



## How Wyndham Gramado Termas Resort & SPA uses Infraspæk to enhance guest experience

### Establishment

December 2018

### Team

123 employees, 15 in maintenance

### Industry

Hospitality

### Assets

1045, including 360 equipments

### Country

Brazil

### Using Infraspæk since

2020





## • Client overview

- Wyndham Gramado Termas Resort & Spa spans across an 18,000 square meter property, with 464 rooms divided into five blocks.
- The maintenance management utilises data from the platform in an integrated manner with hospitality review websites.
- Customised dashboard data contributes to the hotel's personnel management.

Wyndham Gramado Termas Resort & Spa is a **high-end resort** located in Gramado, Rio Grande do Sul.

It is the **only hotel in Gramado with thermal waters** and the first international resort in the city. The German architectural style and the charm of electric fireplaces provide the atmosphere and warmth typical of colder cities.

The apartments and suites can accommodate up to 4 people, making them ideal for families. During their stay in Gramado, guests can enjoy a varied breakfast, relax in thermal pools with temperatures at 36°C, or have fun in the game room and cinema. Every detail is designed for convenience and comfort, creating unforgettable moments for the guests.

To deliver the promised high standard of quality and surpass the intense local competition, the resort must operate with excellence. **In addition to tourists and seasonal guests, the hotel also has another type of customer: the owners.** These are individuals who acquire shares in the hotel and redeem their use at different times of the year.

According to Sandro Martins, Maintenance Manager at Wyndham Gramado Termas Resort & SPA, owners spend more time at the hotel, having more opportunities to enjoy the facilities. As a result, the resort maintains **year-round circulation**, requiring impeccable infrastructure delivery every month.

However, there is a peak in occupancy during two periods of the year. The first is during winter when

the cold transforms the city's atmosphere, with the possibility of frost — an occurrence limited to a few regions in Brazil. The other peak is at the end of the year when the city hosts the Natal Luz event, featuring theatre shows, dance performances, and other activities that attract many families looking to experience the magic of Christmas.

- **“Nothing is done without opening a ticket.”**

The implementation of Infraspak took place before Sandro's arrival at the Resort, but he identified an **opportunity to work in a centralised and optimised manner** on the platform. With over 1000 assets, this was an urgent need for the hotel to deliver the excellence of a high-standard accommodation.

With experience in the hotel industry, the maintenance manager was familiar with other platforms but saw in Infraspak the possibility of working with an operation that he believed to be ideal: centralising all maintenance requests in one place.

**“ Nothing, absolutely nothing, is done without opening a ticket. Did a request come through WhatsApp? We respond immediately, requesting the opening of a ticket for the service to be carried out. ”**

Therefore, as the manager himself stated, **all requests and orders go through Infraspak**. This centralisation directly contributes to the guest experience, providing the assurance of a service delivered with higher quality.

In addition to optimising operations, information can be used strategically for overall business management. **Nothing is lost in manuals and spreadsheets.**

This centralisation also contributes to the Resort maintaining its **LEED Certification – Leadership**



**in Energy and Environmental Design.** This is an international certification and environmental guidance system for buildings, granted to the Wyndham Gramado Termas Resort & SPA for its energy efficiency, as it is a 100% autonomous building in terms of lighting, heating, and air conditioning automation.

## • Analysis indicators

The Wyndham Gramado Termas Resort & SPA is a **true success story** among Infraspak customers when it comes to **building dashboards** for analysis. For Sandro, the main indicator used in the operation is the **response time per ticket**. Establishing and monitoring this internal Service Level Agreement (SLA) is essential for Wyndham Gramado Termas Resort & SPA, and Infraspak provides complete visibility in this regard. Sandro combines the data obtained through the dashboard with reviews from Booking and Tripadvisor.

In addition to preventing new tickets, identifying these problems also helps reduce the response time to identified recurring cases. In other words, this is another approach used by Sandro to improve the excellence of the facility and service.

Monitoring these indicators also contributes to the **hotel's personnel management process**. Through the platform, Sandro has access to the work performed by his team and the individual performance of each employee. This way, he can **encourage his team to use Infraspak as a way to document their work**.

“ Every weekend, I analyse the major quality complaints on TripAdvisor, Booking, and MyPortal through social media channels. I filter through Infraspak to identify the tickets related to these complaints and check the time spent on solving these problems.

For example, if I notice that housekeeping took two hours to deliver a towel, I know there is work to be done with that team. By identifying that clogged sinks are the main cause of complaints, I work with the team to clean and reduce the number of tickets and complaints. ”

## • The main challenges

Before using Infraspak in an optimised manner, the main challenge was dealing with the accumulation of data and information in different places. This is a problem that Sandro no longer faces.

Today, he believes that the main area for improvement is dealing with **employee turnover and their**

**adaptation** to using the platform. However, training resolves any initial resistance.

Through the **training materials** available in the Infraspak Academy, it is possible to clarify different points for teams to fully utilise the platform. This ranges from creating and assigning tickets to Asset

Management, **configuring preventive maintenance actions**, and **establishing Service Level Agreements (SLAs)** for tasks.

Therefore, he intends to invest in more training and explore other functionalities of Infraspak, such as **inventory control or purchasing**, for example, so that different departments understand its operation and benefit from it in their daily work.



## • “I want to be more integrated”

Sandro believes that from now on, his challenges involve further exploring the potential offered by Infraspak: “I want to be more integrated.” Currently, the Wyndham Gramado Termas Resort & SPA **integrates the platform with a chatbot** that connects guests with reception services. In addition to developing this application further, he intends to **operate all automation through the platform.**

Governance, IT, security, and reception already use Infraspak. However, Sandro believes that before moving on to using other resources, the current maintenance management needs to be 100% operational within the platform: “With operations going well in this manner, we can engage with leaders from other departments to carry out their operations with Infraspak.”

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

[Schedule Demo](#)