



TH module, which is completely integrated in the base platform, is the program of the InfoSHIP® suite dedicated to coding, management and purchase of specific Hotel Department' supplies (chairs, carpets, lamps, furniture, panels, ...) within the Cruise & Ferries area.

The Treeview for navigation and searching within the Hotel Items' technical structure is sorted by Ship and Decks, allowing the encoding of each area with its specific Items, geographically located.

The Hotel Items must be centrally encoded only once for the whole fleet and then forwarded to the software on board (this duty is always shore side - Technical Direction).

This allows an unambiguous encoding and the precision and efficiency in management, not otherwise easily achievable, given the particularly complex nature of the encoding task.

A significant feature lies in the management of separate Item categories inside the Items Database. Every Item card may contain images as well as technical documentation (supplier item card, maker Item card, ...) to organize in a more precise and efficient way the Hotel Department's technical management.

TH Module also includes a WR-WO section especially designed to support customers in the management of Hotel Maintenance's Issues (Cruise & Ferries ships). It allows the definition and management of the Work Request (WR) flow and of the subsequent Work Orders (WO), with final check of performance.

This functionality enables therefore the emission of Hotel Work Request, which is subsequently taken over and developed by the department of jurisdiction, up to the issuance of a Work Order and its execution.

The entire process is automatically historicized by the system to monitor the feedback times and the execution of what has been required by users.

- Managing the Work Request issued by the Hotel Department
- Reply and Work Order Execution by the Technical Department (Deck & Engine)
- Process Measurement (KPI) to evaluate response times and service levels.

Besides InfoSHIP® TH, there is no other industry standard software that supports the specific requirements of Technical Hotel Management.



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