

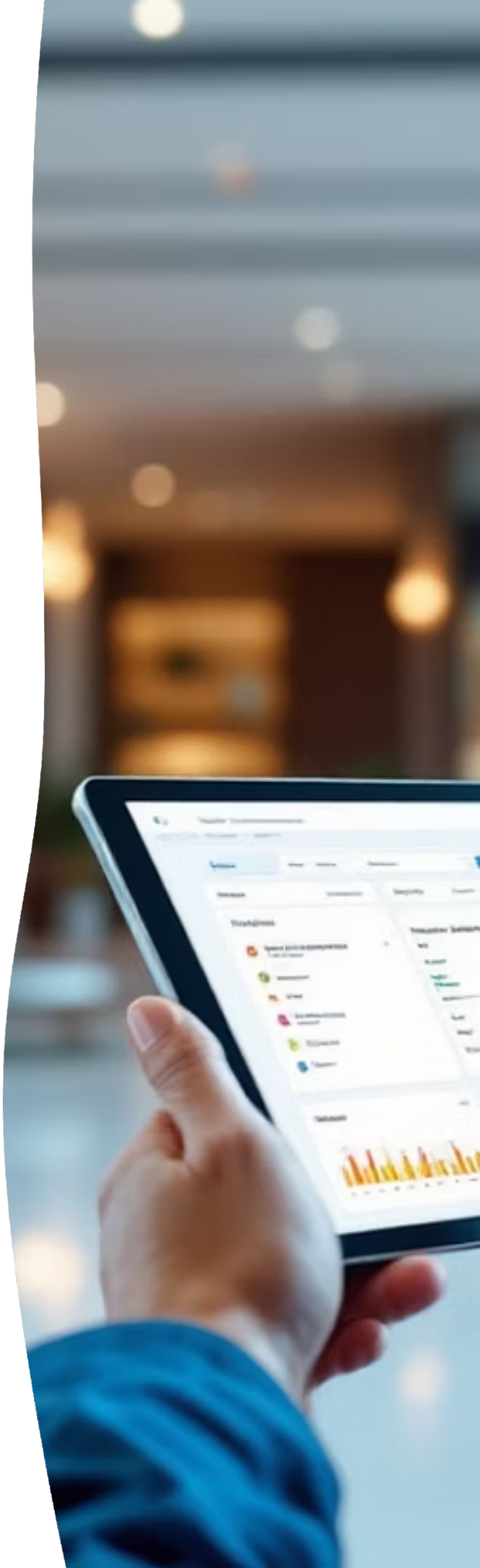
Achieve Operational Clarity in 14 Days

Stop chasing work orders.
Start running your hotel like a
tech-forward operation.

Our focused 14-day Operato trial is engineered to instantly elevate your property operations, transforming daily challenges into streamlined success without complex setups or lengthy training.

- ✓ Setup in under 20 minutes
- ✓ See real results in 14 days
- ✓ Build your business case for Finance

