



HOW BLUEPI BUILT A HOSPITALITY MANAGEMENT APP TO IMPROVE CUSTOMER SERVICE



Company

Hospitality Management



Location

India



Segment

Hospitality



Solutions

Migration

The client creates productivity applications for the hospitality industry, using existing Smartphone technologies.

Objective

The objective was to create a customized application that could do a variety of things including:

- Collect guest comments through QR code
- Prioritize open issues
- Resolve issues from the mobile app
- Assign location tags to rooms and filter by location
- Determine item list contents by room type
- Change room status sent to the front desk
- Send issues to mobile device through front desk
- Inspect without WiFi and upload later
- Take multiple pictures of an item

Solution

Manual validation of housekeeping tasks resulted in inconsistent quality across Hotels, Restaurants, Hospitals, Malls, Airlines etc. To overcome this, the client, along with BluePi, created an innovative hybrid application, called Room Checker, that helps monitor quality of service extended by hospitality companies.

The application provides comprehensive data collection and analysis by combining both mobile and web-based applications. It helps hotel managers inspect rooms without having to go through paperwork and report issues immediately.

Developed by BluePi consulting, Room Checker ensures that the issues are resolved before they become guests' complaints. All Issues reported, are sent immediately to Cleaning or Maintenance departments who could then take required action before marking the issue closed.



www.bluepiit.com





Here are a few other features of Room Checker:

- Supports any number of rooms as specified
- Customized room numbers and names
- Management Reports are made available on the web-based application
- Highly customizable, to fit every requirement of the hotel

Technology

Java, Spring Framework, Spring Security, Highcharts, Android, iOS

Domain

Hospitality/ Quality/ Productivity Tools/ Mobility



Company

AD Company



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India



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Media



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