



Mr. Enver Akbar

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We at Holiday Inn Resort Bali Benoa have been using the ESCAP software in Engineering and housekeeping departments since the inception of the property in 2015.

ESCAP helps us in having a well programmed maintenance systems; PMMP for all Room Maintenance, FPMM for Fire life safety equipment maintenance, PM for all MEP maintenance as well as Building maintenance.

ESCAP is widely used across departments in our hotel to manage and maintain assets as well as the property at large. Work Orders can be sent to the employees either via SMS or e-mail, which enables them to promptly act upon them. As a result, we ensure our customers are satisfied with our overall product offering.

The 'Escalation' feature in the system will keep the supervisors and managers well informed about any delays of maintenance staff attending to the job. In addition, ESCAP has the possibility to enter guest problems by the Duty managers and allows being followed-up in time by the relevant colleagues. This mechanism helps us to ensure that all guest concerns are addressed in a timely manner and our guests are satisfied.

ESCAP provides a wide array of options in report generating and analysis. This has allowed us to carefully scrutinize activities within the hotel and identify not just the concerns encountered but also the root causes. As a result, we are now able to take proactive measures that have had a positive impact on the business. It has helped us to enhance the asset-life, reduce machine down-time and has contributed to the overall efficiency of the operations.

The values of ESCAP are unbelievable. Overall, it has allowed my team to be more informative and productive with minimal guest complaints.