The Operato 14-Day Trial Playbook



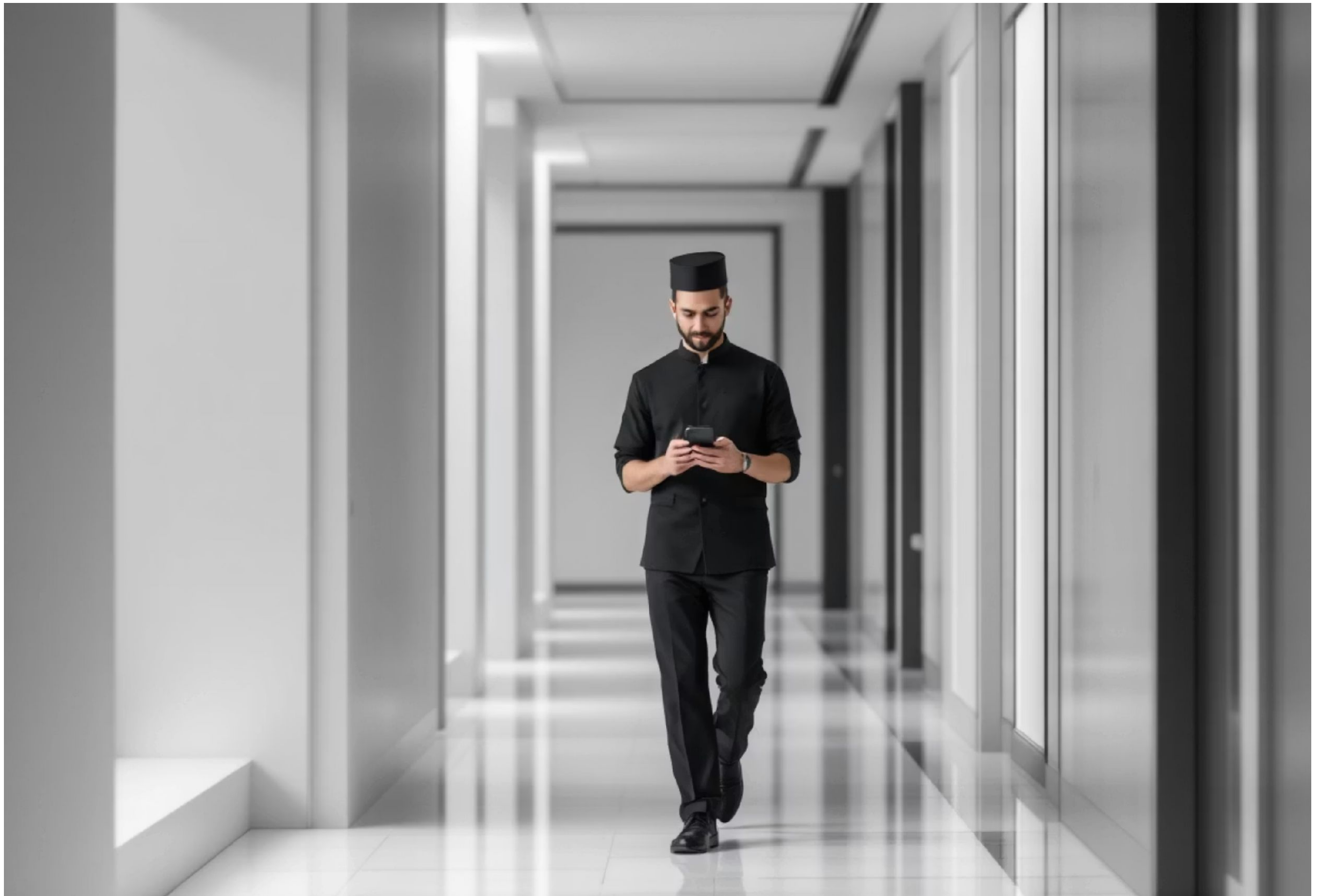
A 14-day Operato trial should feel like a short, focused project that makes your operation better right away—not a time-consuming science experiment.



This guide walks GMs, Ops Directors, and Chief Engineers through exactly what happens in those 14 days so you can start with confidence and end with proof you can take to Finance.

Why a 14-Day Trial Works for Busy Hotel Teams

Free trials work best when the product is easy to use, shows value quickly, and does not require a huge implementation lift. Operato was designed with this in mind: a guided setup, spreadsheet imports, pre-configured roles, and mobile apps that your team can learn in a single shift. In two weeks, you can run real work orders, see real analytics, and decide if Operato should become your hotel's operations OS.



Day 1: Import Your Spreadsheet and Run the Getting Started Wizard

On Day 1, the goal is simple: get you from "new account" to "live with your data" in under 20 minutes.

You will:

01

Create your Operato account and property

Create your Operato account and property (or properties).

02

Use the Getting Started wizard

Use the Getting Started wizard to define spaces (rooms, public areas, back-of-house zones) and core modules (service requests, work orders, housekeeping, maintenance).

03

Upload your existing work orders

Upload your existing work orders or issue log from a spreadsheet, mapping your columns (title, location, status, assignee, dates) to Operato's fields.

04

Invite a small pilot team

Invite a small pilot team and assign pre-configured roles like GM/Ops Director, Maintenance Supervisor, Technician, Housekeeping Supervisor, and Room Attendant.

