic Manor Resort solve these challenges and gain much-needed operational control?

After using Infraspak, the Celtic Manor Resort operations achieved the significant milestone of **digitalising their asset lists, procurement documents, and in-site documentation**, removing paper almost entirely from



their operation. Accessing centralised data, communication and organisation tools like in-app messaging and live notifications helped them **collaborate better with their energy manager and reduce their carbon footprint.** They now have **more accurate data** on bookable spaces and room temperatures, allowing them to improve their heating and cooling management.

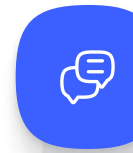
Digitalising all assets has the additional advantage of **increasing the knowledge of maintenance operations among the staff.** It meant that technicians no longer arrived in the wrong place or without information for a job, as they'd have all instructions, measurement types, and documentation on their **mobile app.** Andy, Lead Electrician, added that Infraspak supported them in meeting workforce demands through apps like **Planner and Calendar.** They can now show their top management what's left to do, who is doing what, and manage human resources more accurately, thanks to the transparency provided by **digitally stored data.**

Digitalising operations through an Intelligent Maintenance Management Platform (IMMP) has greatly improved critical workflows such as bookkeeping and procurement. Now, the work is **accessible to all key parties, providing visibility to everyone involved in the processes and removing the risk of data loss.** This results in better central management of contractors, improved preventive maintenance, and overall operational compliance.

Direct integration with industry-standard **SFG20 guidelines** and native apps like **Gatekeeper** further supports this compliance by making it easy to cross-check maintenance routines and answer checklists digitally, thereby saving even more paperwork!

The all-in-one solution offered by Infraspak has led to an improvement in reactive maintenance at Celtic Manor Resort. This has been made possible by integrating advanced features such as **work order histories, tracking of time spent openly,**

and the ability to **take and attach images of ongoing work on assets.**



"We have access to a lot of data that we can use to brief our teams effectively and leave behind as a breadcrumb trail for the engineer. This means they don't have to waste time finding someone or figuring out what happened with a particular issue. They can view and leave photos and even show the state of something before they disconnect it. This information is readily available, making their job easier and more efficient."

— **Simon White**, Facilities Manager



A happier team that gets the recognition it deserves

Andy also highlighted an important **cultural shift felt by his technical staff**. A byproduct of more transparent operations, centralised data, and better maintenance is a change in how the technical staff is viewed within the organisation. With the help of Infraspak, they were finally getting the long-overdue support and recognition they deserved.

He explains that apps like the **Calendar** helped show his and his team's astonishing workload. Managers higher up the ladder now had **full visibility over the challenging timetables of their technicians**, meaning they could better prove their value and break misconceptions about the maintenance team.

According to Andy, technicians are often undervalued, and their work goes unnoticed when everything runs smoothly. However, they are the first to be blamed when things go wrong. This is common in many organisations and can demotivate technicians who feel their

contributions are not fully recognised. Infraspak has allowed Andy and his team to showcase their skills and demonstrate their value to the hotel's operations.

Collaboration to get the deal over the line

The digital transformation process is always challenging, and the case of Celtic Manor and Infraspak proved to be no exception! Personnel changes at Celtic Manor and Infraspak meant the deal faced some delays.

However, patience, understanding and a collaborative desire to address issues meant the two teams could get the onboarding process over the line. Since then, Andy and the team have been delighted.





