

CASE STUDY

RITZ

FOUR SEASONS



Optimizing Human Resource Management in luxury hotels

During its information system renewal, Hotel Ritz Four Seasons entrusted Quidgest with the development of a Human Resource Management solution in alignment with all its business strategy

Business problems and needs which led to this project

Hotel Ritz needed new solutions for Human Resource Management that were integrated with its business strategy. The previous system was insufficient and unable to respond to its new needs, which affected the company's competitiveness and efficiency.

This project's main objectives were to improve the service quality and reduce human resource management costs.

Overview of the developed solution

In an initial phase, the survey of needs and system design was conducted along with the client, which made the solution totally adequate to its needs.

During the two months of implementation, Quidgest technicians provided training at the Hotel Ritz. The purpose was to teach users about the system's features and to facilitate change management.

This was followed by a transition phase, where the two systems – the new and the old one – needed to function in parallel before the old system could be fully replaced, in order to perform the necessary loadings and manage change in a gradual, peaceful way.

During this project, the following functionalities were implemented: employee file management, attendance

and absence, payroll management, emission of payroll maps, performance evaluation, supervision of training sessions and mandatory statistics. The total integration of the several processes, in compliance with Hotel Ritz's standards and procedures, was also guaranteed.

Results

With this solution, Hotel Ritz Four Seasons:

- Increased the average productivity per employee due to faster execution of operations, non-duplication of efforts and error reduction, by means of validation mechanisms and the automatic completion;
- Connected human resources management with business management, quickly identifying the strengths and weaknesses of its personnel structure;
- Supported integration and management by processes, increasing competitiveness and improving value for the client;
- Optimized Information Management through the greater sharing of information, more data control and monitoring by multiple users, and elimination of parallel information;
- Saved more than 10 hours per week in task processing with Quidgest's system

Brief client description

Hotel Ritz Four Seasons, with headquarters in Lisbon, is managed by Four Seasons, a leading company in luxury hotels, with hotel chains worldwide. Its mission is to satisfy its clients needs and tastes with high quality standards.

For an organization of this size, with a high number of employees, it is vital that there are technologically advanced and integrated management solutions, able to quickly respond to changes and demands when necessary.

“With Quidgest’s Human Resources Management system, we increased the quality of produced work which resulted in a reduction of employee doubts concerning payroll management. Furthermore, we significantly reduced the task execution time. Quidgest team is very friendly, available to answer all our questions and flexible when creating a system for our needs.”

Dra Rosina Resende, Assist. Human Resources Director