

CASE STUDY

Hilton Australia builds a Shared Services Centre to distribute knowledge and reduce overheads across the portfolio

Our client Hilton Australia manages dozens of properties in locations across Australia and Asia-Pacific. To benefit from the group's scale, it was decided to cluster services in a **single centre of excellence** based in Sydney, to service their entire Australian operation.

Challenges

With dozens of properties across the region, various back-office capabilities in Accounting, Finance or Payroll were duplicated, while others were lacking in some locations. Remote locations in particular had a hard time hiring the right talents and training them to provide all required support services.

Typically manual and paper-heavy processes meant that there was no easy way to provide such support services remotely or from a centralised location.

Extra information queries or issues typically required back-and-forth emailing, phone calls and chase-ups, and caused unnecessary delays. With different teams and ways of working in each property, processes were not always the most efficient and compliance with certain group-wide policies was a challenge.

Our solution

DocMX experts collected information from various client teams, analysed the existing back-office processes and collaborated with the Hilton project team to design efficient and future-proof digital processes:

- It was decided to cluster Finance, HR and Payroll services for all Australian properties into a single centre of excellence based in Sydney
- Accounts Payable, Accounts Receivable, HR and Payroll processes were digitised and various steps were automated (e.g. manual input and validation of invoices).
- All physical paperwork was eliminated in these processes, allowing fully remote collaboration between the properties and the Shared Services Centre

“During the implementation, we found the input of the DocMX team invaluable: they listened to us when needed, but also went their own way and gave advice and thoughts on efficiency improvements.”

Boudewijn Kok, Hilton

Benefits

Skills sharing & service continuity

All properties are able to benefit from the quality services provided by well-trained specialists at the group level. There is no more single point of failure as team members can take over in case of absence.

Overheads efficiencies

The centralisation of services into one team enabled many savings, reducing duplication and providing better support to properties who need it. With the automation of paper-based, manual and repetitive tasks, staff can focus on value-added work.

Collaboration across department silos

With one central repository, all properties and departments are able to easily retrieve information and communicate efficiently.

Best practices and compliance

Finance & HR processes are now conducted in line with best practices, group policies and applicable legislation.

Fast user adoption

Thanks to the user-friendly and modern interface, the user adoption was quick and did not require much training.

Transparent & auditable

Data access is limited to relevant personnel, all system actions and documents are logged and traceable in compliance with ISO standards for data security. Any approvals are auditable at a later date if needed.

High-performing & reliable Cloud solution

With several properties and a large volume of data and documents uploaded and accessed from different locations, it was crucial that the system delivers high performance. With reliable enterprise-grade hosting in the nearest Amazon data centres in Australia, the system and the documents are always accessible, on a click and with no time lags.

Data and network security

DocMX met Hilton's demanding IT security standards, controlling data access and leveraging the latest data security, encryption, back-up and recovery features by AWS – with no significant workload for in-house IT teams.



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.

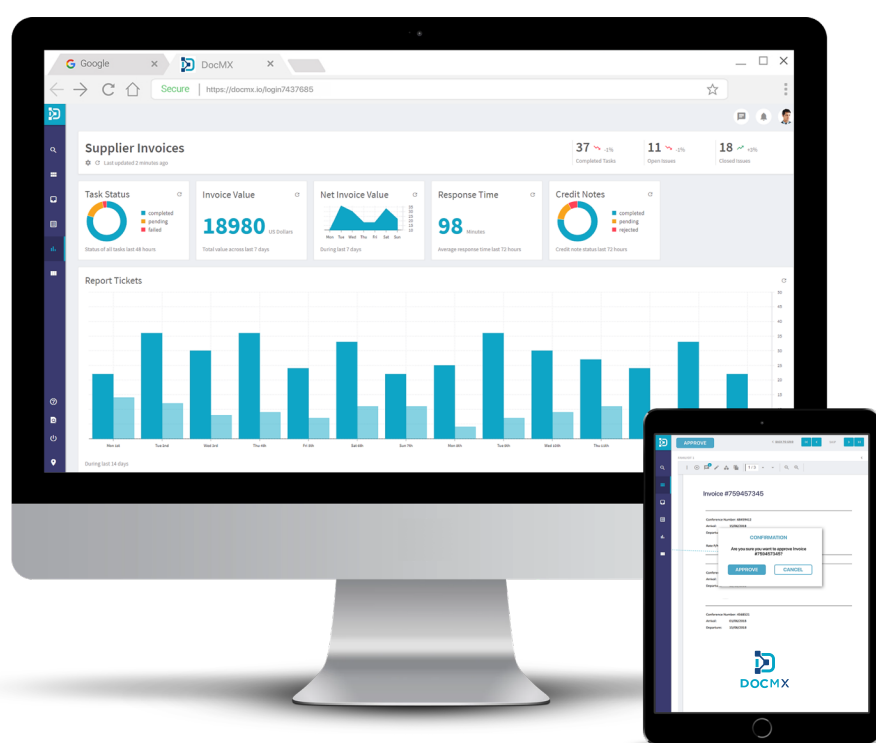
More resilient operations

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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