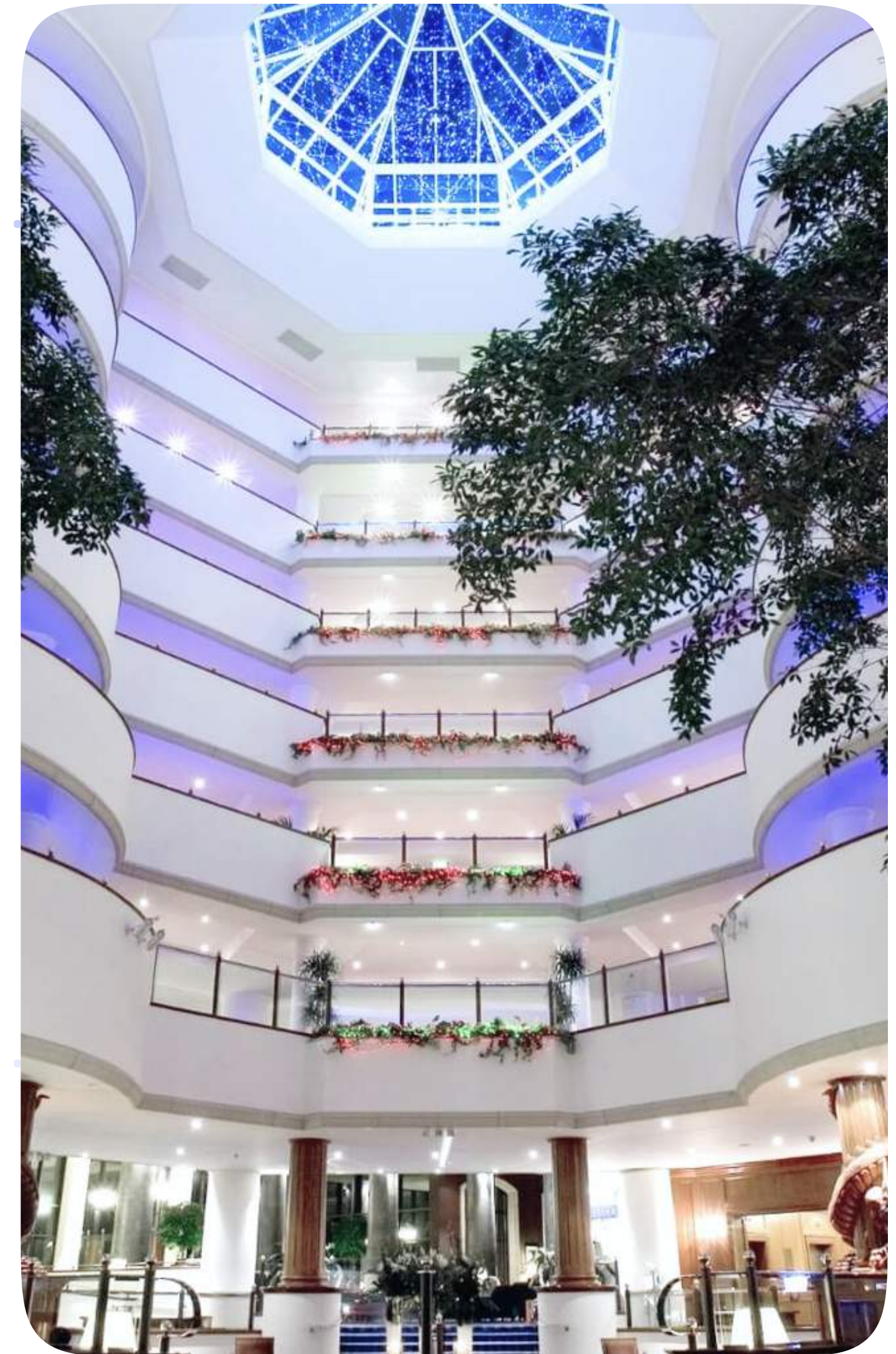
“Despite extenuating circumstances that made the journey's beginning a bit bumpy, Infraspak showed exceptional collaboration to help us get the deal over the line. The whole thing was very professionally and quickly addressed. We're delighted with João, our Customer Success Manager. He's always available to help team members who aren't as confident on the system.”

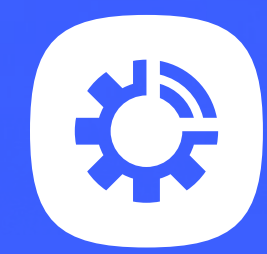
— Andy Kitson, Lead Electrician

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