Maxxton Operations App

Hospitality optimization for your busy short-staffed days

What is the Maxxton Operations application?

Are you facing challenges in the daily operation to let your house-keeping, maintenance and front-office departments work efficiently together? Are your field employees nowadays able to easily update and see the created and scheduled jobs on the fly by having all data available on their mobile devices?

It is a specifically built market solution to minimize the challenges that companies in the hospitality industry are facing on operational level. Specifically developed with the busy short-staffed changeover days in mind. This will result in efficient and co-operating housekeeping, maintenance and front-office departments.

By using the newest technology in terms of offline functionality and push notifications, the Maxxton Operations App is an advanced solution for the hospitality industry. The users in the field have all their real-time data transformed into relevant information for their coworkers by simple steps on the mobile app. When it comes to maintenance, housekeeping and meter readings their daily operations are available on-site. Anywhere, anytime.

Whenever users are experiencing internet connection troubles, the application will still be able to progress jobs as the offline changes will be saved locally and updated once the internet connection restores.

For over 20 years, Maxxton is the leading IT solutions provider and reliant technology partner for the broader hospitality and accommodation rental sector, including serviced apartments, holiday parks, campsites and vacation rentals. The constant need for Maxxton wanting to understand the business and delivering generic solutions resulted in a core property management system that enabled the business users to run the daily operations in the company. Creating, scheduling, managing and invoicing housekeeping and maintenance jobs are covered into one Operations module to communicate directly with the Operations Applications.

