

cinépolis

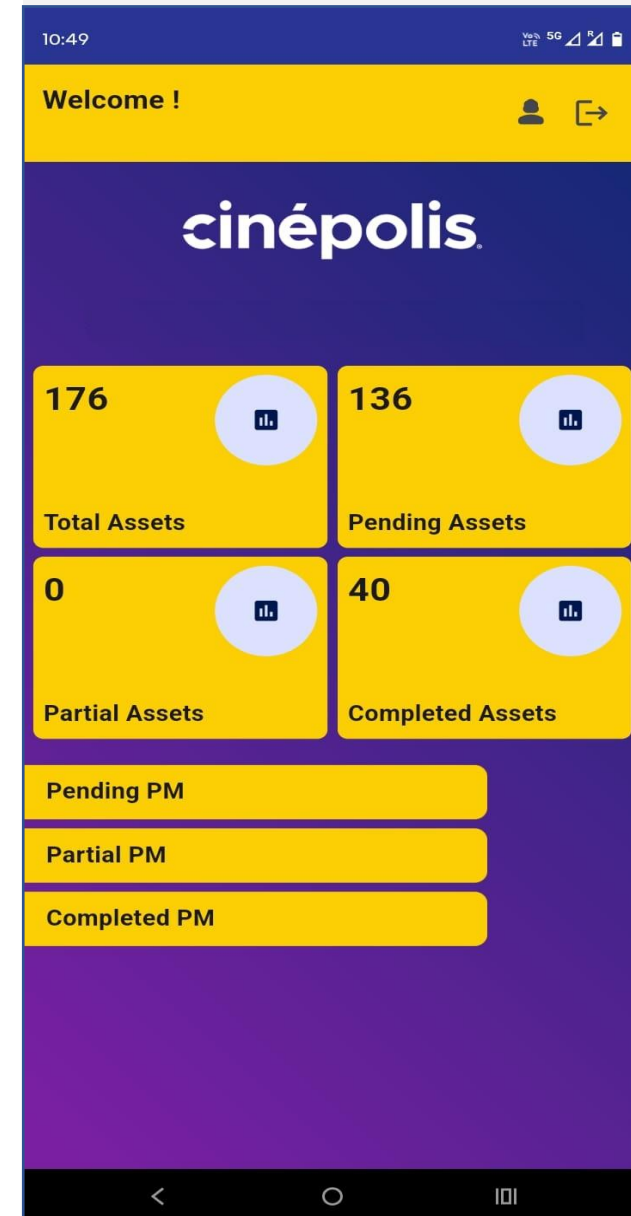
How Cinépolis India Transformed Multiplex Maintenance with a Cloud-Based Facility Management Solution

Cinépolis India, a subsidiary of the global cinema chain Cinépolis International headquartered in Morelia, Mexico, operates more than 70 multiplexes with hundreds of screens across India.

While the company had digitized many of its operations, the **maintenance division continued to rely on traditional ticket processes** – leading to delays, inefficiencies, and operational challenges.

For a business where every minute counts, unresolved maintenance issues could mean cancelled shows, revenue loss, and a poor customer experience. Cinépolis needed a **modern, cloud-based maintenance management system (MMS)** that could efficiently manage both **breakdown management** and **preventive maintenance**.

