



Sani-Ikos Resorts Case Study: Elevate Maintenance Standards with AIMMS FMS

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Executive Summary

The SANI-IKOS Group, a renowned hospitality brand, operate 12 award-winning resorts with over 3,450 rooms across Greece and Spain. As the Group expands, with plans to add nearly 1,000 new units in Crete and Algarve by 2026, maintaining consistent maintenance standards across multiple locations is crucial. Known for its commitment to sustainability and exceptional guest experiences, SANI-IKOS required a robust maintenance solution to support operations in remote areas while addressing the language diversity of its workforce.



"Implementing AIMMS has been a game-changer for us!"

—Thanasis Mylonas, Facilities Management Director, SANI-IKOS Resorts

Key Results:

Since adopting AIMMS, SANI-IKOS Resorts has achieved substantial improvements in maintenance efficiency, including:

| Seamless Maintenance Operations

The offline capability allowed uninterrupted task logging and tracking, ensuring that even resorts with connectivity limitations could maintain consistent service. This minimised the risk of overlooked tasks and helped maintain high standards in all locations.

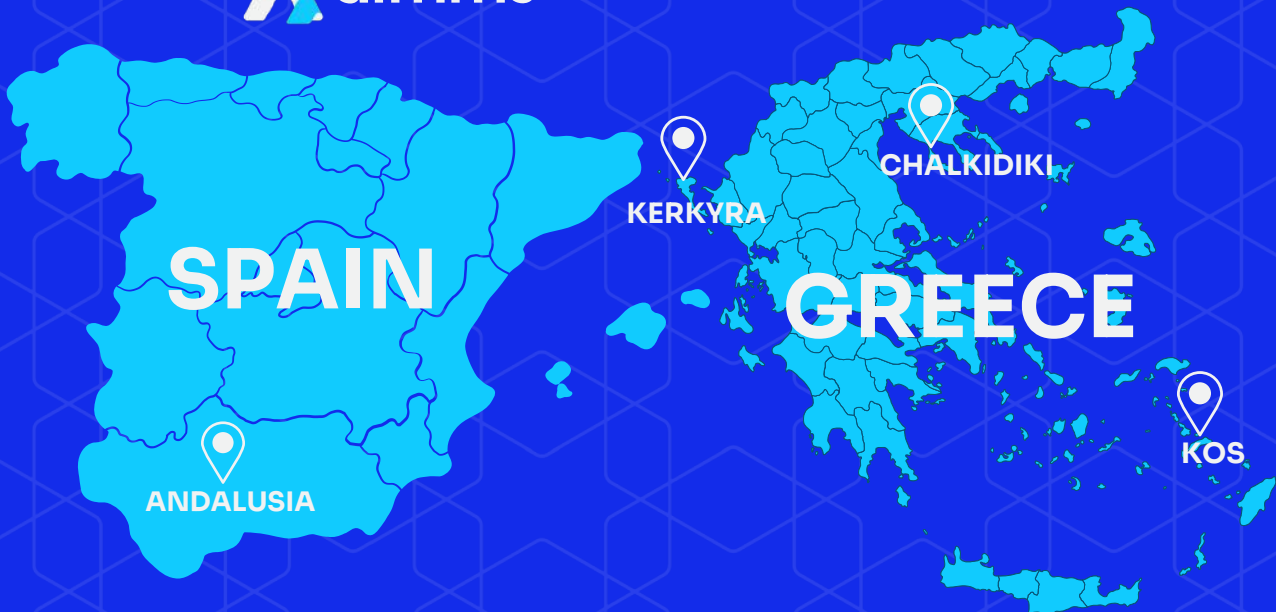
| Improved Team Coordination and Communication

Multilingual support facilitated effective communication among diverse team members, ensuring that all staff could easily access and understand maintenance tasks, regardless of language.

First glance in Sani-Ikos Resorts

SANI-IKOS Resorts leverage AIMMS's offline functionality and multilingual capabilities to streamline maintenance operations across remote resort locations. This ensures seamless, high-quality, and uninterrupted guest service.