Native application as market-proof solution

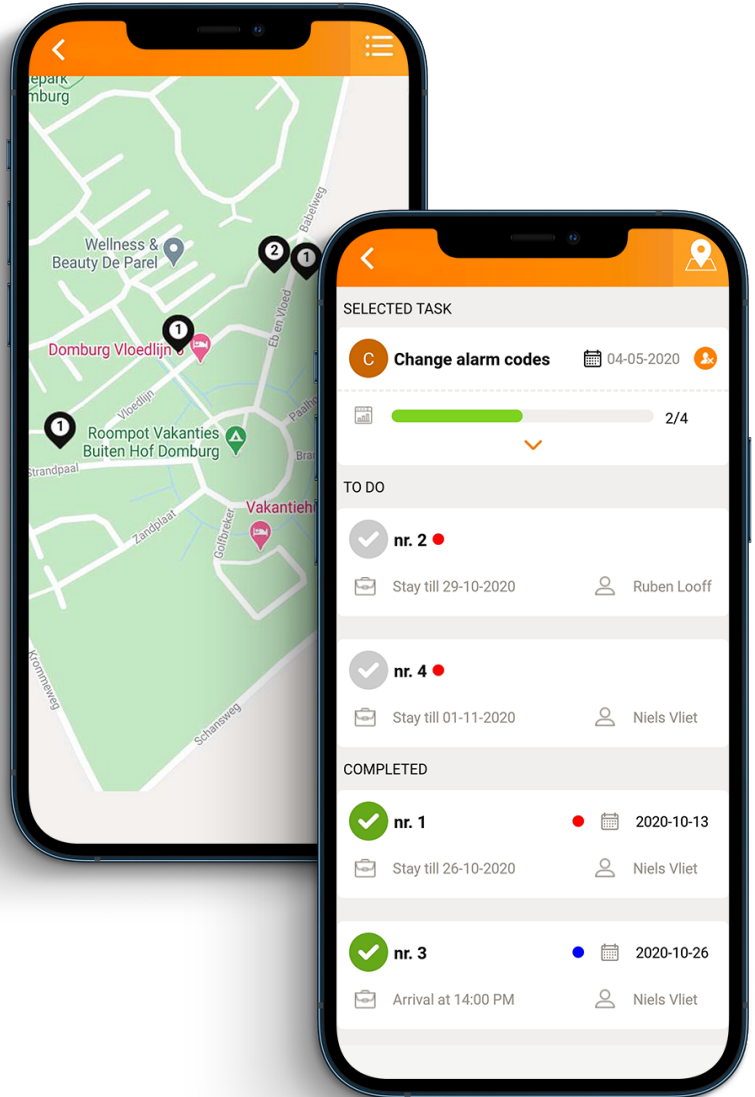Incorporated user flow

Offline functionality

Push notifications

Google maps / GPS usage

Map view functionality of all jobs

Fast performance

5 key benefits for your company

1

Smart user flow

The foundation of the Maxxton Operations App is based on a general operational working procedure from creation till invoicing for your entire company. The operational triangle, consisting of housekeeping, maintenance and front office, is improving their operational businesses by working with the applications smart user flow so employees don't forget any fields to update. Later on in the process, front office and financial colleagues responsible for guest contact and invoicing will benefit from this due to the optimal user flow where relevant fields are shown at relevant moments in the process.

2

Sustainable & cost reducing solution

The numbers of paper sheets users will save for their company while using this mobile application can be mentioned as a huge sustainable improvement and cost reduction as well. Just imagine, all the maintenance and housekeeping employees in the industry working without the paper sheets that would have been thrown away at the end of the day anyway. Besides that, additional human resources (FTEs) can be saved at the main offices due to the information availability.

3

Improved communication

The communication efforts are drastically decreased as there are no more phone calls needed between the operational employees, their supervisors and front office. The status of the accommodations and whether those are ready for sale is crystal clear by using the application. In addition, status per employee can be monitored in order to make it easy for managers to help employees who are short in time by having other employees, who are running on schedule, help them.

4

Push notifications to highlight last-minute changes

Even a last-minute change of arrival time, can easily be communicated to shift priorities of the operational employees. Push notifications play an important role in this case, as operational employees can easily be highlighted by supervisors if some jobs are marked urgent or when new jobs are assigned.

5

Decreased errors

The numbers of errors decrease too as the operational employees are progressing their own work instead of phoning someone else to do it. The user flow of the application encourages the operational employees in their daily tasks as it's built in line with the general activities of the housekeeping or maintenance department.

Last but not least: Job satisfaction for your employees

As operational employees like to work with their hands and are already working with all kinds of carrying tools, Maxxton concludes that this Operations application should be a pocket-size mobile native application as a tablet is a big device to carry on next to all the other cleaning and technical tools. By offering a fast-performing and user-friendly application, working hours spent on user training, phone calls and priority shifting are limited, where changeover days are quite a challenge to finish operations in time before new arrivals.
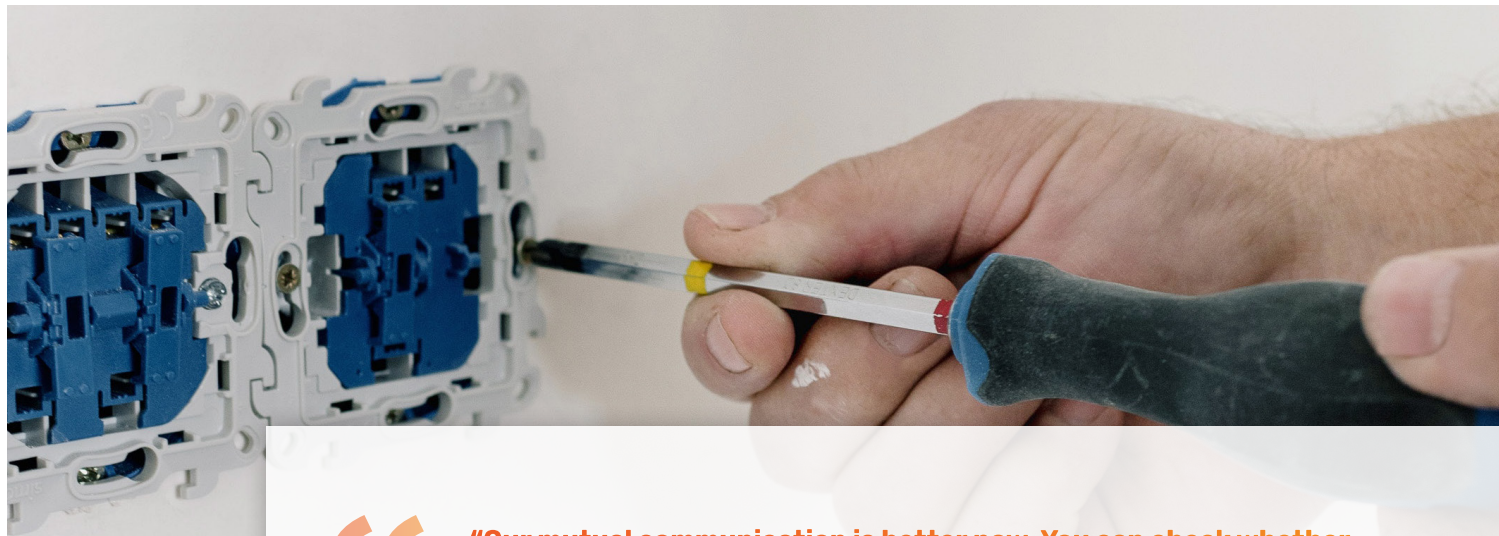
"Our mutual communication is better now. You can check whether certain complaints often occur. No discussion anymore whether or not something has been passed on. You can follow the processes well via the Operations App, but you also need to determine what you want to be able to see and think about it carefully with the operational team members. My advice would be to inquire Maxxton about options based on their expertise, to make loading the information as efficient as possible."

