



HOTEL FACILITY MANAGEMENT

The organizational setup of hotel facilities has deeply changed in recent years. **The increased competition in the Hotel Industry, the greater attention to relevant issues such as sustainability and energy saving and the evaluation of investments**, have led companies-hotels to review their strategies towards a **single partner of Facility Management**, able to respond to increasingly heterogeneous and complex requirements.

Nazca is a dynamic and innovative company **which for over 20 years intends to be a strategic and technological partner** able to provide, with direct personnel throughout the Country, **a plan of integrated services related to Soft, Hard and ICT solutions for Hotel Industry.**

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MARKET NEEDS

High standards in terms of quality, service levels, staff employed and speed in intervention times

Management of heterogeneous sites located within the National territory

Optimization of costs and investments, in order to tackle the high competition in the industry

A software platform designed to coordinate and control the activities and the budget

NAZCA RESPONSE

- **High technical know-how** on peculiarities and problems of the sector
- **Direct and qualified staff** who provides a full control of the service quality
- **Certifications in the field of Quality, Environment and Safety in the Workplace**
- **Assumption of Customer responsibility in compliance with regulations and legal obligations** regarding Labor Law, Maintenance and Safety in the Workplace (Legislative Decree 81/08)

- **National coverage with 4 operational headquarters and competent field staff** who guarantees quality, flexibility, service levels and speed in response time and problems solving
- **Client unique corporate image** compliant with transposed directives
- **Project Manager who represents the direct contact for the Customer** and his requests regarding technical, organizational and economic aspects

- **Feasibility and Business Plans** in response to objectives of efficiency and saving
- **Costs transparency**, thanks to fixed and pre-defined price lists and a low use of subcontracting, only if necessary
- **Energy Management and the development of ad hoc plans** to foster corporate sustainability and energy saving
- **Customized Led Relamping Projects**

Nazca Work Force Management (NWFEM), a software platform internally developed which allows:

- **Access, monitoring and control of activities through reporting tools**
- **Total quality control of services provided through measurement tools in compliance with SLA and KPI**
- **Dialogue of all actors involved** (Customers, Suppliers, End-Users) **through different devices** (PDA, Tablet, Smartphone) **and channels** (Web, Sms, Mail, Call Center)
- The integration of innovative solutions of **Mobile Applications and Cloud Computing**

OPERATION AND MAINTENANCE SERVICES



CIVIL MAINTENANCE



ELECTRICAL SYSTEMS



PLUMBING SYSTEMS



FIRE SYSTEMS



SPECIAL SYSTEMS



MECHANICAL SYSTEMS



ICT SOLUTIONS