

HxGN EAM for Hospitality





Build a Foundation for Guest Loyalty

Hotel guests tend to feel safe, cared for and comfortable when visiting a well-maintained property. But it isn't enough that you keep up appearances—your property must also comply with strict quality and safety guidelines and meet many different service level standards to keep customers coming back and to grow the business. First-rate asset management can help you increase top-line revenue and cement guest loyalty.

Choose a Trusted Solution

With more than 30 years of experience and one of the market's most comprehensive enterprise asset management (EAM) solutions, Hexagon helps hundreds of hospitality organizations get the most out of their buildings, equipments and fleet. HxGN EAM for Hospitality has been developed specifically to meet the full range of asset management requirements for the hospitality industry.

HxGN EAM for Hospitality helps your hotel operate efficiently and delight guests.

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Exceed Guests' Expectations

It's no secret that great guest service is essential to success in the hospitality industry. But you can only deliver quality service when your facilities, equipment and systems operate at an equally high level. Enterprise asset management plays a critical role in ensuring great service as well as strong business results.

Master Profitability

You can't measure total hotel profitability without including the costs of building, grounds, equipment, parking garage maintenance, fleet and energy consumption. You need a hotel-focused enterprise asset management solution that can help you understand and effectively manage all facilities, equipment and energy costs if you hope to satisfy your guests' escalating expectations. HxGN EAM for Hospitality provides tools for:

- **Guest Incident Management**—Create, manage and track work orders and service requests within the system to ensure guest requirements are completed quickly. Mobile solutions ensure that you'll expedite service more rapidly than ever. Technicians can receive guest service request alerts delivered immediately to their mobile devices with all the information they need to complete each request.
- **Equipment Reliability**—Scheduled maintenance, preventative maintenance and accurate warranty and repair records ensure the reliability of all equipment.
- **Support for Green Initiatives and Asset Sustainability**—Incorporating the consumption, costs and environmental impact of natural resources—water, air, gas, electricity and steam—into your asset management strategy reduces costs and ensures compliance with government regulations.
- **Risk Management**—Key performance indicators (KPIs) and real-time performance monitoring help to proactively identify potential problems with high-risk assets like buildings, equipment, fleets, escalators, parking garages, elevators and recreational features.
- **Regulatory Compliance**—Documentation from calibration reports, electronic signatures, greenhouse gas (GHG) reporting and asset tracking help keep your organization audit-ready.

You'll be able to reduce costs through HxGN EAM's effective systems management, comprehensive work order functions, integrated purchasing, centralized call centers and easy-to-use scheduling tools. Additionally, the solution helps your organization avoid penalties, shutdowns and liability claims.

Specialized for Your Business

HxGN EAM for Hospitality includes all the asset management features you need for improving hotel operations and performance, along with specialized modules to support the unique requirements of your business.

Key features include:

- **Asset Tracking**—Keep all information about any asset in the property—from televisions to vehicles and bed linens—in one database for easy retrieval and to keep track of activities, movements and maintenance. This ensures that information on highly mobile equipment is always up to date.
- **Preventive Maintenance**—Provides the ability for “metered and timed” notifications to alert maintenance team members of routine maintenance that must be completed based on the number of times a room has been occupied. This helps you keep guest room equipment operating at peak performance while ensuring that you’re not wasting time and money on unnecessary repairs or inspections.
- **Fleet Management**—If your hotel or resort operates airport shuttles, limousine services, golf carts, or other transportation assets, you can establish maintenance and repair schedules to monitor and alert team members when routine fleet maintenance is required. This will help extend the service life of each vehicle and ensure that your vehicles operate effectively.
- **Call Center Management**—You can manage all service requests through a single call center. From guest services to maintenance technicians, each service employee can view their open requests.
- **KPIs**—HxGN EAM for Hospitality gives you real-time dashboards for a precise snapshot of maintenance team and equipment performance to quickly identify potential problems and improve utilization. You can set KPIs to monitor issues that are critical to your organization’s continued business performance and regulatory compliance.
- **Outsourced Maintenance Services**—Record maintenance activities, compile equipment histories and create invoices for services the maintenance department performs for other organizations.
- **Warranty Management**—Tap into immediate savings with warranty management for both meter- and date-based warranties and for automatic notifications on all work orders in the system that have a potential warranty claim.
- **Multi-organization Capabilities**—HxGN EAM for Hospitality can help your organization incorporate asset management into a comprehensive solution while maintaining autonomy between different maintenance groups or hotel properties. For example, guest services can use the solution to issue work orders for repairing televisions and maintaining guest rooms, while facilities managers can use it to service HVAC systems and automatic doors. Each department has access only to the tasks it needs.
- **Mobility**—Service teams can expedite service throughout the hotel on modern mobile devices and smartphones to speed up service and efficiently manage guest requests. Managers can monitor workloads and assign tasks to the appropriate team members to manage accountability and expedite service.
- **Materials Management**—Maintain inventory and monitor materials movement. Part requisitions from work orders drive the flow of materials to the required location with minimal disruption. Stocks of frequently used and critical spare parts are kept in stores (storage locations).
- **Procurement Management**—HxGN EAM purchasing manages every aspect of the purchasing cycle from requisition creation, approvals, supplier selection, purchase order placement and goods receipt through invoice matching.

Accelerate Guest Service and Increase Profits

Hotels like yours can build guest loyalty, grow top-line revenue and increase profitability with HxGN EAM for Hospitality. It gives you the specialized asset management functions you need to improve performance, increase savings, comply with regulations and ultimately provide the best service to your guests.

HxGN EAM for Hospitality:



Enhance Business Efficiency

Delivers the advanced, specialized functions you need



Optimize Equipment Lifecycle

Helps you accurately prioritize equipment care



Empower Decision-making

Provides you with knowledge about your business



Elevate Guest Experience

Helps ensure your guests' service, safety, and comfort



Ensure Uninterrupted Access

Is accessible through a standard Internet browser 24x7



Boost Financial Performance

Helps you save money and increase profits



About Hexagon

Hexagon is the global leader in digital reality solutions, combining sensor, software and autonomous technologies. We are putting data to work to boost efficiency, productivity, quality and safety across industrial, manufacturing, infrastructure, public sector, and mobility applications.

Our technologies are shaping production and people-related ecosystems to become increasingly connected and autonomous – ensuring a scalable, sustainable future.

Hexagon's Asset Lifecycle Intelligence division helps clients design, construct, and operate more profitable, safe, and sustainable industrial facilities. We empower customers to unlock data, accelerate industrial project modernization and digital maturity, increase productivity, and move the sustainability needle.

Our technologies help produce actionable insights that enable better decision-making and intelligence across the asset lifecycle of industrial projects, leading to improvements in safety, quality, efficiency, and productivity, which contribute to Economic and Environmental Sustainability.

Hexagon (Nasdaq Stockholm: HEXA B) has approximately 24,500 employees in 50 countries and net sales of approximately 5.5bn USD. Learn more at [hexagon.com](https://www.hexagon.com) and follow us [@HexagonAB](https://twitter.com/HexagonAB).