



Case Study:

The Ultimate Bespoke Solution for the Big Player in the Chain Hotel Industry



Long-term business success with strategic focus on controlling

The Hotel Profile:

Among the top 3 largest hotel companies in the world

approx. 900 hotels worldwide /
over 830,000 rooms plus franchise

Multi-brand / All service levels

Executive Summary

Our close cooperation has made it possible to develop a standardized platform that meets all the individual requirements of a global corporation with a focus on data-driven financial planning and controlling. Customizations and extensions are based on the channelled experience of hundreds of users. This guarantees high functionality and performance at all levels.

Highlights / The solution

Automated **consolidation** of all relevant hotel data in one **platform**

Revenue and cost planning on the hotel's **P&L chart of accounts**

Wide range of **ready-made analysis functions** with flexible adjustable depth of detail

Automated reporting with mailing function.

The Challenge

About 15 years ago, the focus on forecasting and budgeting for hotel management was already defined as the strategic direction of financial planning. Due to the large number of hotels managed, rented & owned by groups, plus various hotel brands, the following challenges inevitably arose long before the invention of the cloud:

Different data sources / Manual data processing

No consistency in the data workflow at property level and the high effort for consistent and validated data transfer into a global BI solution / data warehouse

Error rate in data transfer and processing (data quality)

Risk of calculation errors within Excel files & planning templates

Stability and security

Inconsistent standards in the regions, limited access control and restricted administration of user rights, highly person-dependent processes, and the risk of failure of the company's compliance guidelines

High effort with low transparency

Local "Island Solutions" with limited access and relatively high maintenance effort (Excel)

Consolidation and Reporting

High level of manual effort in the preparation for consolidation at company level

Hotel IT Infrastructure

Multiple ERP-Systems
(e.g. Peoplesoft)

In-house revenue management
solution

Central BI solution

Conclusion / Benefit

Adherence to compliance

High user acceptance

Bridging national, regional, and
brand-specific differences

100% integration capability in the
Company BI Solution

The Solution

- Development of a customized financial planning solution, with focus on automation and standardization.
- Dynamic development and functional expansion in a direct mutual exchange according to customer requirements.

Cooperation

A solid project team has been set up within Fairmas. This team is in direct and constant contact with the customer's project team. This ensures dynamic development and guarantees the continuous high-quality standard of the financial planning solution.

At the beginning of the cooperation, Group companies usually worked with the exclusive customer solution based on the client-server model.

Since the introduction and further development of FairPlanner into a tailor-made web-based BI financial planning solution, some hotel brands have decided to use FairPlanner for budget compilation as well as forecasting and controlling.

