

Case Study

Dolce Atlanta-Peachtree



Dolce

The SaaS Difference

Companies Grow Technologically
Together as Proactive Partners

Dolce

The Customer

Dolce Atlanta-Peachtree, a premier southeast conference center, provides meeting and banquet facilities, hotel accommodations and outdoor recreation facilities. As a growing hospitality company, Dolce has a responsibility to be attentive stewards to their clients - always on-call and prepared to handle any guest situation that may arise.

When Dan Bramblett, director of engineering at Dolce, began recognizing issues with his facility maintenance system, he sought an on-demand tracking solution that enabled Dolce's entire staff to report a property issue anywhere, anytime.

The Challenge

In the hospitality industry, guest satisfaction is the top priority, and Dolce's previous facility tracking system was affecting the overall guest experience. In order to report a guest's maintenance issue(s), radios were traditionally used to call technicians with mechanical, plumbing or electrical problems. Radios, however, were causing noise pollution as technicians walked through sensitive areas where clients were holding conferences.

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After requests were reported to technicians via radio, Dolce implemented a paper system to document job tickets. Yet, a paper-based tracking system caused headaches for Dolce management because of reporting errors and difficulty with property trend analysis. Dolce required a new web-based, interference-free reporting system. With 38 acres and five buildings, Dolce's staff had a large amount of ground to cover, monitor and manage notification of a property issue to a technician. Furthermore, with a staff of 200 employees and 13 technicians, the new solution needed to be easy to adopt and manage to allow a facility issue to be reported anywhere, anytime by any person.

The bigWebApps Solution

With a Navy background, Bramblett had previous experience with several maintenance management software systems. As a result, Bramblett was exceedingly aware of what he wanted in a facility maintenance system. He required a cost-effective, customizable web-based system that reduced response time, eliminated paper processes, improved employee workflow and increased accountability, ultimately leading to improved guest satisfaction.

Since Dolce's IT staff already used and were pleased with bigWebApps' HelpDesk solution, they recommended bigWebApps to Bramblett as a facility maintenance option. According to Bramblett, bigWebApps was willing to customize their Software-as-a-Service (SaaS) to meet Dolce's needs, and this was the deciding factor.

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Prior to selecting bigWebApps, Dolce evaluated three other solutions. However, bigWebApps shone above because their pricing and on-demand, scalable solution exceeded the competition.

"Other companies required me to pay for another module to notify my technicians; whereas, with bigWebApps, it was automatic, all-inclusive," said Bramblett. "Typically, the more modules you add, the more problems, so bigWebApps' streamlined offering was great."



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bigWebApps enabled Dolce's 200 employees to easily access the facility maintenance solution, which provides them the ability to report any issues. Once a problem is reported, a ticket is created and forwarded to a technician notifying them of the issue-at-hand. After the problem is addressed, an email is sent to the staff member who reported the incident informing them of the status, thus allowing the employee to confirm and check the issue for quality assurance. If an issue has not been alleviated or a problem still exists, the staff member can reassign a new ticket.

"There are 200 of us on the property, and 200 sets of eyes provides a greater percentage of getting what's broken reported accurately," said Bramblett. "It is everyone's responsibility as they go through their day to report any issue noticed."

"When we decided to utilize bigWebApps, a true partnership was formed. Working with these guys is what a handshake used to mean," explained Bramblett.

The Result

According to Bramblett, bigWebApps' facility maintenance solution quickly paid off. After implementing bigWebApps, Dolce's GSI (Guest Score Index), a score calculated through guest satisfaction surveys, increased from an 82 to a 92. Additionally, for the first time in the conference center's history, maintenance response time dropped to 15 minutes 98 percent of the time. With the previous radio and paper reporting system, response time ranged from 30 to 45 minutes.

As Bramblett explained, "Implementing bigWebApps into our system was an easy process. In the beginning, it took about 30 minutes to teach a staff member how to use bigWebApps, Now, as staff members are pretty proficient with the computer, it takes about 10 minutes. If you know how to surf the Internet, you can use bigWebApps."

The Value Add

By switching from a paper to web-based SaaS system, every work order by a Dolce staff member is documented electronically. As a manager, Bramblett now has the ability to monitor each technician's response time and completed maintenance assignments. Thus, technician evaluations are no longer subjective but rather data-driven.

The greatest value add is becoming more proactive than reactive with facility maintenance issues. "Because staff members now report everything in the bigWebApps solution, we can identify potential issues and analyze facility trends." This proactive approach prepares Dolce executives to handle any circumstance that may arise in an efficient manner.

In addition to Dolce's strong return-on-investment and trend analysis capabilities, a bond of trust formed between Dolce and bigWebApps as the companies grew technologically together. bigWebApps provides their honest counsel on software, and according to Bramblett, they ask proactive questions before a problem occurs, which is rare in today's hurried technology industry.

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