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Unified Operations: ALICE + Transcendent Two-Way Integration

THE FUTURE OF HOTEL OPERATIONS

Travel and occupancy are on the rise but many hotels are operating with lean teams and face continuous staff turnover – ultimately affecting guest satisfaction and profitability.

The ALICE and Transcendent two-way integration connects departments across the property. By harnessing the power of these integrated solutions, guest services, housekeeping, and engineering teams can optimize efficiency with one shared maintenance request workflow. Properties will eliminate over-the-radio requests and foster collaboration, accountability, and visibility across teams.
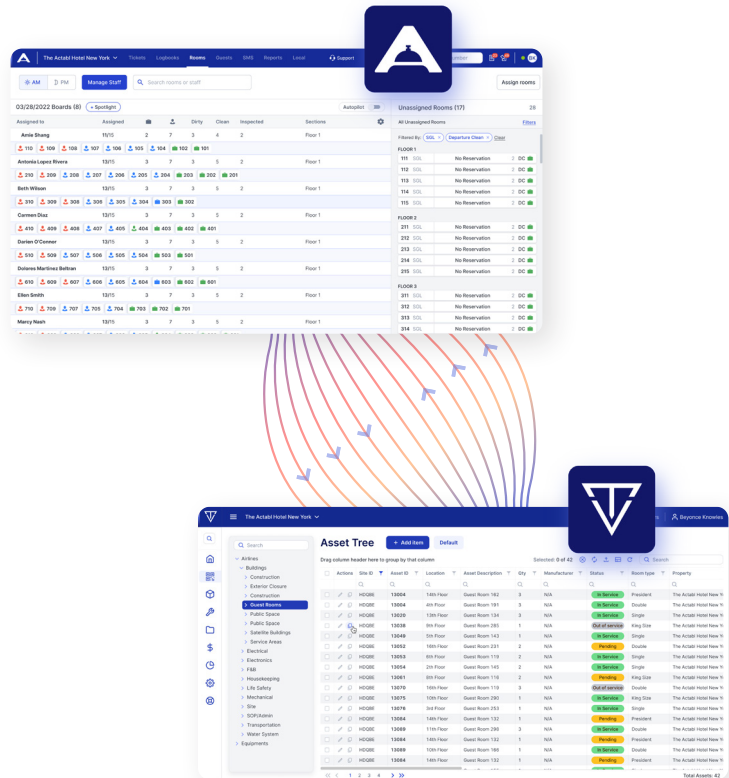
BENEFITS

Improve Cross-Departmental Collaboration

Real-time coordination between teams and automatic assignment streamlines task management and work orders to improve resolution times, increase productivity, and empower staff.

Manage Guest Requests and Improve Satisfaction

Through auto-assignment and dispatch, teams can ensure immediate attention and care of guest-reported issues, decreasing time to resolution, and improving overall loyalty.

Achieve Optimal Operational Visibility and Accountability

Increased visibility into service delivery and engineering workflows allows hotel leadership, above and on-property, a holistic view of operations and team performance.

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Efficiently Manage and Monitor the Maintenance Workflow

ALICE + Transcendent integrates data across departments to empower teams to collaborate on maintenance requests in real time, allowing for increased clarity and guest satisfaction. With this integration, properties see enhanced productivity, reduced overhead expenses, and a smooth, coordinated operational process.

Guest Requests

With the easy generation of corrective maintenance tickets, team members engaging with guests can quickly submit tickets on their mobile devices or desktop - increasing efficiency and empowering staff to provide excellent guest experiences. When the issue is resolved, it can be promptly communicated to the guest, ensuring their satisfaction.
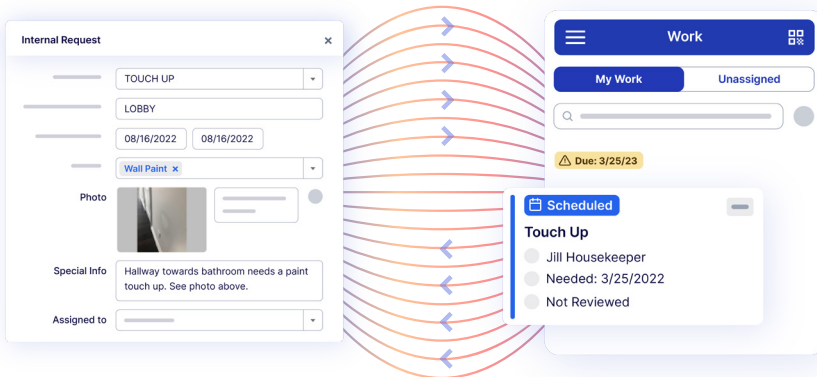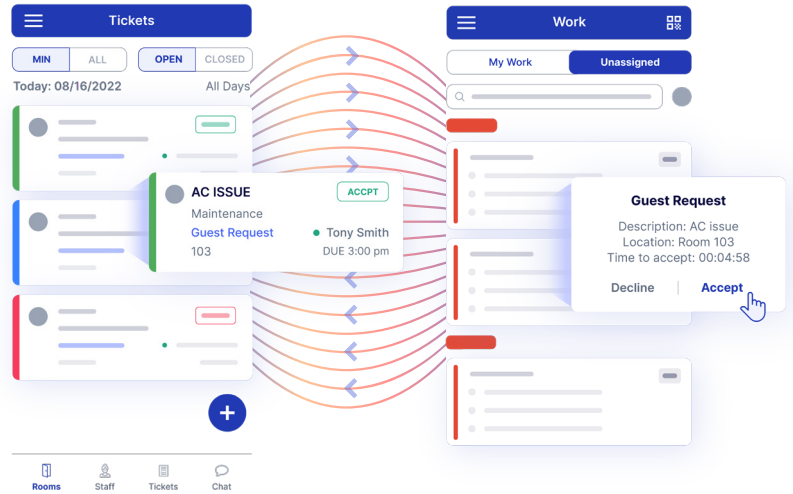
Internal Requests

Enable staff with a system to create internal work orders when they notice issues on the property. Staff can attach essential details and images to the request to provide additional context, boosting engineering efficiency and performance.

Actabl combines business and labor intelligence with a comprehensive operations platform. Check out our other products:

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