



Mastering restaurant maintenance with Infrasppeak

Company
Platform

Country
Portugal

Employees
3,000

Brands
27

Restaurants
150+





About Platform

Platform is a leading restaurant group, founded in 1998, that operates a diverse portfolio of **27 different brands** and over **150 restaurants**, employing more than **3,000 people**. The group's mission is to create unique dining experiences, combining quality ingredients and world-class techniques. From fine dining establishments like **Alma, a Michelin-starred restaurant**, to casual dining brands like **Vitaminas** and **TalhoBurger**, Platform is committed to delivering top-notch service to all its customers.

Operating across such a wide range of concepts requires a meticulous approach to maintenance operations. As IT & Services Director Fernando Croca notes, **"we handle a variety of brands and concepts, each with its own specific needs, but the common goal is to ensure consistency and excellence in every location."**

The Challenges

Platform's rapid growth presented significant operational challenges. Managing maintenance across this extensive network was particularly difficult, as their systems were outdated and not equipped to handle the scale or complexity of their operations.

Before adopting Infraspak, Platform's maintenance processes were largely manual, with paper-based workflows and scattered information. Technicians relied heavily on phone calls, which led to confusion, and no centralised record-keeping made it impossible to track work orders effectively. As Fernando Croca recalls, **"we often had delays in resolving issues simply because the right information wasn't available at the right time. Communication gaps between stores and the maintenance department slowed everything down."**

These inefficiencies began to take a toll on both operational costs and team morale. The lack of real-time updates meant that store managers often didn't know when a problem would be fixed, leading to frustration and a drop in confidence in the maintenance department. It became clear that **Platform needed a digital solution to**

streamline its operations and provide greater visibility across all brands.



“Infraspeak has completely transformed how we manage maintenance. The real-time data and improved communication have given us the control we needed to keep our restaurants running smoothly. It’s not just about saving time — it’s about giving our team the confidence that everything is under control.”

— **Fernando Croca**, IT & Services Director at Plateform

Why Plateform chose Infraspeak

After considering several solutions, Plateform decided to partner with Infraspeak. According to Fernando Croca, the decision came down to two key factors: adaptability and customer support. Infraspeak’s platform offered the flexibility to handle both preventive and reactive

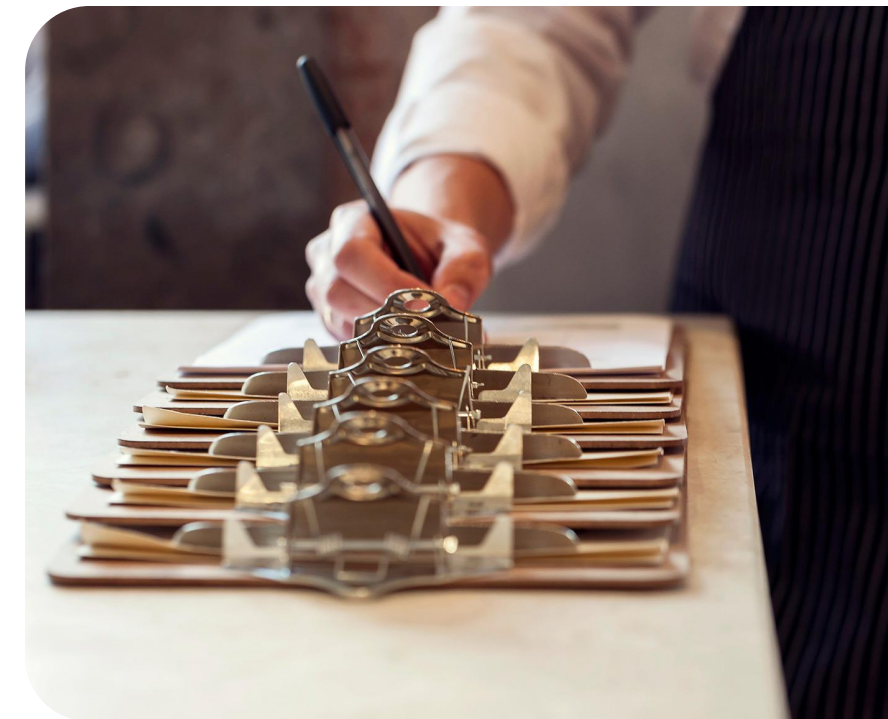
maintenance in a way that aligned with Plateform’s complex operational needs.



