Case Study:

Adrienne Arsht Center

OBJECTIVE:

- Implement inspection software for all supervisors and management to report and respond to found issues in real-time

TARGET:

- Increase response time for pre/post event needs
- Improve guest experience

RESULTS:

- Within 1 week response times for found issues increased over 25%
- Our client noticed the difference and has applauded our efforts
- We consistently receive compliments from guests especially those who are returning guests at the venue