



Credit: CARTESIANO URBAN WELLNESS CENTER

## CASE STUDY

# CARTESIANO URBAN WELLNESS CENTER

## The Challenge



Needed a software solution with comprehensive reports, online booking, and cloud storage to manage both a spa and wellness center.

## The Approach



Book4Time cloud-based software solution with online booking and hundreds of reports.

## The Results



Increased productivity  
Better decision making

Cartesiano Urban Wellness Center is an oasis of wellbeing in the city of Puebla, just an hour and a half from Mexico City.

Each room at Cartesiano is designed to be a sanctuary of energy renewal with unique architectural designs that merge the contemporary and the

traditional. The apothecary bar offers a unique selection of energy shots, smoothies, freshly squeezed juices, and more, while cuisine is a selection of dishes created with natural ingredients from farm-to-table to satisfy body and spirit.

Cartesiano offers customized programs based in ancient wisdom and backed by science, created and led by a team of health and wellness experts, to help guests achieve their physical, emotional, and mental goals during their stay.

## An understanding of spa and wellness operations at every level

Director of Wellness | GoWell Consultant, Renan Ramos, has extensive industry experience. He started his career at the JW Marriott Cancun as spa butler, before moving up the ranks over six years, during which time he occupied most of the operative positions at the spa, to become a supervisor. Before joining Cartesiano Puebla, Ramos's first wellness management experience was at Chablé Yucatan, followed by Nobu Los Cabos.

Working in so many positions has provided Ramos with an understanding of spa and wellness operations at every level.

**Renan Ramos**

Director of Wellness | GoWell Consultant



The award-winning spa and wellness center at Cartesiano offers more than 30 treatments, including massages and regenerative services using the most advanced wellness technology. All-inclusive programs are curated to help generate real change and achieve wellness. The spa has 12 treatment rooms, five of them with Gharieni Tech. Wellness programs include Yoga, sound healing, and fitness classes.



## A complete software solution

Asked what he looks for in a software, Ramos says that “after trying lot of spa software solutions, my ideal spa software should have the following:

- Online Booking capability
- Enhancement up-selling options
- Easy to understand financial and KPI reports
- Cloud storage system

“And it should be tailored to my business needs,” Ramos adds. “I have worked with Book4Time at various companies and I found a system tailored system to the company’s needs. With more than a hundred reports available I can easily understand my KPIs, which makes my decision making easier.”

*“I have worked with Book4Time at various companies and I found a system tailored system to the company’s needs. With more than a hundred reports available I can easily understand my KPIs, which makes my decision making easier.”*



## Always easy to have the right information at the right moment

Book4Time, says Ramos, makes running a spa and wellness center together easy, and has solved his challenges “completely.”



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He explains: “Since we sell wellness programs, Book4time makes it easy to upload those programs as packages and I can configure the income to go directly to the proper outlet - spa income or wellness income. And, of course with the hundreds of reports it’s always easy to have the right information at the right moment.”

*“Since we sell wellness programs, Book4time makes it easy to upload those programs as packages and I can configure the income to go directly to the proper outlet - spa income or wellness income.”*



## Increased productivity

With Book4Time, Ramos says, therapist productivity at the spa has increased. “With the technician productivity report I can easily find how my numbers are going and I can make actions plans to improve things.”

When asked what has impressed him the most, Ramos says, “How easy it is to have the information I need for my accounting and KPI management. And the availability of the support team. They are always available with our

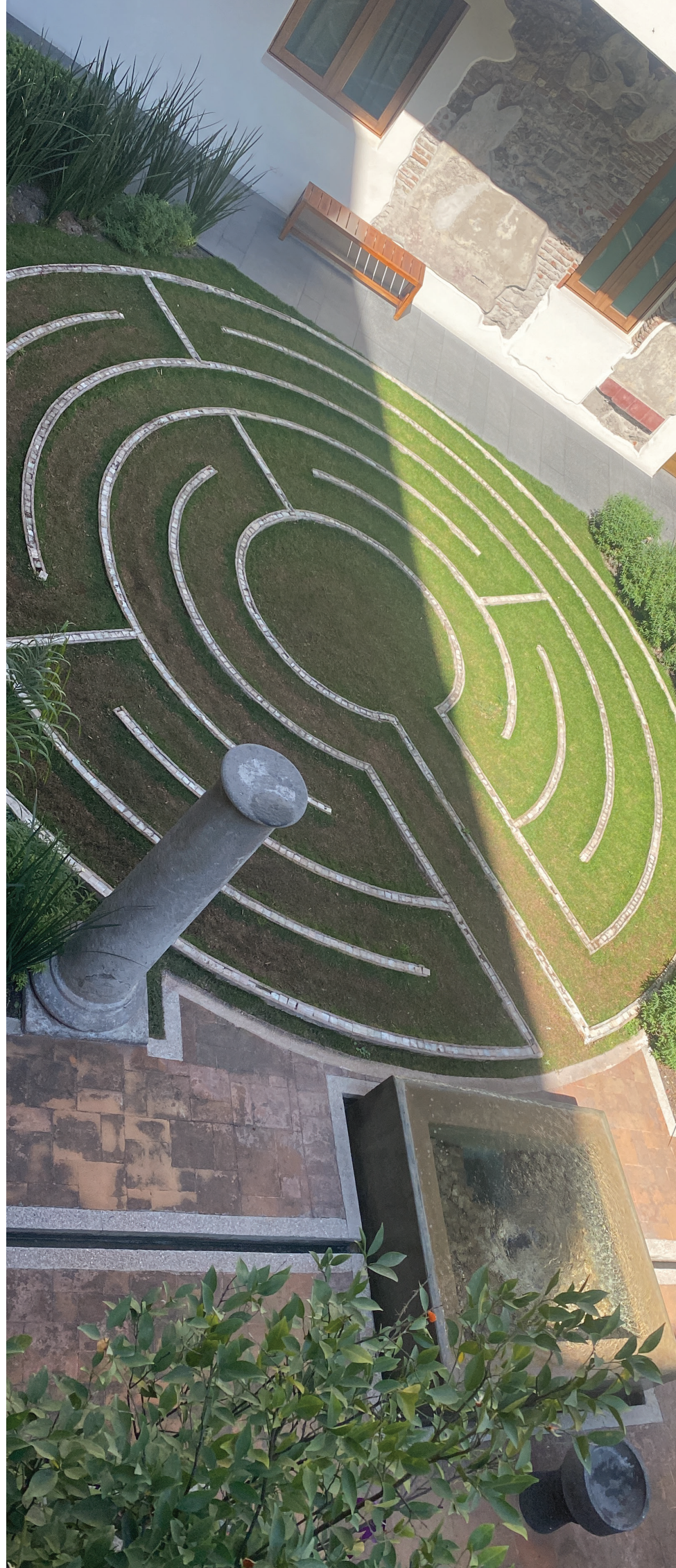


success manager and also through the support line which is available 24/7.”

Asked if he would recommend Book4Time, Ramos says, “Absolutely. Book4time helps us to easily coordinate and combine both areas of our spa and wellness center. Book4time is a complete spa software solution.”


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 [www.book4time.com](http://www.book4time.com)

 1 905 752 2590

 [sales@book4time.com](mailto:sales@book4time.com)

