



AN INTEGRATION

# Built To Scale Operations

Stories of how Breezeway + Avantio automate operations for 10k+ vacation properties



# Behind every five-star stay is a world of coordination.

From spotless cleans and seamless maintenance to thorough inspections that keep every detail on point. At Breezeway, we know that operational excellence is what sets top hospitality brands apart. Whether you manage five homes or five hundred, your success depends on how efficiently you coordinate cleanings, inspections, maintenance, and guest readiness.

In this collection of case studies, you'll discover how real Breezeway and [Avantio](#) clients have transformed their operations with the powerful integration. From Vayk's perfect 5.0 Airbnb rating to Olala Homes' 250-apartment operation running like clockwork, these stories showcase the tangible impact of streamlined operations.

You'll see exactly how these operators deliver exceptional guest experiences, protect their assets, and drive profitability, with proven strategies you can apply to your own business.



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## Team coordination

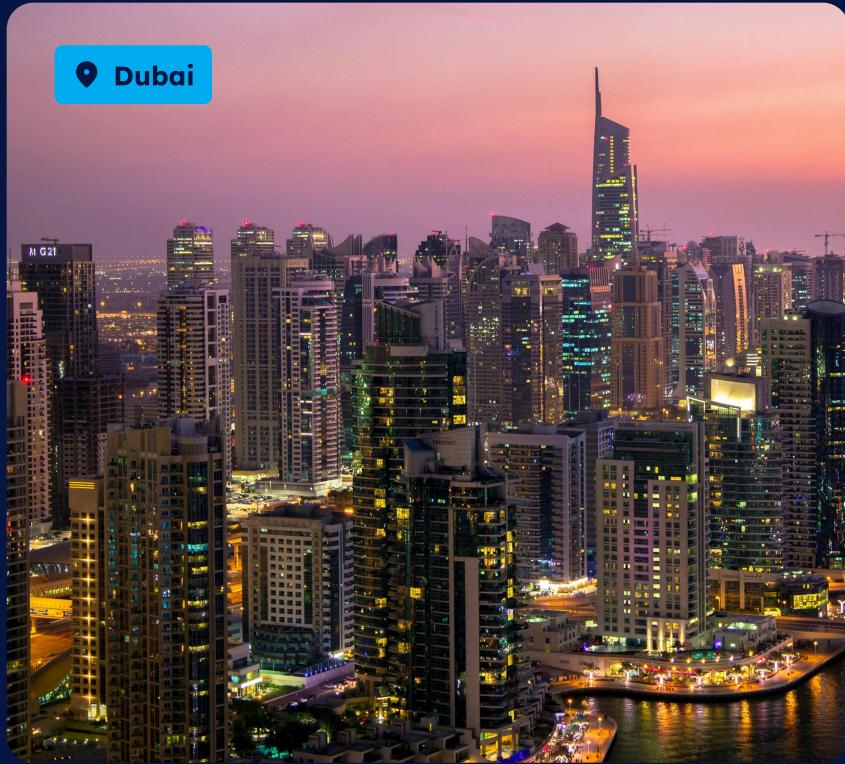
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## Automated scheduling with Vayk

VayK is a Dubai-based property management company specializing in high-end vacation rentals. With a portfolio of over 160 apartments across the city, VayK differentiates itself by combining the independence of vacation rentals with five-star service standards. Their commitment to operational excellence has helped boost guest satisfaction and position the brand as a trusted partner in one of the world's most competitive hospitality markets.



### The Situation

Before implementing Breezeway, VayK struggled to manage its growing operations across Dubai. Scheduling and task management were handled through WhatsApp group chats, making it difficult to track cleanings and maintenance, especially with third-party vendors. Without visibility, last-minute guest requests and quality issues were challenging to manage, impacting efficiency and guest satisfaction.

### The Solution

By integrating Breezeway with their property management system, Avantio, VayK streamlined task scheduling, improved visibility across operations, and enabled third-party vendors to adopt a consistent, trackable process. Breezeway's automation, task checklists, and photo documentation gave the VayK team full oversight of operations, leading to greater efficiency, better communication, and higher guest satisfaction.



## Automated scheduling

with Vayk

The Results

2.5

Hours saved daily by centralizing scheduling and reporting



20%

Increase in Airbnb review scores, now nearing a perfect 5.0 rating



vayK

Breezeway is a problem-solving software. It gives you information in a simple, easy-to-use way, with limitless features to explore. I couldn't imagine managing without it now.

- JHAMZA GHLADI  
Operations Manager, VayK





## Improved cleanliness with Olala Homes

Olala Homes is a professional vacation rental management company with more than 200 properties across Europe. Founded in 2015, Olala Homes specializes in providing exceptional service for short-term and mid-term stays through a wide variety of well-designed apartments, stylish studios, and luxurious villas.



### The Situation

After scaling its portfolio from 3 to over 200 apartment rentals across Europe, Olala Homes started experiencing growing pains. The company's operations were complex, and management could no longer manage property care and housekeeping through Asana, WhatsApp and paper checklists.

