



ramco

RAMCO Business Transformation Study | Hospitality & Hotel Industry | Radisson

ramco erpon cloud Now on iPad & In-memory
Intuitive · Location Aware · Gen Y Interface

Radisson BLU
EDWARDIAN, LONDON

RADISSON: HOTELS THAT LOVE TO SAY YES!

Radisson Blu Edwardian Hotels are a collection of luxury hotels in over 14 prime locations in the heart of London, Heathrow and Manchester. A leading hotel group in the UK, it is owned by Carlson, one of the world's largest hospitality businesses. Turning over more than \$22bn each year, Radisson has worked hard to preserve its winning edge. And for a company this huge, efficient management of Human Capital becomes a top priority. That's when Ramco stepped up and made the employees 'happy'!

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What Radisson needed Ramco to do

- To improve efficiency in processes related to employee deployment and compensation
- Ensure automation of payroll
- Better documentation of all HR-related processes and employee events
- Improve employee training and professional development

Ramco's answer to Radisson's need

- Implemented the HCM module with Ramco ERP on Cloud
- Payroll was fully automated
- A single consolidated view of employee data/records made available
- Online Employee Self-Service (ESS), allowing employees to make time off requests, file claims, communicate with HR on life events, apply for training etc.
- 35,000 pre-built function points and 3,600 personalized function points
- Implementation completed in 6 months across 13 luxury hotel properties in the United Kingdom



Limitless capabilities achieved through quick deployment

Ramco ERP on Cloud proved to be a perfect fit right from the very beginning. Ramco worked closely with the client to clearly determine the success factors for implementation. Factors such as:

- Top management commitment
- An extensive scoping process to understand the nuances of the business
- Detailed prototyping and well-documented solution requirements, paved way for increased productivity and rapid growth.

Ramco and Radisson would also need to put together a well-managed change request process and benchmark testing of performance under various volume and concurrent usage situations.

Once these factors had been identified, extensive due-diligence was completed to arrive at a glove-fit solution. Ramco's pre-existing components included a financials application. Radisson had already begun to leverage Ramco's client server for their payroll needs, and this was migrated to a web-based application during implementation . Ramco then engineered several custom components for business processes including:

- Workforce Management (for conferences and banquets planning)
- Time Sheets
- Pay Grid (a solution that drives the employee compensation process)
- Employee development appraisal process



Major benefits

Improved employee-level data security and control

Competency and objective-based appraisal, covering all employees

Custom built Pay Grid, a department level matrix for manpower and salary budgeting that enables workforce planning

Personalized Timesheet accommodates dynamic shifts (based on events), bi-weekly planning and capture of employee costs and time on a granular level

Staffing matrix helps in deploying optimum number of resources

Transparency and consistency in compensation fixing

Average Biweekly payroll processing for 2500+ employees with the complete processing time taking less than 10 minutes for the entire group of Hotels

Happy employees = Happy customers!

The luxury hotel chain is an ardent believer in managing the little details. They needed an efficient Human Capital Management system to manage a chain of 14 luxury hotel properties in the United Kingdom. With the latest in trend User Interface, that provides a user friendly and simple work space, the work-rate of the employees has increased. Ramco's solution has helped the company automate the routine and spend even more time on wowing their customers.

Want Ramco to help you too?

To find out more on how Ramco can answer your need, just drop in a mail to contact@ramco.com

