

Product Description

- To allow the hotel to establish a cyclical preventative maintenance program for all assets.
- Details of relevant assets are entered into ASKButler® PM, together with a set of minimum information associated with the asset.
- System allows user to enter as many details concerning the asset as necessary.
- User defines the preventative maintenance cycle with the asset, together with maintenance tasks.

Features

- Assets are recorded in the system using an "asset tree".
- All relevant details concerning each asset are recorded.
- Preventative maintenance cycle associated with the asset is established, together with resources required for asset maintenance.
- "Window of Opportunity" sets earliest and latest dates for completing maintenance.
- SMS messages are sent out to appropriate engineer when maintenance is due to be carried out.
- Multi-level escalation is available for cases where maintenance is not carried out on time.
- Unscheduled maintenance information can also be recorded to provide a full maintenance history for each asset.

Benefits

- Has the objective of ensuring that all asset maintenance is carried out on time and to the correct standard.
- A full maintenance history is kept for each asset.
- There is no requirement to enter large amounts of information about each asset to activate the system. A minimum set of information is sufficient.

- Very simple and intuitive to use.
- SMS capability allows for notification to be sent automatically from system to relevant engineer, and for system to be updated remotely.
- Centralized maintenance standards can easily be propagated across a number of hotels via ASKPM.

Customers

- ASKButler® was selected by Hilton Europe as "nominated system" for Guest Service Centre.
- Starwood Hotels chose ASKButler® as "Best Practice" for their hotels in Europe, Middle East & Africa.
- Other chains using ASKButler® include Crowne Plaza, Movenpick, Marriott, Carlton, Park Plaza and Radisson SAS.
- Over 200 customers in 40 countries worldwide.

Technical

- Apps are available for iPhone and Android, and are easy to install and setup.
- Interfaces available to Fidelio, SMS and PBX. Other interfaces can be developed with required co-operation.
- Unlimited workstations at each site.
- Two upgrades issued on average annually.
- Supports Citrix and terminal server platforms.
- Operates on local database and SQLs.

Costs of Ownership

- License Fee based upon number of rooms is sold annually with payments made in advance.
- Initial cost for installation and training.
- License Fee includes rights to use system and interfaces, remote telephonic support and upgrades.
- Charges may be levied by third parties for interfaces to their systems, or for messaging such as SMS.

