solv.

CASE STUDY

easyHotel's Comprehensive Maintenance Solutions by solv

AT A GLANCE

CHALLENGES

- Ensuring 24/7 safety and efficiency for 180 guests.
- Complying with strict maintenance and regulatory standards.

SOLUTIONS

- Created a customised PPM contract for comprehensive maintenance.

INTRODUCTION

In August 2019, easyHotel, a newly opened establishment with 80 rooms, reached out to solv for its first service. During the initial meeting, Stephen, MD of solv, conducted a thorough site survey to understand the various services within the building and assess the hotel's needs. Recognising the importance of adhering to legislative requirements for plant and equipment maintenance, solv developed a Planned Preventive Maintenance (PPM) contract for easyHotel. This contract ensured that all necessary services were performed annually, in line with regulatory standards.

DEFINING THE CHALLENGE

easyHotel Belfast operates 24/7, serving up to 180 guests at any given time. Ensuring the efficiency, effectiveness, and safety of all their systems is crucial. solv supported easyHotel with their risk assessment and compliance programme, including a comprehensive legionella risk assessment. In January 2024, solv's chlorination team conducted an extensive water hygiene risk assessment, identifying further service needs for the hotel's water systems.

UNCOVERING SOLUTIONS:

Initially, easyHotel engaged solv for gas boiler servicing. Over time, this relationship of trust expanded, allowing solv to take on additional responsibilities such as PAT testing, emergency lighting testing, and water system maintenance.

By integrating their services with existing contractors, solv ensured a seamless and comprehensive maintenance plan that met all of easyHotel's needs.

MAKING IT HAPPEN

The implementation involved a five-year ongoing contract, structured around annual PPM schedules agreed upon at the contract's inception. easyHotel's proactive approach facilitated smooth coordination, with the helpdesk team discussing service dates with the customer at the start of each month. This ensured that all scheduled maintenance tasks were completed on time, with no items missed.

solv maintained continuous communication with easyHotel from their helpdesk team, service manager, and managing director. This ongoing interaction allowed solv to address any operational requirements outside the PPM contract promptly.

MEASURING SUCCESS

By keeping the plant serviced according to the manufacturer's recommendations, easyHotel has benefited from extended equipment lifespan and enhanced operational efficiency.

IN SUMMARY

The collaboration between easyHotel and solv exemplifies a successful partnership focused on comprehensive maintenance and regulatory compliance. By addressing easyHotel's evolving needs with tailored solutions, solv has demonstrated its commitment to operational excellence and customer satisfaction. This case study highlights the positive impact of solv's services on easyHotel's business, paving the way for continued success and growth.

CUSTOMER TESTIMONIAL:

"As a hotel with 80 rooms, easyHotel typically hosts around 180 guests every night, making it crucial for us to ensure our comfort and safety systems are always functioning at 100%.

Our relationship with solv began with servicing our gas boilers and has expanded to most of our building's systems.

After five years of operation, solv conducted our comprehensive electrical and water system tests for certification. Their meticulous approach is reassuring and proves we prioritise our guests.

easyHotel values simplicity, and solv, as our one-stop shop, efficiently organises everything. We've recommended solv to many businesses, all equally delighted with their service."

KEVIN BAIRD
Director at easyHotel