

*Three hotels in the West Indies are now enjoying increased standards in maintenance, productivity and staff morale thanks to the IMPACTxp Computerised Facilities Management System and a dedicated team of on site engineers.*

Le Sport Hotel and Rendezvous Hotel, both in St Lucia and La Source Hotel in Grenada are 100 bedroom luxury hotels, each offering a unique holiday concept. At Le Sport & La Source, an active beach holiday combines with comprehensive body cares to provide the ultimate in hedonistic indulgence - "Give us your body for a week, we'll give you back your mind" states the brochure at Le Sport. Thirty staff, including a resident nurse are on hand in the Oasis alone, to provide all manner of body cares facilities including Swedish massage, Body Wraps and Facials.



the possibility of breakdowns and ensure that any health & safety regulations were complied with. A Help Desk facility would also act as the front end for staff, who could make requests for work, confident that they would be logged and dealt with.

After three months reviewing the project, an order was placed for three, single user IMPACTxp Systems to incorporate the Basic Maintenance Package, Help Desk and Stock Control. It was decided that because the assets were quite different at each hotel, three separate systems would be of greater benefit. Also the fact that the hotels are at different locations also meant that separate systems would be more beneficial.

The Initial Installation Service Package (I.I.S) is crucial to any installation and incorporates all the on-site services necessary for a smooth installation. A Matrix engineer was given the task (of a lifetime!), of flying out to work with Daniel Ough (Director of Engineering) on the project and to carry out the I.I.S. Matrix were particularly concerned to ensure that the installation was a complete success in the time allotted, due to the obvious geographical constraints. Approximately 1000 assets were inputted at each hotel along with numerous associated library jobs. Days were also set aside for on-site training. Meanwhile Daniel Ough completed the Base Module and Administration courses here at Matrix.

Exotic and relaxing it may be, but behind the utopia the staff at The Resort Management Company and the on site staff at each hotel are faced with a behind the scenes task of ensuring everything runs like clockwork. Unlike many environments, if anything breaks down or goes wrong the effects are immediately clear and evident to customers. Le Sport and La Source are distinct from most places of accommodation around the world in that they provide a complete holiday experience with most visitors remaining on site to enjoy all manner of sporting activities, spa & beauty treatments, aromatherapy and relaxation techniques. Rendezvous is a romantic hotel for couples only. An impeccable reputation for customer care therefore extends to providing the latest in luxury amenities and places constant pressure on the staff to uphold the first class maintenance and facilities management operation.

It was decided early 1998, that a Computerised Facilities Management System would assist management to achieve a more streamlined operation. Planned Maintenance would reduce

Daniel Ough was under no illusions and has been determined to make the IMPACTxp system work. "In my many years of experience, a large percentage of computer planned maintenance

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systems have either been abandoned in part or totally. We will not be following the majority and amongst all my staff there is a commitment to this end.”

True to this, Daniel Ough and Matrix have worked closely and diligently to ensure that whatever problems arise will be resolved.

Clearly the interest in the IMPACTxp system is now growing in St Lucia after a number of enquiries via Daniel Ough from companies that have seen the IMPACTxp System working. As Daniel says “You will no doubt be pleased to know that IMPACTxp at each of our Hotels is now working really well. Maintenance standards, productivity and staff morale have increased sufficiently for people to notice”.