By the end of Day 1, your backlog and current issues live in Operato, and your key people can log in and see their world in a single dashboard. You are no longer looking at a blank system—you are looking at your operation.

Days 2–7: Run Real Work with the Mobile App

Days 2–7 are about using Operato in your real operation, with real people and real work. This is where you feel the difference between radios, email, spreadsheets—and a hotel operations platform.

During the first week, your team will:

- Log new issues on the floor using the staff mobile app (with photos and locations) instead of waiting to tell someone later.
- Convert issues into work orders that automatically route to maintenance or housekeeping with clear priorities and due dates.
- Let technicians and housekeepers receive and complete tasks on their phones, updating room and work order status in real time.
- Use pre-configured roles so everyone sees only what they need—GMs get dashboards; frontline staff get "tasks" and checklists.



As GM or Ops Director, you will use this week to:

- Watch work move from "reported" to "assigned" to "completed" without chasing people on the radio.
- Use the "view site as" feature to validate that each role's experience is clear, secure, and practical.
- Capture first impressions from your pilot team about what feels easier, faster, or clearer than your current tools.

By the end of Day 7, you will have run a full week of real operations through Operato—enough to see if work orders are moving faster and if your team finds the app helpful rather than heavy.

Days 8–14: Turn Usage into Simple Reports for Finance

The second week is about turning that usage into evidence you can show Finance, ownership, and other stakeholders. You are not just asking them to trust a demo; you are showing them what happened in your hotel over the last two weeks.

In Days 8–14, you will:

Export simple reports

Export simple reports on work orders and requests: volumes, response times, completion times, and open backlog.

Identify recurring issues

Identify the top recurring issues and assets causing trouble, now clearly visible because staff logged them in the moment.

Compare before and after

Compare "before" and "after" for your pilot area (for example, maintenance or housekeeping):

- How many issues were missed or delayed before vs. during the trial?
- How long did it take to assign and complete tasks?
- How many "lost" or duplicate requests did you avoid?

Collect staff feedback

Collect short quotes from supervisors and frontline staff about how Operato changed their day (less chasing, fewer surprises, clearer priorities).

These reports and quotes become your internal business case. Finance does not have to imagine the value; they can see the impact on labour, asset protection, and guest experience directly from two weeks of your own data.

FAQs: Everything You're Wondering Before You Start



Do we need IT to run the trial?

No. Operato is cloud-based and runs in the browser and mobile apps, with a guided setup that non-technical operations leaders can handle. You may involve IT later for deeper integrations, but for a 14-day pilot you can configure everything yourself: properties, roles, checklists, and spreadsheet imports.



Can we start with one department?

Yes—and that's recommended. Many hotels start with one focus area (for example, maintenance work orders or housekeeping departures) to keep the trial manageable. You can always expand to other departments later, but starting with a clear pilot helps you gather clean feedback and measurable results.



What happens after the trial?

At the end of 14 days, you will have:

- Your data in Operato (which can continue forward; you do not lose it if you convert).
- A pilot configuration tailored to your operation.
- Usage history and reports you can show to Finance and leadership.

If you choose to continue, you move from trial to subscription without re-implementing everything. If you decide not to continue, you can export your data and leave with a better understanding of your operational patterns.



Can we import existing work orders?

Yes. Importing existing work orders and issues is a core part of Day 1. Operato supports spreadsheet uploads so you can bring in your current backlog and history, then work from a single, unified list going forward. This is essential for seeing patterns and proving value quickly.



Will this consume my team for two weeks?

No. The trial is designed to overlay your current operation, not replace it overnight. Setup is fast, and your pilot team uses Operato instead of their usual tools for a focused area of work. You are not asking them to run two systems in parallel indefinitely—just to try one better system in a controlled scope.

In 14 days, you can move from "we think we need better operations software" to "we know exactly how Operato improves our day-to-day work—and here's the data to prove it."



This playbook is what you hand to your GM, Ops Director, or Finance partner to show that a trial is not a risk; it is the fastest, safest way to improve how your hotel runs.