

A VELOFIX CASE STUDY

Customized Service Contracts



OVERVIEW

The Ritz-Carlton Hotel is synonymous with luxury and excellence, delivering exceptional guest experiences across all its offerings. As part of their commitment to providing world-class amenities, the hotel offers a bike fleet for guests to explore the surrounding area. To ensure these bikes met the brand's high standards, the Ritz-Carlton sought a partner capable of delivering premium maintenance and seamless fleet management services.

CHALLENGES & OBJECTIVES

The Ritz-Carlton faced several challenges in maintaining their guest bike fleet:

- Ensuring the bikes were always in good condition and ready for guest use at all times.
- Managing the size and complexity of the fleet's maintenance needs.
- Streamlining operations to eliminate the need for transporting bikes offsite for repairs.
- Requiring detailed reporting to track fleet condition and service history.

"velofix has transformed our fleet maintenance with reliable onsite service, ensuring our bikes are always ready for guests. Their efficient reporting and easy scheduling make fleet management seamless, letting us focus on delivering exceptional guest experiences."

Sebastian Santana, Recreation Manager
Ritz-Carlton Hotels

OUR SOLUTION

- A rotating weekly schedule, ensuring consistent upkeep of the bike fleet without disrupting guest access.
- A dedicated velofix technician to perform onsite batch work, keeping the fleet in top condition.
- A proactive maintenance plan, including routine checks, cleaning, and repairs, aligned with the Ritz-Carlton's premium standards.
- Regular reports to track maintenance progress, ensuring transparency and accountability.

CONCLUSION

velofix's partnership with the Ritz-Carlton has transformed their bike fleet maintenance into a seamless operation that aligns with the brand's luxury image. Guests can consistently book ready-to-ride bikes, enhancing their overall experience.

With velofix's support, the Ritz-Carlton benefits from:

- Premium onsite service that eliminates the need for offsite repairs.
- Consistently well-maintained bikes that meet their luxury brand expectations.
- Streamlined operations managed by a dedicated support team.



Let's Connect!

 commercialsales@velofix.com

 velofix.com

 shopvelofix.com