

CASE STUDY

Going paperless and printer-less: FourPoints Sydney digitises heavily paper-based processes, saves 2.5m yearly prints and \$1.5m over 5 years

Our client is the exclusive 5-star FourPoints Darlington Harbour hotel in Sydney, receiving hundreds of bookings and enquiries every day. Reservations, invoices & other documents used to be printed for distribution to various departments, resulting in over 3 million prints every year. In addition to inefficiencies, this was amounting to significant operational costs.

✕ Challenges

- **Complex paper trail:** Reservations & invoices, often received via email, were printed, signed off, photocopied & faxed, distributed to various departments, then stored.
- **Time-consuming paperwork handling:** in addition to time-consuming printing and handling, Front Desk staff had to step away to handle documents. Occasionally documents were lost, resulting in extra work and customer inconvenience.
- **Heavy paper logistics:** invoices were shuttled to Accounting via courier on a daily basis. Storage was a logistical headache, with Finance & HR documents legally required to be stored for 7 to 21 years.
- **High paper costs:** printing over 3m pages every year, at a cost of 10 cents per page over the lifetime of the document – a cost of over \$300,000 per annum. Not to mention high overheads for long-term printer/copier contracts!

✓ Our solution

Experienced DocMX consultants **collaborated with the client to identify process inefficiencies** across different departments. Rather than simply replicating and digitising the paper-based processes, their suggestions resulted in leaner ways of working adopted by the hotel management.

With DocMX, incoming reservations, invoices and other documents get **directly scanned into the system**, or automatically captured from PDF and other electronic sources. AWS-powered AI and smart algorithms ensure optical recognition, correct categorisation and digitisation of documents. They are then distributed to various departments via an **automated workflow for approval** or other actions; employees collaborate directly on the system.

Documents are safely stored in the highest-security AWS storage infrastructure, for the duration required by local legislation. They can be easily retrieved on the system anytime, by all authorised personnel.

Benefits

Saving \$1,500,000 in printing costs over 5 years:

The new process resulted in reducing printing volumes by an estimated **2.5 million pages** per year. At a cost of 10 cents per page (incl. stationary, storage, archiving...) the hotel thus saved \$1,250,000 over 5 years.

Furthermore, the client was able to **cut from 13 to 3 printers-copiers**, saving an estimated \$200,000+ over the typical 5-year copier lease with a monthly cost of \$350.

Virtually eliminated faxing expenditure, especially to high-cost international numbers.

Management was satisfied with a **return on investment** within just a few months.

A more efficient, nimble & environmentally-friendly hotel:

Staff saved valuable time with reduced manual input, paperwork handling, physical shipping and storage. The Front Desk and offices were de-cluttered with no need for filing cabinets.

Improved communication: with one central information repository, all departments are able to collaborate efficiently. The guest experience improved as reservations or invoices can now be instantly retrieved & emailed.

Saving an estimated 1500 trees over 5 years, the hotel also significantly improved its environmental footprint, as well as reams of toxic ink cartridges.

Better compliance & security

With progress visible on central dashboards, **process speed and compliance improved**. Data access is limited to relevant personnel, all system actions and documents are logged and auditable at a later date.

High-performing & reliable Cloud solution
With reliable hosting in the nearest Amazon data centre in Australia, the system and the documents were always accessible, on a click and with no time lags.

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.

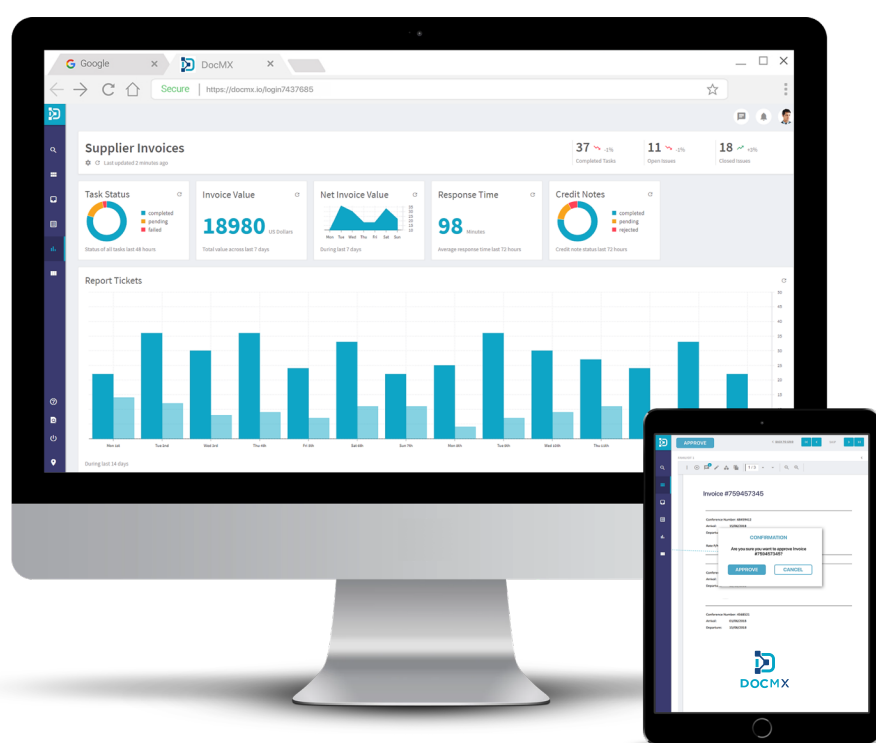
More resilient operations

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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