DOCMX powered by **aws**

At InterContinental Cascais-Estoril, financial and management teams collaborate remotely even in the Covid-19 context

Situated in a historic town on the Portuguese Riviera, the InterContinental Cascais-Estoril hotel boasts inspiring views over the Atlantic Ocean, combining the heritage of the past with the modernity of the present. True to this philosophy of innovation and forward thinking, the hotel is working towards digitisation of large parts of its financial operations using DocMX.

✗ Challenges

- **Complex paper trail:** The luxury hotel features meeting & event facilities, a restaurant and a spa, generating revenue from many sources. A dozen of reports pulled from the PMS system require daily auditing and approval, generating a complex paper trail.

- **Time wasted auditing paperwork:** "The key pain point that prompted us to implement DocMX were the time wasted auditing all the piles of paper each day", explains Diogo Gaspar, Income Auditor.

- **Struggle to approve reports on time:** "With papers flying around and sometimes missed" between different teams (night managers, income auditor, director of finance, general manager…)

- **Paper waste:** printing all this paperwork was a waste, in terms of cost but also in terms of the environmental impact.

✓ Our solution

The IHG team decided to digitise their financial processes using DocMX, starting with the daily income audit. After discussing best practices and requirements, the IHG team were asked to outline IHG processes aligned to global policy.

The DocMX team then configured the system to **pull relevant income transaction reports into one place** from the many different sources such as the PMS, POS, paperwork and even emails.
The **income reports were 90% automated:** the system reconciles and verifies most lines automatically, leaving only exceptions and errors to review manually. All the outstanding tasks/information are presented in a single dashboard customised for each team member and role.

Within a few days, the handover process took place in a live demonstration, where the DocMX team shared tips and tricks help IHG best benefit from the system.

> *I definitely recommend all properties to engage in DocMX to digitise and improve the way you work. You will thank DocMX when you see the full potential of the technology!*

Diogo Gaspar, Income Auditor at IHG

Benefits

Significant time & cost savings and easier collaboration:

DocMX e-forms allow capture and approval of data in a structured way, saving time for senior managers and making it impossible to lose information. **Reconciliation of financial information** like credit card refunds is automated, saving many hours each month to focus on more value add work.

The dashboard and workflow in particular bring significant efficiency gains. Several people in the finance and management team **review, comment and approve a dozen reports each day**, adding supporting information. Everyone is on the same page, knowing what is outstanding at a glance. This brings very tangible time and cost savings to the operation, and makes compliance so much easier.

"With DocMX I'm able to do all my job functions at home **during the Covid-19 crisis**: I simply login and audit/approve the automated documents within the system. I am able to almost "live chat" with the rest of the team regarding any issues!" explains Diogo Gaspar.

"The **customer support** is the best we've ever had: you ask and they answer straight away with the solution/help. I'm sure in a near future we will expand our use of DocMX to more processes, to take our ways of working to the next level!"

Better compliance & security

With progress visible on central dashboards, **process speed and compliance improved**. The audit trail is fully documented for future external and internal audits.

High-performing & reliable Cloud solution
With enterprise-grade hosting in the nearest AWS data centre, the documents are always accessible on a click.

Data and network security
The hotel benefited from latest data security, encryption, back-up and recovery features from AWS, in compliance with ISO standards – with no extra work required from in-house IT.

DOCMX **DocMX is part of the select group of AWS Travel & Hospitality partners**
Hospitality expertise, solid technology and proven customer success: our solutions powered by AWS will help future-proof your hospitality operations.

DOCMX — powered by aws

Efficient and resilient operations with an AWS Travel & Hospitality Partner

Future-proof your operations with DocMX: standardise and automate processes to reduce costs, enable remote collaboration and counter low occupancy & other risks.

