

CASE STUDY

Hilton International chooses FM Essentials; a unique web based system to monitor service delivery within their Hotels.

Hilton International, an operating division of the UK based Hilton Group plc, owns the rights to the Hilton brand name throughout the world, with the exception of North America.

The Past

Hilton International was unable to get a clear idea of how well their maintenance was managed across their Hotel portfolio and how well contractors were performing on service delivery. A mixture of software and paper based reports proved time consuming to collate and often inexact.

Darren Cook, the Director of Engineering for Europe, Africa and the Nordic regions saw the need to be able accurately monitor service delivery within the Hilton International Hotel network. In 2004 FM Essentials, a real time web based solution for managing service delivery was progressively implemented in sixty hotels and fourteen different languages across the Hilton International portfolio.

The Solution

By using the FMCompany's patented site terminals each Hotel is able to log maintenance requests and see the time and date a contractor starts and finishes work on an asset. This information is automatically uploaded via an Application Service Provider. This enables assigned personnel from each Hotel to check among other things;

- ❖ What was the response time?
- ❖ Who carried out the work?
- ❖ What maintenance was carried out?
- ❖ How long it took and when it was carried out
- ❖ How long critical equipment was out of service
- ❖ Was the SLA target achieved?

Site Terminal



A Global View

FM Essentials allows Hilton International Head Office to monitor all their Hotels from anywhere in the world. This provides comparative data to assist in managing maintenance at the various Hotels and a global view of contractor's performance. They now retain control of their maintenance management without the burden of disparate measuring systems and processes.

"TheFMCompany's web based application and site terminals have enormous potential and will transform the way in which we deliver service within our hotels. The software is user friendly, transparent and extremely sophisticated, a class leading combination which made the product stand out."

Darren Cook, Director of Engineering,
Hilton International.

A Few Benefits

FM Essentials:

- ❖ Enables Hilton International to have standard global maintenance contracts, with one (1) SLA which incorporates SLT (Service Level Targets) based upon the asset. This leads to a standardisation in the level of service expectations across the whole portfolio, which in turn, reduces administrative expenditure
- ❖ Provides data to assess contractors on their service level agreements. Allowing Hilton International to better negotiate their contracts, to gain a better level of service or to realise compensation for breach of contractual agreements
- ❖ Reduces the downtime on vital pieces of equipment providing a better level of service to the Hotel guests
- ❖ Allows Hilton International to reduce operational costs while improving their work efficiencies
- ❖ Enables Hilton International to monitor precisely what assets they have on what sites across Europe and Africa
- ❖ Minimises health and safety risks by providing online risk assessments and lone worker protection



Above, Hilton Prague, one of many locations that site terminals are gathering KPI's on building maintenance and monitoring compliance with Health and Safety guidelines