### The Solution

Olala Homes saw massive operational efficiency gains by connecting Breezeway's software with Avantio's PMS system. The property operations platform transformed Olala Homes' housekeeping and communication protocols, boosting its cleanliness score and winning AltoVita's Best Use of Technology Award.



## Improved cleanliness

with Olala Homes

The Results



# 20

Hours saved per month through automating task scheduling



# 7%

Increase in average service reviews



# 6%

Rise in average cleanliness score

# Olala Homes

“Communicating task statuses is exponentially more organized with Breezeway. We now have mobile checklists to perform cleans and inspections, and are easily able to surface important details and issues across our teams.”

- MICHELLE JAW

Chief Marketing Officer, Olala Homes





# Increased visibility with Global Vacacional

Global Vacacional is a vacation rental management company dedicated to providing full-service property management in Valencia, Spain. The company includes a real estate agency and a standalone vacation rental management business.

Today, Global Vacacional manages over 120 properties with a tech-driven and enthusiastic team of seven people, focused on continuous improvement and adaptation to industry changes.

## The Situation

Before implementing Breezeway, Global Vacacional faced significant operational inefficiencies. They relied on Microsoft Teams and WhatsApp for scheduling housekeeping, maintenance, and inspections. This led to miscommunication, overlooked tasks, and a lack of centralized information. As the company grew, managing operations manually became increasingly challenging, affecting both the guest experience and owner satisfaction.

Spain



## The Solution

Breezeway provided Global Vacacional with an all-in-one operations management platform that centralized task assignments, inspections, and maintenance tracking. The automated scheduling and real-time updates streamlined their workflows, ensuring no task was missed and allowing for better communication among teams.



## Increased visibility

with Global Vacacional

The Results



# 50%

Growth in property inventory since implementing Breezeway



# 15

Hours saved per week on team communication



# 7

Hours saved per week scheduling maintenance tasks



“Breezeway has completely transformed how we manage cleaning, maintenance, and inspections. It gives us full control, streamlines communication, and ensures no task falls through the cracks. My whole team agrees we couldn’t work without it.”

- CARLA MONTESINOS  
Global Vacacional



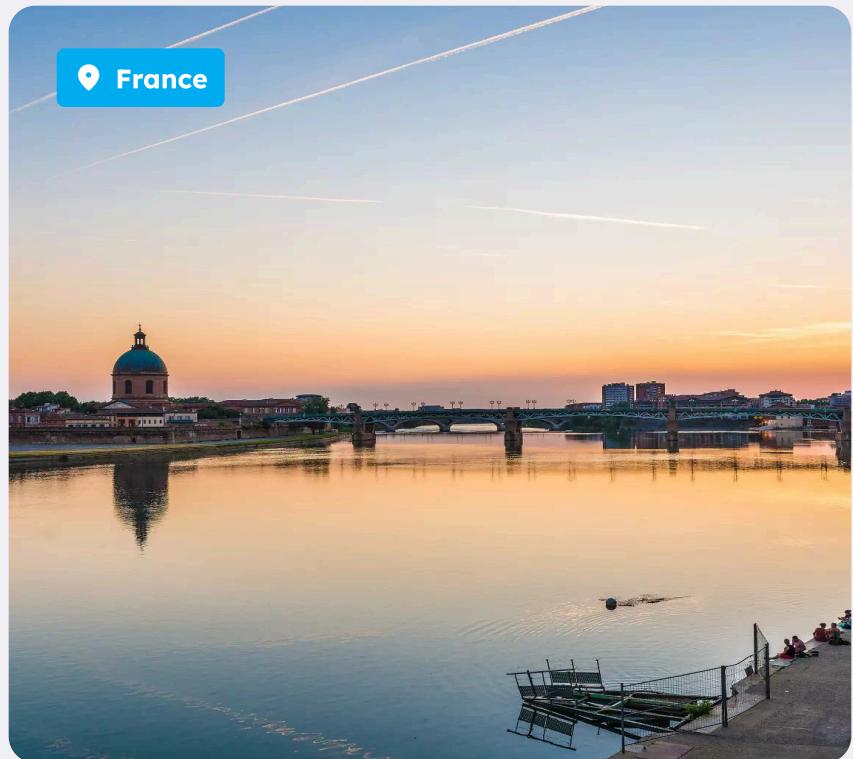


# Guest experience

with Keytoko

Keytoko is a real estate and rental management agency specializing in new forms of housing, operating primarily in Toulouse, Occitanie, and the Caribbean, including Martinique and French Guiana. Managing 75 properties, Keytoko prides itself on being friendly, honest, and solution-oriented, ensuring warm guest experiences and efficient operations.

France



## The Situation

Before implementing Breezeway, Keytoko struggled to deliver consistent guest experiences. Managing check-in instructions, responding to guest questions, and addressing maintenance issues required constant manual communication. The company relied on a combination of Google Sheets, WhatsApp, emails, and phone calls that led to coordination challenges, time-consuming scheduling, and delayed responses to technical issues and owner requests.

