What if Your Hotel Could Improve Daily Reporting by Automating Processes?

With over forty hotel properties to manage, staying organized can be a daunting task—especially when reporting is paper-based. According to Andy Ashmore, Accounting Supervisor at Commonwealth Hotels, "All the reporting setup was run through me. I was manually maintaining and pulling information from our own databases. It was a time-consuming, error-prone process that needed to change." Ashmore went looking for a solution and discovered that myDigitalOffice offered a custom cloud-based option that could help him automate manual processes across the multiple properties managed by Commonwealth Hotels.

After implementing ImageSilo, a cloud-based Enterprise Content Management (ECM) solution and the custom solution from myDigitalOffice, Commonwealth Hotels has improved reporting efficiency, eliminated human error, and saves over $96,000 a year by eliminating printing costs.

Key Benefits

- Night auditing processes have been reduced by over 23,000 hours annually

- Human error has been eliminated in 90% of reporting

- Eliminating printing costs has saved over $96,000 per year

- Users required little training and over forty hotels were up and running in just four months

The Situation

Commonwealth Hotels, LLC was founded in 1986 and is a proven partner when it comes to providing hotel management services. The company has extensive experience managing premium branded, full service, and select service hotels. Commonwealth Hotels currently manages 43 properties with 5,300 rooms.

In the hospitality industry, paper-based reporting is very common. Nightly reporting traditionally involves printing off 50+ pages of reports per property, resulting in over 780,000 pages of reports annually! Some reports were emailed, but the night auditors would still have to print them out. "It would take about two hours to for each property to run those reports nightly," said Ashmore. "Over time, the paper begins to pile up. The reports no longer serve any purpose, but we can't throw anything away."

Locating information for the yearly audits was also challenging. Auditors would typically spend a full day on each property looking for the documents they need to complete the audit, taking staff away from their regular jobs and revenue generating activities.

Not only were they running out of storage, printing all of the paper reports was also becoming expensive. It became apparent to Ashmore that eliminating paper reporting would improve process efficiency, eliminate human error, improve accuracy, and save money.

The Solution

Commonwealth Hotels worked with myDigitalOffice, a Digitech Systems reseller, to automate their manual processes. myDigitalOffice has created two modules that integrate with ImageSilo, the cloud ECM service. Commonwealth uses the myPerspective module, so they can login to a single system and monitor the nightly revenues, promotional rates, and sales information. The other module they use is called the Paperless Night Audit that automatically generates and sends reports at the end of each day. