



How does SAMSIC FACILITY use Infraspak to manage its operations in Portugal?

Company

Samsic Facility

Country

Portugal

Activity sector

Facilities management

Founding year

2000

With Infraspak since

August 2022

Implementation time

2 months

Number of buildings

1561

Number of users

87

Number of assets

1404





The SAMSIC group, present in 27 countries, is positioned as one of the main service agents for facilities.

In Portugal, SAMSIC FACILITY (part of the SAMSIC group) helps organisations become more sustainable by paying particular attention to the well-being and comfort of the users of their spaces. They have

operations up and down the nation, nearly 10,000 employees and an annual turnover of 1 billion euros.

It specialises in all major facility support activities and services, such as cleaning, facility management, technical maintenance, green spaces, support services and service integration.

• Why did they choose Infracpeak?

SAMSIC distinguishes itself by aiming to provide all maintenance services with real-time assistance. This was a major factor in informing their decision to find a platform or solution that responded rapidly to client operational needs. After scanning the market, they found Infracpeak. They were impressed by the demo, client recommendations and listed partners and other market players who also recommended Infracpeak for similar maintenance service management.

Infracpeak presented itself as a customisable, adaptable solution and this ultimately was what made SAMSIC choose them.

“ We quickly saw that Infracpeak was the best suited platform to our needs. We were very pleased with the consultation process, interactions with Infracpeak staff and process execution. Without a doubt, all the support we received was relevant and helpful. Plus, the ability to try it out was critical. ”

— Pedro Morna, Operations Performance Director.

• How was the implementation process?

During implementation, the Samsic Facility team was supported by a Customer Integration Engineer. The company were happy with their experience and feel that the onboarding was organised and well structured.

Additionally, the engineer helped the Samsic Facility team get to grips with everyday usage of the platform. The engineer has an in-depth knowledge of the platform's functions and is perfectly positioned to help the Samsic Facility team solve challenges with simple solutions.

• How well did the team adapt to Infraspak?

One of the main hurdles for technical maintenance companies when embracing new technologies or work methods is getting their operational team onboard. Convincing people to leave behind a familiar process that has been working well in favor of a system that promises improved efficiency can be tough.

In the case of Samsic Facility, they managed to overcome this challenge by providing comprehensive initial training for their technicians, making it easy for them to grasp how the platform functions. The company found the application to be simple, intuitive, and user-friendly, which led to a positive reception from their team. Nevertheless, they did encounter some obstacles and believed that professional assistance was necessary to fully adopt this new technology.

Pedro Morna emphasises the importance of resilience in this transition. Additionally, providing regular updates and support for the platform plays a crucial role in promoting its use and conveying the message that work is being monitored, with various advantages stemming from the technology.

Samsic Facility places a strong emphasis on continuous training and engagement to ensure that their team comprehends how Infraspak streamlines technicians' tasks. Previously, they had to deal with more intricate procedures, but with Infraspak, updating completed work is as simple as a few clicks in the application.

• What were the outcomes?

The team saw their hard work pay off quickly, especially regarding company/client relationships. New reporting functionality meant that results were presented quickly and easily for everyone to see.

“ Currently, the platform is not just another tool but an essential piece of our technical maintenance. For us, it's indispensable. ”

— Pedro Morna, Operations Performance Director.

Internal monitoring of works has improved greatly thanks to Infraspak. A historical record of all performed and scheduled work orders and planned job orders means that everything is easily tracked via the platform, making it possible to act quickly to resolve the problems detected in the operation. Many times, the technicians themselves identify these delays and manage the process by prioritising issues requiring attention.



In the most complex operations, such as cleaning factories in the food sector, for example, client opinion has been extremely positive, one of the reasons being the possibility of tracking all the performed services. The team that arrives at the factory in the morning gets to review all the services performed during the night such as cleaning, measuring bacteria and other actions.

• What are the next steps?

Given the positive initial results, Samsic Facility is preparing to use Infraspak to respond to new operational challenges. The team hopes to make the most of available resources, such as a specific understanding of client profitability and margins, to accompany collaborator assiduity.

“ The goal is to bring all the information together in one place to make life easier for all of us. ”

– Bebiana Oliveira, assistente de operações

The team expects Infraspak to further centralise all operations management, in addition to maintenance, cleaning, and gardening.. The company intends to use the platform to manage assets and use alerts to reduce the number of errors or delays in device certifications.

The company's next steps include using the platform to manage documents such as occupational accident insurance, payment vouchers, product data sheets and other documents that need to be consulted by clients. It also wants to use it for route optimisation and stock control.

Pedro Morna believes in Infraspak's potential to become the central platform for SAMSIC group's operations management.

Talk to one of our specialists and learn how Infraspak can make your operation truly intelligent, connected and collaborative.

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