“Infraspeak’s ability to integrate seamlessly with our day-to-day operations was a big draw,” says Fernando. “It wasn’t just about choosing software; it was about finding a partner that understood the unique challenges of running such a diverse restaurant group. Infraspeak’s pre-sales and post-sales support gave us the confidence that we had made the right choice.”

— **Fernando Croca**, IT & Services Director at Plateform

Moreover, Plateform appreciated **Infraspeak’s user-friendly interface** and its capability to **provide real-time data**, ensuring that all relevant stakeholders — from maintenance managers to store directors — have access to the same information. This **transparency was crucial in improving internal communication**, and ensuring that maintenance tasks were handled more efficiently.



Implementation Process

The implementation of Infraspak at Plateform began in mid-2023, spearheaded by Fernando Croca and Equipment & Maintenance Director Miguel Vale. The process wasn't without its challenges, particularly in managing change across such a large organisation. **“With over 150 restaurants and multiple teams involved, the transition to a new system required careful planning and coordination,”** says Miguel.

Despite initial resistance to change, the support provided by Infraspak's Customer Success team made all the difference. **“Their guidance throughout the implementation process was invaluable,”** adds Fernando. “They were always available, whether by phone or email, to help us troubleshoot issues and ensure we were getting the most out of the platform.”

One key step in the implementation was ensuring that the entire maintenance team — comprising internal technicians and external contractors — was on board. Plateform integrated Infraspak's mobile app, allowing technicians to log their activities and **update the status of work orders in real-time. This shift to digital**

record-keeping not only streamlined operations but also provided a level of transparency that was previously lacking.



“Infraspak has streamlined our entire maintenance process. Before, we were overwhelmed with thousands of pending requests, and now we have complete control over what needs to be done and when. It's made our operations more efficient, and we're seeing the results in the overall satisfaction of our teams.”

— **Miguel Vale**, Equipment & Maintenance Director at Plateform

Results & Impact

Since adopting Infraspak, Plateform has seen substantial improvements across multiple areas of their operation. The number of **pending maintenance requests has been reduced by 50%**, and team efficiency has significantly improved. “When I joined in December 2023, we had

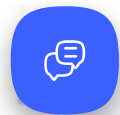




around **2,000 open maintenance requests**. In less than a year, we've brought that down to about 1,000," says Miguel Vale. **"It's been a game changer for us."**

One of the biggest benefits of Infraspak has been the increase in visibility and control. Store managers and brand directors now have access to real-time information on the status of maintenance tasks, allowing them to plan more effectively. As Fernando explains, **"the level of information available to our team is higher than ever before. We can now track every step of a maintenance issue, from initial reporting to resolution, and that has given everyone more confidence in the system."**

This improved visibility has also led to better decision-making. With detailed reports and analytics, Platform's management team can now prioritise tasks based on urgency and ensure that resources are allocated more effectively. **"We're no longer reacting to problems as they arise; we're planning ahead, and that's made a huge difference in how we operate,"** says Fernando.



"The transparency and real-time updates we now have with Infraspak have made managing the stores so much easier. We used to have no idea when a maintenance request would be handled, but now everything is clear, and we can plan around it. It's a big improvement in how we operate."

— **Filipe Tavares**, Operations Supervisor at Honorato and Talho Burger

Future Outlook

Looking ahead, Platform is committed to expanding the use of Infraspak across other departments beyond maintenance. "We've already seen how Infraspak has transformed our maintenance operations, and we believe it can do the same for other areas of our business," says Fernando. **"Our goal is to fully integrate the platform across all departments, from procurement to project management, ensuring that every aspect of our operation is as efficient and connected as possible."**

In addition to expanding usage, Plateform is also working closely with Infraspak to develop new functionalities tailored to their specific needs. One of the key areas of focus is integrating Infraspak with Plateform's existing IT systems, such as their ERP platform, to create a seamless flow of information across the organisation. "We're constantly looking for ways to improve, and with Infraspak, we have a partner that is willing to innovate with us," adds Miguel.

Talk to one of our specialists



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Provide your team with the tools they need to perform at their best and learn how we can make your operation truly intelligent, connected and collaborative.





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