 **aimms** at Sani-Ikos Resorts



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The Challenges

Without a centralised and adaptable system, maintenance teams struggled to coordinate effectively, impacting service consistency and guest satisfaction.

Customer Delays due to Connectivity Issues

Resorts located in isolated regions often experienced limited network connectivity, making it difficult for staff to log maintenance tasks in real-time. This led to delays and occasional lapses in addressing maintenance issues.

Language Barriers in Team Comms

With a diverse team from various linguistic backgrounds, SANI-IKOS needed a maintenance solution that supported multiple languages to facilitate clear communication and minimize misunderstandings.

Outdated Processes & Too Much Paperwork

Prior to AIMMS, SANI-IKOS relied on manual processes, including paper records and Excel sheets, which resulted in delays, duplicated efforts, and incomplete task tracking.

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Solutions

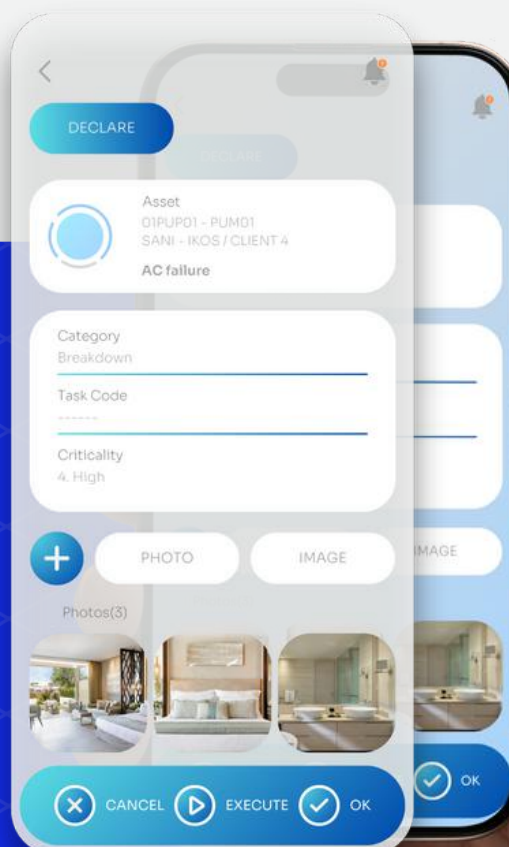
To address these challenges, SANI-IKOS Resorts implemented AIMMS CMMS, which provided a unified, digital platform for managing maintenance tasks with essential features for their needs.

Offline Capability

AIMMS allowed technicians to continue working and recording maintenance tasks even without network access. Tasks automatically synced once connectivity was restored, ensuring that no issues were missed or delayed due to connectivity problems in remote resort areas.

Multilingual Support

Its multilingual feature allowed the diverse workforce to operate in their preferred language, promoting smoother communication and reducing potential errors caused by language barriers.



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"Each technician receives job descriptions, photos, and videos directly on their mobile phones, allowing immediate responses with all necessary information at hand."

—Thanasis Mylonas, Facilities Management Director, SANI-IKOS Resorts

This functionality streamlined operations and empowered technicians to act quickly, even when working offline.

The platform consolidated all maintenance data, enabling seamless tracking and management across multiple locations. The centralized system allowed for efficient monitoring and comparison of maintenance activities across resorts.

"The integration of data from different facilities into one platform enabled comprehensive analysis and KPI comparisons among the resorts."

Thanasis added, highlighting the value of a unified system for maintaining standards across locations.

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Testimonial

"When we started using AIMMS, we immediately felt it was the answer to our daily challenges. Its user-friendly interface, organization, offline mobile mode, and overall effectiveness quickly won over the entire team"

—Thanasis Mylonas, Facilities Management Director, SANI-IKOS Resorts

Conclusion

AIMMS FMS has transformed maintenance operations at SANI-IKOS Resorts, providing a robust solution that meets the unique needs of a geographically and linguistically diverse workforce. By enabling offline task management and offering multilingual support, AIMMS has helped them maintain high-quality service standards across remote locations, contributing to both guest satisfaction and operational excellence.



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