



HOTEL INTELLIGENCE SERVICES

— INSIGHT | STRATEGY | EXCELLENCE —

Intelligence Today. *Value* Tomorrow.

SYSTEM 03 · ASSET RELIABILITY

Maintenance *Master Control*

A professional maintenance system for hotels, resorts, safari lodges and properties of every size. Self-hosted, no subscription, simple by design — so your people fix things instead of running software.

LOG · PRINT · DO · PROVE · CLOSE

THE DISCIPLINE

Maintenance is the easiest thing in your building to let slide.

A fault goes out over the radio and is gone. A job is marked done that nobody checked. An asset fails years early because the warning signs were never logged. One system logs every fault, assigns every job, and closes nothing until the work has been independently verified and signed off.

*I***Log Control**

Every fault captured the moment it happens, with a printed job card behind it. Nothing lives on a radio call or a notice board.

*II***Work Control**

Preventative maintenance and reactive faults, assigned, prioritised and tracked to completion — on paper, the way your team already works.

*III***Verification Control**

Every job is independently checked and signed off before it closes, so the standard is confirmed, not assumed.

WHAT IT DOES

Fault Logging — anyone reports a fault in seconds, with a job card raised behind it.

Asset Register — every asset, location, warranty and service history in one place.

Independent Verification — a separate sign-off on every job; completion is always confirmed.

Reporting & Analytics — open jobs, overdue work, preventative maintenance compliance and downtime at a glance.

Preventative Maintenance — recurring schedules raise their own job cards automatically, from daily checks to statutory annual servicing.

Job Assignment — work routed to the right person or contractor, with priorities and due dates.

Job History & Audit Trail — a full timestamped record, first report to final close.

Self-Hosted & Offline — runs on your own server, works offline, no monthly fee, 5 to 500 rooms.

Every job is verified before it closes.

Maintenance gets the job done and marks it complete. Verification and close then sit with someone independent: housekeeping, the relevant HOD, or an executive. It is built into the software, not left to good intentions — **completion is confirmed independently, never just assumed.**

HOW IT WORKS

From radio call to verified close, in six controlled steps.

No apps to learn, no screens for the technician, no training project. The desk people run the system; maintenance works off printed cards exactly the way they do today.

1 A fault is logged

Front desk, housekeeping, any staff member — in seconds. A fault radioed or phoned in is logged as a **Radio Call**, so nothing lives only in someone's head.

2 The job card prints

Automatically, the moment the job is logged — job number, location, fault description, and blank fields for the technician's name, notes and signature.

3 Maintenance assigns the work

The maintenance manager hands the printed card to the on-duty technician, and records who has it. Priorities keep the day in order.

4 The work is done on paper

The technician fixes it, fills in the card, signs it and returns it. **He never touches a screen.** The signed card is the proof.

5 Maintenance marks it done

When the signed card lands back on the manager's desk, the job is recorded as done — and waits for someone independent to confirm it.

6 Someone independent closes it

Housekeeping, the HOD or an executive checks the work against the signed card and closes the job. Fails the check? It **reopens**, straight back to maintenance.

Paper is the bridge.

Most systems fail in hotels because they expect the handyman to become a data-entry clerk. Here the desk runs the software and the man with the toolbox works with paper and a pen — which is why it actually gets used, week after week.

THE BIG REPAIR

Deferred jobs go to the morning meeting.

A fault that needs parts, a contractor or budget is deferred to the head of the department it sits in. The HOD owns the card, tables it at the morning meeting, and it stays visible until it is finished and independently closed.

THE MORNING MEETING PACK

Printed reports, ready before you sit down.

Open jobs with their age. Deferred big jobs. The “done but not closed” chase list. Repeat-failure locations. A board-ready month-end summary with response times and reopen rates. One click, printed, on the table.

Everything is logged.

Every action — logged, printed, assigned, deferred, done, closed, reopened — is written to a permanent, timestamped audit trail under the name of the person who did it. **When there is a dispute about what was done and when, the record answers, not memory.**

INSIDE THE SYSTEM

The record behind *every asset*.

Behind the job cards sits the memory of the building: every asset, every certificate, every repeat offender. That memory is what turns maintenance from fire-fighting into planning.

5–500

rooms, same system

Offline

runs without internet

Paper cards

technicians never type

No subscription

licensed once

THE ASSET REGISTER

Every asset, its whole life.

Location, warranty, service history and every job ever raised against it. Repeat-failure locations surface on the reports — so the pump that fails every August gets replaced in July, on evidence, not on someone's memory.

THE STATUTORY REGISTER

Tracked to the day.

