

CASE STUDY

Hilton Sydney frees management time by automating daily income audits

Our client is an exclusive Sydney hotel providing a wide range of high-end services: hotels rooms, venues for business meetings and events, restaurant, spa & fitness, and so much more. To keep track of the different revenue streams, managers go through a daily transaction reporting process.

✕ Challenges

The Night Pack required the Night Manager to pull **dozens of reports** from different systems, emails, or print-outs: credit card transactions, cash report, Property Management System reports, etc.

Checking and reconciling data required **several hours each day**. Additionally, the reports had to be passed for approval to the department managers and Director of Finance, a process that could take a few days and require **back-and-forth emailing** in case of issues.

Lack of traceability meant that it was not always clear which documents were approved when and by whom; in case of delays, there was no easy way to find out the reason or status of the documents.

☑ Our solution

- With the DocMX solution, the dozens of reports are **automatically pulled** and scanned into a single control centre dashboard every day. The system automatically indexes, reconciles and links relevant reports, flags discrepancies.
- **Workflows** route documents to the designated approvers, who receive dashboard notifications. Any queries are directly handled in the system.
- A **central dashboard** allows management to view the to-do list, workflow progress and financial business performance..

“The daily dashboard is great tool: you make sure you complete all your tasks at the end of the day and it gives you assurance that no one is waiting on you. The key benefits for us have been better compliance and time savings.”

Paolo Trevisan, Director of Finance, Hilton

Benefits

Time & money savings

The Night Pack process was significantly accelerated, allowing all involved to spend less time on report review, audit queries and approval by logging into a single location. Less reports were printed and resulted in financial savings as well.

Continuous improvement

Management was able to spot daily reporting workflow bottlenecks, performance issues, peaks and troughs in the business – taking action as required.

Faster audits

With all documents & approvals electronically recorded, subsequent group audits were significantly faster and easier to perform.

Compliance

The daily transactions are reviewed & approved within a day, 90% of the time, in line with group policy.

Audit Trail

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.



powered by 

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.

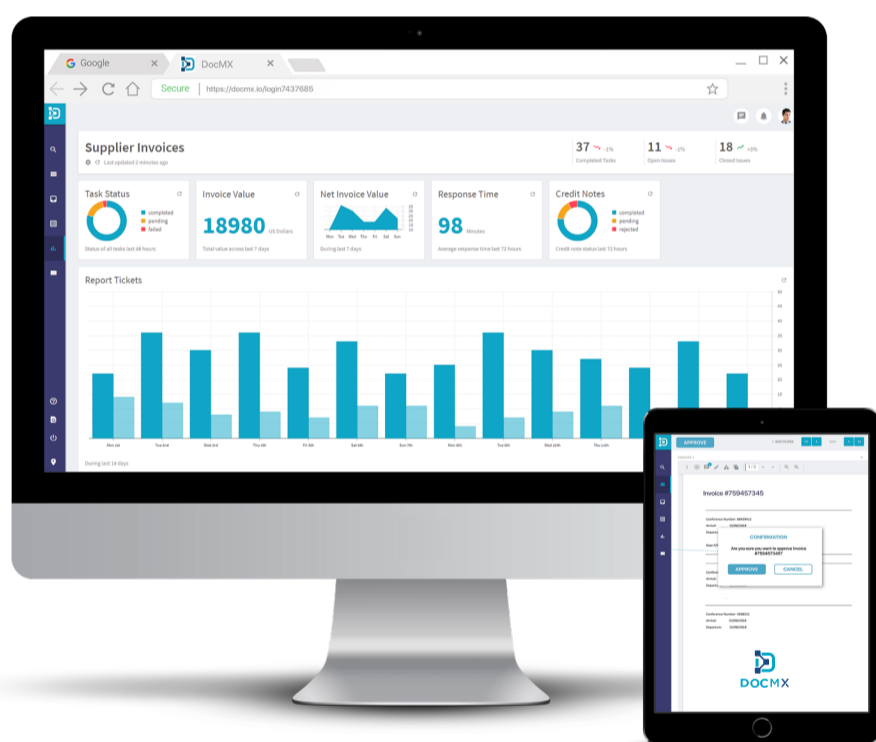
More resilient operations

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

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