



BROCHURE

# Octave Attune EAM for Hospitality





## Build a foundation for guest loyalty

Guests expect more than a well-maintained property. They expect a safe, comfortable and reliable experience every time they visit.

Meeting those expectations requires more than keeping up appearances. Hospitality organizations must comply with strict safety requirements, maintain service standards and manage assets efficiently to support both guest satisfaction and business performance.

An advanced enterprise asset management solution can help improve operational efficiency, strengthen guest loyalty and support long-term profitability.

## Choose a trusted solution

With more than 30 years of experience and one of the industry's most comprehensive enterprise asset management (EAM) solutions, Octave helps hundreds of hospitality organizations get more value from their buildings, equipment and fleet assets. Octave Attune EAM (formerly HxGN EAM) for Hospitality has been developed to meet the full range of asset management requirements for the hospitality industry.

# Exceed guest expectations

Exceptional guest experiences depend on reliable facilities, equipment and services operating behind the scenes. Enterprise asset management plays a critical role in helping hospitality organizations deliver consistent service while improving operational performance.

## Master profitability

Understanding total hotel profitability requires visibility into the costs associated with buildings, grounds, equipment, parking garage maintenance, fleet operations and energy consumption.

Attune EAM for Hospitality helps organizations manage these assets more effectively while supporting guest satisfaction and operational efficiency. Attune EAM for Hospitality provides tools for:

- **Guest incident management:** Create, manage and track work orders and service requests to ensure guest needs are addressed quickly. Mobile capabilities help teams respond faster by delivering service requests directly to mobile devices.
- **Equipment reliability:** Scheduled maintenance, preventative maintenance and accurate warranty and repair records ensure the reliability of equipment.
- **Support for sustainability initiatives:** Incorporate consumption, costs and environmental impact of natural resources, including water, air, gas, electricity and steam, into your asset management strategy to support efficiency and regulatory compliance.
- **Risk management:** Key performance indicators (KPIs) and real-time performance monitoring help identify potential issues before they become a larger problem, such as supporting management of buildings, equipment, fleets, escalators, parking garages, elevators and recreational features.
- **Regulatory compliance:** Calibration reports, electronic signatures, greenhouse gas (GHG) reporting and asset tracking help maintain audit readiness and support compliance requirements.

Attune EAM helps reduce costs through centralized asset management, comprehensive work order functions, integrated purchasing, centralized call centers and easy-to-use scheduling tools. The solution also helps reduce the risk of penalties, shutdowns and liability claims.

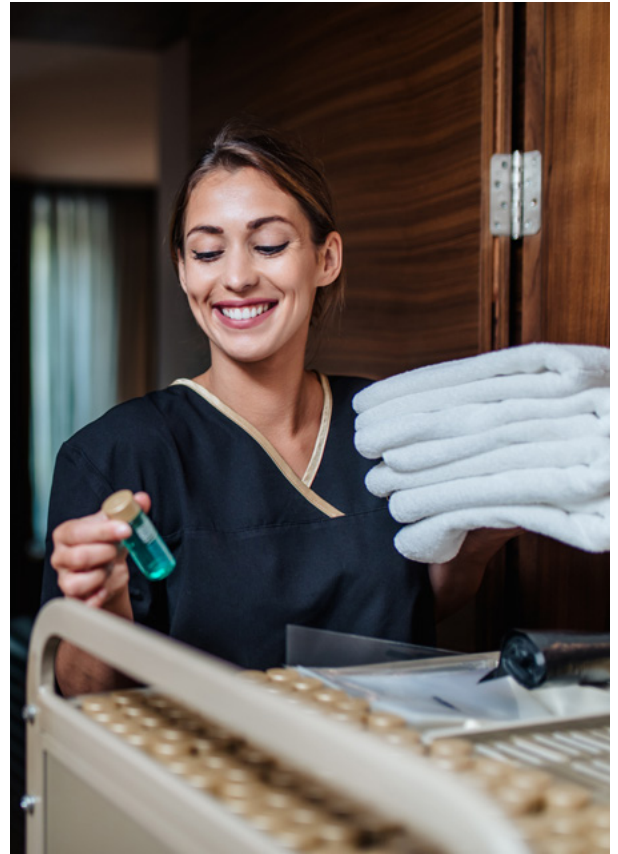
***Attune EAM for Hospitality helps hotels operate efficiently while delivering exceptional guest experiences.***

# Specialized for your business

Attune EAM for Hospitality includes comprehensive asset management capabilities, along with specialized functionality designed for hospitality operations.

Key features include:

- **Asset tracking:** Maintain complete asset information in a single system, from televisions and vehicles to furniture and bed linens, to improve visibility, maintenance tracking and lifecycle management.
- **Preventive maintenance:** Automate maintenance notifications based on room occupancy and usage patterns to help keep guest room equipment operating at peak performance while reducing unnecessary maintenance activity.
- **Fleet management:** Manage maintenance schedules for airport shuttles, limousine services, golf carts or other transportation assets to help extend asset life and improve reliability.
- **Call center management:** Manage service requests and provide visibility into open work across guest services, maintenance and facilities teams.
- **KPIs and dashboards:** Access real-time dashboards that provide visibility into team performance, asset reliability and operational trends. Monitor the metrics that matter most to your business and compliance objectives.
- **Outsourced maintenance services:** Record maintenance activities, compile equipment histories and create invoices for services the maintenance department performs for other organizations.
- **Warranty management:** Identify warranty claims automatically and capture savings through proactive warranty tracking and management.
- **Multi-organization capabilities:** Support multiple departments or properties within a single solution while maintaining autonomy and access control. For example, guest services can use the solution to issue work



orders to repair televisions and maintain guest rooms, while facilities managers can use it to service HVAC systems and automatic doors. Each department has access only to the tasks it needs.

- **Mobility:** Enable service teams to manage work orders, guest requests and maintenance activities on mobile devices, improving responsiveness and accountability.
- **Materials management:** Track inventory, manage material movement and ensure critical spare parts are available when needed.
- **Procurement management:** Manage the purchasing process, such as requisition creation, approvals, supplier selection, purchase order placement and goods receipt through invoice matching.

# Accelerate guest service and increase profits

Attune EAM for Hospitality helps organizations strengthen guest loyalty, improve operational performance and support long-term profitability.



## Enhance business efficiency

Delivers advanced asset management capabilities tailored to hospitality operations



## Optimize equipment lifecycle

Helps prioritize equipment care



## Helps prioritize equipment care

Provides greater visibility into assets, costs and performance



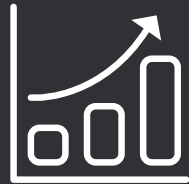
## Elevate guest experience

Helps support guest comfort, safety and satisfaction



## Enable access anywhere

Accessible through a standard Internet browser whenever and wherever teams need it



## Boost financial performance

Helps reduce costs and support profitability

## About Octave

Octave is a leader in enterprise software, turning data into decisive action and intelligence into your edge. Our software solves for and simplifies complexity, from the design and build to operations and protection of people, property, and assets— for any scope, at any scale. For decades, we've partnered with customers to sharpen performance, elevate efficiency, and amplify results. From factory floors to entire cities, our solutions are tuned to scale up what's possible from day one onward.

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