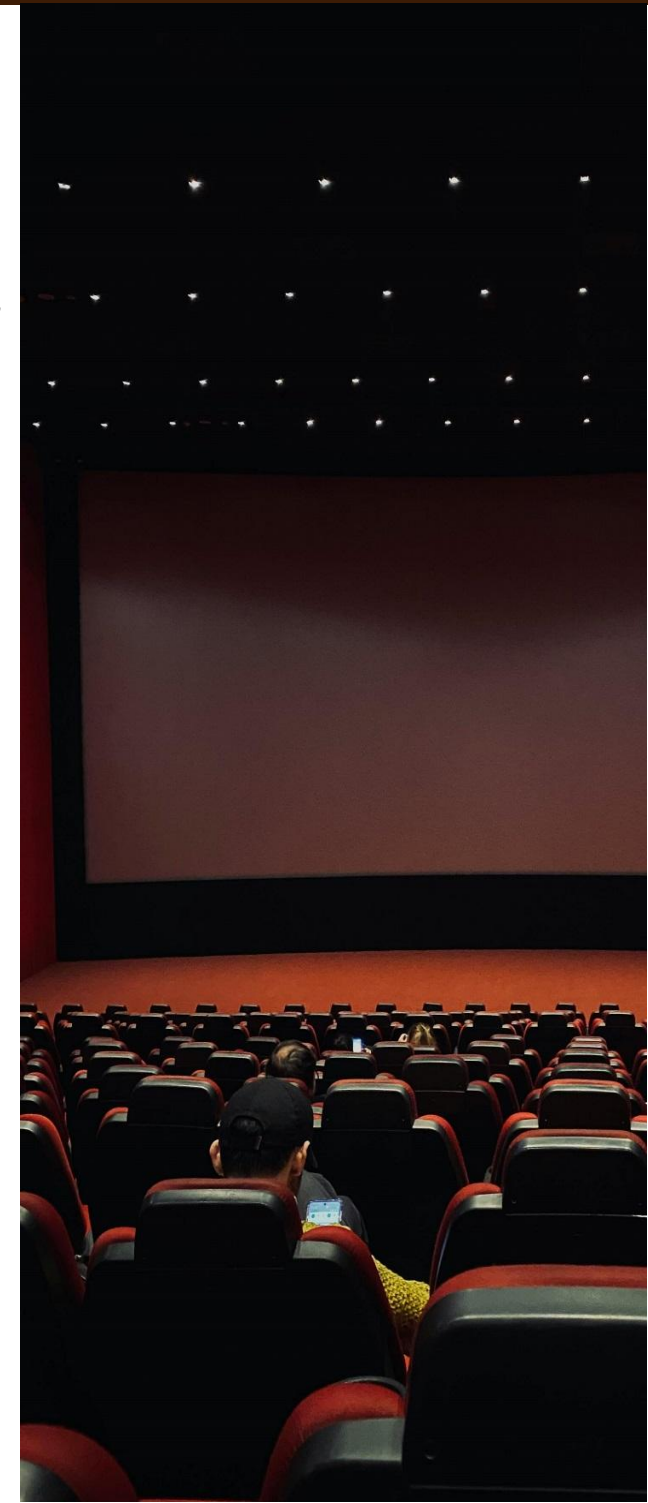
That's when **Bito Technologies** partnered with Cinépolis India to design a **customized cinema maintenance software** that streamlined operations and ensured uninterrupted entertainment for millions of moviegoers.



Cinépolis India wanted a **fast, reliable, and user-friendly platform** that could:

1. Provide a **centralized, cloud-based system** accessible through smartphones, tablets, and computers.
2. Streamline **Breakdown Maintenance** for urgent issues such as HVAC failures, seating repairs, electrical faults, and plumbing problems.
3. Automate **Preventive Maintenance** scheduling for inspections of HVAC systems, freezers, electrical equipment, water supply, and sanitation systems.
4. Enable a **digital ticketing system** to log, assign, and track tasks with unique IDs, categories, cost estimates, images, vendor & financial details.
5. Facilitate **collaboration among managers and all facility staff responsible for management of breakdown & preventive maintenance**.
6. Offer **real-time dashboards and reports** for data-driven decisions, resource utilization, and operational efficiency.

The vision was clear: implement a **multiplex facility management software in India** which lead to minimized downtime, optimized resources, and delivered a superior **customer experience in cinema operations**.



Bito Technologies developed a **cloud-based Maintenance Management System (MMS)** tailored to Cinépolis India's requirements:

- A **digital ticketing workflow** to ensure every maintenance issue is logged, assigned, and resolved. Tickets remain open until supervisors inspect and mark them closed, ensuring accountability.
- **Preventive maintenance automation** with task reminders, service logs, and proof of completion through uploaded images – reducing the risk of unexpected failures.
- A **centralized dashboard** offering real-time visibility into the health and status of multiplex units across India.
- Support for both **in-house teams and external vendors**, ensuring smooth coordination and timely resolution of tasks.
- A **cloud-first architecture** that guarantees scalability, security, and anytime-anywhere accessibility.

This **cinema maintenance software** has transformed Cinépolis India's facility management practices – resulting in reduced downtime, cost savings, operational efficiency, and a consistently **world-class movie-going experience**.





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