Fire equipment servicing, lift inspections, gas and electrical certificates — flagged statutory, scheduled ahead, due dates that never drift. When the inspector, the insurer or the owner asks, the compliance report is one click.

1 The morning meeting pack

Open jobs with their age, deferred big jobs, the done-but-not-closed chase list — **printed before you sit down.**

3 Preventative maintenance compliance

Every completed cycle builds the record. The compliance percentage is the number the owner and the auditor both read.

2 Response & reopen rates

How fast jobs get done, and how often they come back — the two numbers that describe a maintenance department honestly.

4 The month-end summary

Board-ready in one click: job volumes, response times, statutory status and repeat failures — the state of the building on one sheet.

Licensed once. Support included.

Maintenance Master Control is licensed once to your property — not a subscription — self-hosted on your own hardware, offline if need be, alongside the other HIS systems on the same server. Support is included in every licence.

Planned is cheaper than emergency.

Every emergency repair carries a premium: the call-out, the downtime, the guest who saw it. The register and the schedule exist to make emergencies rare — **and to prove it at month-end.**

THE STANDARD BEHIND THE SYSTEM

Built to the standards *the industry teaches.*

The maintenance disciplines inside the system are the ones taught to hotel engineers and general managers at the industry's leading schools — and the ones your inspectors, insurers and guests quietly audit you against.

The Engineering Mandate

CORNELL NOLAN SCHOOL ·
FACILITIES TEACHING

Hotel-school engineering teaching starts from one obligation: no guest ever experiences a failure caused by deferred maintenance. Independent verification of every job — built into the software — is how that promise is enforced rather than hoped for.

Planned Preventative
Maintenance

FACILITIES-MANAGEMENT
CURRICULA

The taught framework runs daily to annual: filters and pool chemistry daily, generator runs weekly, fire-suppression tests monthly, full audits annually. The scheduling engine raises exactly these cycles as printed job cards, each with its checklist.

The Physical Product Score

FORBES TRAVEL GUIDE · AAA

A quarter of a Forbes star rating is the physical product, and AAA diamond inspections walk the building. A worn, creaking property cannot service-recover its way to a rating — the condition record is the rating's foundation.

Statutory & Insurance
Compliance

FIRE, LIFT, GAS & ELECTRICAL
CERTIFICATION CYCLES

Certification cycles are legal and insurance obligations with hard dates. The statutory register tracks each one to the day and keeps the proof — because the only acceptable answer to an inspector is the current certificate.

Designed by a Certified Hotel Administrator.

Every HIS system is designed by founder Joel Papenfus, CHA — a Certified Hotel Administrator (AHLEI), hotel General Manager and Divisional Operations Manager, with more than 25 years in four- and five-star hotels, resorts, safari lodges and cruise ships. The systems grew out of that career: operational knowledge refined into software.

Reliability is a management system, not a personality trait.

The schools teach the framework, the inspectors audit it, the guests feel it. The system makes it the way your property simply works.

PREVENTATIVE MAINTENANCE

Fix it before the guest *finds it*.

Reactive maintenance proves you fixed it. Preventative maintenance proves it never broke. Set the schedule once — from weekly generator runs to statutory annual fire servicing — and the system raises each job card automatically on its due date, checklist printed on the card.

1 Set the schedule once

Weekly generator run, quarterly room checks, statutory annuals — or load the built-in hotel library and switch on what applies to your property.

2 The card raises itself

On the due date the system creates the job and prints the card, checklist included. **The schedule does the remembering.**

3 Worked like any job

Assigned, done on paper, ticked and signed by the technician, then independently verified and closed — the same rule as every job.

4 The schedule rolls on

Closing the job sets the next due date automatically; every completed cycle builds the compliance record.

The record you show the inspector.

Fire equipment servicing, lift inspections, gas and electrical certificates — flagged as statutory and tracked to the day, with due dates that never drift. The compliance report is one click when the fire inspector, the insurer or the owner asks.

THE CALENDAR

The whole property sees what's coming.

A month-by-month calendar of every scheduled job, visible to every user — contractors booked ahead, nothing lands as a surprise.

CHECKLIST JOB CARDS

The paper card is the checklist.

Every scheduled job prints its checklist as tick boxes. The technician works on paper, ticks, signs and returns it.

YOUR SERVER, YOUR DATA

Self-hosted. No subscription.

Runs on your own hardware, offline if need be, 5 to 500 rooms, alongside the HIS CapEx System on the same server.

REQUEST A QUOTATION

Simple. Controlled. Logged. Big or small.

Self-hosted on your own server, configured to your departments, locations and roles, and live with your team logging and closing jobs the right way from day one.

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