Celine de Laat
Team Lead Front Office Dierenbos
Libéma

Why invest in the Maxxton Operations App?

The fact that the **application** is fully **integrated** with the core **Maxxton Software PMS** enables a fast performance that could **save** companies with around 20.000 accommodations almost **€200.000**,- per year. The working procedure that is being conducted using the app will **save** an additional **3 FTE** per approximately 300-unit location of people required in the office to **communicate** with operational **employees** and **update** the core PMS throughout the day. This does not even include the added value through improved **data quality** and **overall quality** of the accommodations.

Added value of full integration with Maxxton Software PMS

✔ Guest arrival times integration

✔ Unit occupancy details

✔ All data is managed and secured in one place

✔ Different user groups using different modules are able to see operational statuses of accommodations

✔ Linking jobs to reservations enables you to follow the guest journey at your location

✔ Relevant and real-time data ensures transparency for your operational employees

✔ Full transparency for the managers and the linked usage of Business Intelligence

"The biggest advantage we experience now is that the activities for housekeeping, control, technical service and front office are much more clear and we work much more efficiently with the application. In our business at Nautic Rentals, we work with a lot of external people like a cleaning company, key addresses and park managers. Almost everything that is now put in a work order via the Operations App, was managed before per park in a whatsapp group or verbally. On busy changeover days this was very confusing and sometimes unclear. Cases were also reported twice or forgotten, resulting in additional whatsapp traffic as well as unnecessary work.

Since the arrival of the Maxxton Operations App, everyone has the overview, everyone knows who has to do what and the activities are also better combined and finally archived. In short, we will definitely recommend this application for your leisure business."

Samira Sturm
Operation Manager
Nautic Rentals

"As accommodation rental provider we wanted to have a better synergy, control and overview for our different Libema resorts, driven by one ServiceCenter and two Front Offices. The most important reasons to choose for the Maxxton Operations App are quality improvement, better communication structures between the involved departments and data measurement to gain more insight in our materials, tasks and efficient complaint handling.

Before using the Operations App, miscommunication could often appear in our maintenance team while passing on work orders or tasks via phone calls and run sheets that were filled in afterwards. The earlier housekeeping planning and way-of-working was more error prone and time consuming. While using the Operations App, there is a lot more collaboration, less miscommunication and a real-time overview of our arrivals and departures."

Stephanie Struis
General Manager
Libéma

Maikel Claassens
General Manager
Libéma

Maxxton

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