## The Solution

To elevate the guest experience, Keytoko adopted Breezeway's property operations tools integrated with their PMS, Avantio. Automated guest communication eliminated repetitive manual tasks, ensuring timely check-in/check-out instructions and faster response times. Plus, Breezeway's automation significantly enhanced operational efficiency with streamlined housekeeping, maintenance, and inspection scheduling, centralizing communication and improving task tracking.



## Guest experience

with Keytoko

The Results



# 60%

Reduction in **complaints** related to cleanliness and maintenance



# 9.4

Average **guest rating**, increased from 8.1 after switching to Breezeway



“Syncing our PMS, Avantio, with Breezeway, allows us to automate housekeeping and maintenance scheduling in real-time based on bookings. Breezeway gives us the assurance that we don't have to stress about scheduling or monitoring whether cleans were done properly.”

- JORDAN BOISSIERE-NAVARRO  
CEO and Co-Founder, Keytoko



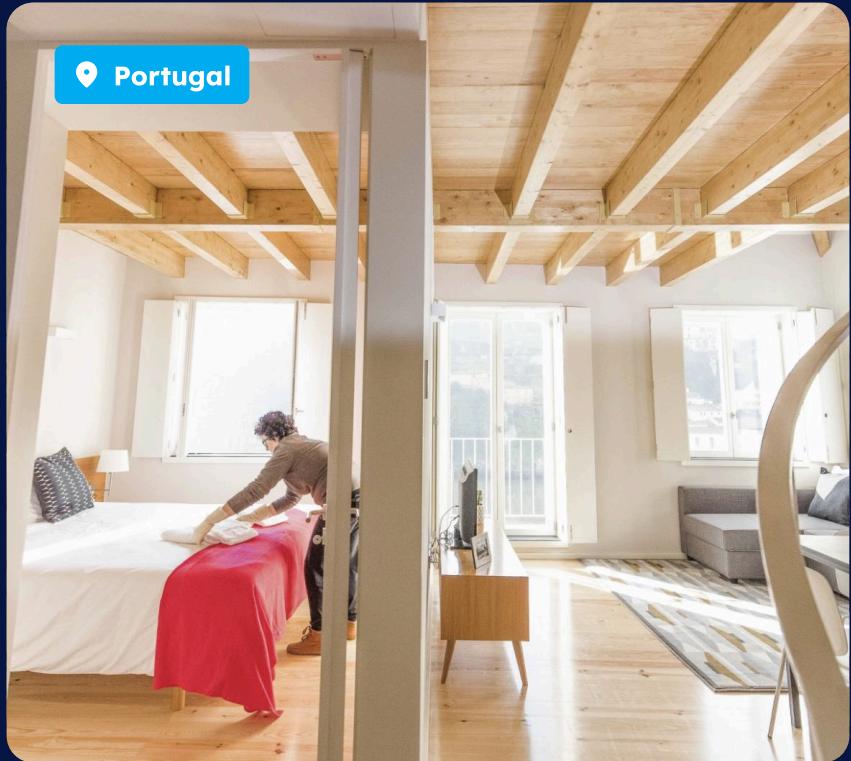


## Team coordination with Oporto Trendy Apartments

Oporto Trendy Apartments (OTA) has the aim of giving guests a traditional, local, and unforgettable experience when visiting the city of Porto, Portugal. After a decade in business, Oporto Trendy Apartments currently operates 22 local accommodation apartments in 4 buildings throughout the city center of Porto.

### The Situation

Before Breezeway, OTA used WhatsApp groups and Excel spreadsheets to communicate and coordinate work between housekeeping, maintenance, and reception teams. This left cleaners constantly checking scheduling spreadsheets and scrolling through WhatsApp conversations to make sure every task was completed. As Hugo grew the business, adding more apartments and staff, this was no longer sustainable.



### The Solution

With Avantio already as their PMS, adding Breezeway to this integrated tech stack was a clear win to help OTA continue to grow their business and their team. Breezeway's professional dashboard reduced headaches and frustration from WhatsApp groups by setting clear processes and documentation for scheduling and completing work. Through better internal operations, the OTA team was able to provide better guest experiences.



## Team coordination

with Oporto Trendy Apartments

### The Results

7

Hours saved per week  
in team  
communication



2

Hours saved per  
turnover with early  
access



\$

\$1k

Saved per month  
in employee  
efficiency



"After opening the third building, it was impossible to manage work across all of these teams manually. For me, the priority was to find a technology that partnered with Avantio that could bridge this gap between reception, housekeeping, and maintenance. This triangle is working well now because of Breezeway."

- HUGO LEAL

Owner, Oporto Trendy Apartments



# About Breezeway

Breezeway is the smart operating system for hospitality, **built to coordinate and elevate the work behind 5-star guest experiences**. Breezeway's AI-powered workflows automate and control the service touchpoints that matter most, empowering hospitality teams to deliver on time, to the highest standards, and with a human touch. Powering over 75 million tasks across 90 countries, Breezeway is redefining how hospitality service is delivered by putting work at the center of the stay.



[Request a demo](#)