Adapt to the "next normal" with a smart way to run your back-office operations

Time to go digital

Filling paper forms, chasing invoices, POs or wholesaler payments, retrieving archived documents, investigating mismatches across departments, getting the right people to approve… Your teams are wasting precious time. Standardise and automate your processes: empower your staff to focus on guests, rather than tedious admin tasks.
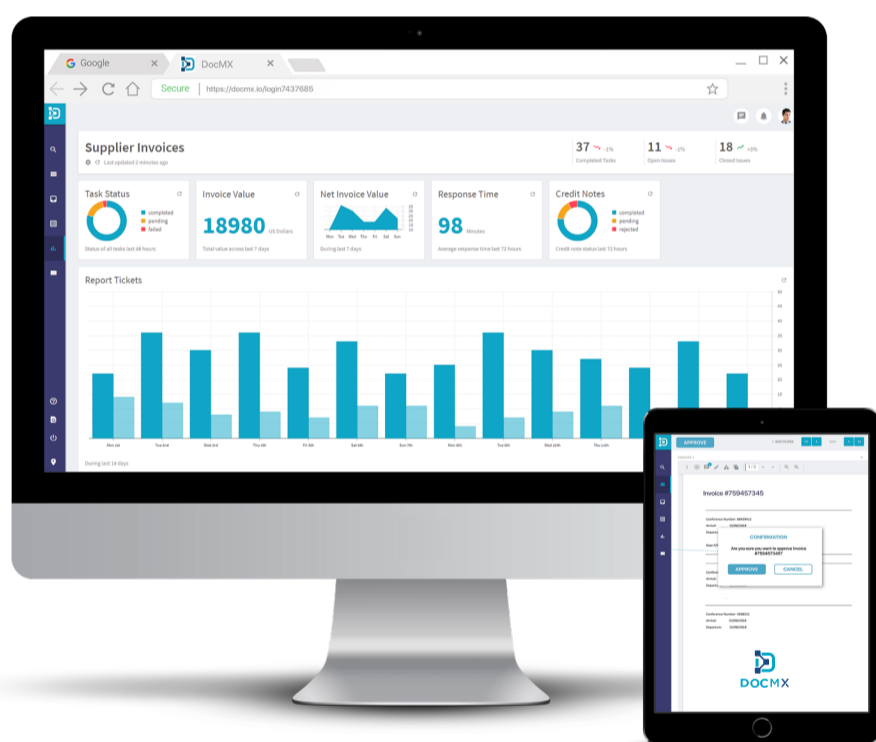
More resilient operations

Quickly adapt to periods of low or high activity, reduce costs, and continue run operations remotely when required. In the **Covid-19 context**, minimise infection risks with digital documents and online collaboration. With everything in one secure repository, the Finance, HR, Front Desk, Sales and other teams will be on the same paperless page.

Trusted hospitality experts

We know your pains, because have been innovating with top players in the travel and hospitality industry for over 10 years. We tailored our solution to the unique needs of this industry: agile, cost-neutral, user-friendly, compatible with Opera, Micros, SAP & more. DocMX is trusted by industry leaders like **Hilton, Marriott** or **IHG Group**.

Streamline, automate and centralise documents & processes for Finance, Accounting, HR, Sales, Front Desk and more

Finance & Accounting
Accelerate income audits, invoice review & approvals, wholesale Accounts Receivable.

HR & Payroll
Digitise and secure employee documents, collect data with e-forms, create actions & alerts.

Sales, Events, Incidents
Track contracts & orders, food safety audits, log incidents or maintenance requests .

Shared Services
Cluster processes like finance or HR across several properties to share skills and efficiencies.

Visibility & Compliance
Track compliance and policy alignment on a dashboard, spot and address bottlenecks sooner.

Paperless single repository
Less printers/copiers, all documents in a single online repository, secure and searchable.

Harness AI by Amazon
Leverage the latest technologies of artificial intelligence and machine learning to automate manual tasks: **Amazon Textract and Rekognition** extract data from virtually any scanned documents, forms or images; **smart algorithms** automate approval processes, suggestions, alerts and so much more.

High-performance AWS Cloud
DocMX is a SaaS product that won't give extra workload for your IT teams. It is delivered on the AWS enterprise-grade network, and built from the ground-up for **speed, reliability & scalability**: tier-1 data centres closest to you, dedicated hosted environment and 99.99% availability commitment by Amazon AWS.

Highest security standards
We meet the most stringent data privacy & security standards with a yearly **ISO27001 certification** for Information Management. We leverage Amazon's in-built network security tools for secure storage, back-up & archiving, compliance and auditing, firewalls, real-time threat detection, data encryption and more.

DOCMX FEATURES
Document Management
Process Automation
Collaborative Workflows
ISO–certified data security
Amazon AWS Cloud & AI

SOLUTIONS
Accounts Payable & Receivable
Income Auditing & Approvals
HR & Payroll
Shared Service Centres
E–signatures, e–forms

CONTACTS
https://docmx.io | info@docmx.io
+61 3 9018 5555 – Melbourne, Australia
+61 2 8003 4146 – Sydney, Australia
+44 20813 30112 – London, UK
+85 2 8197 2226 – Tsim Sha Tsui, Hong Kong

aws partner network

Select Technology Partner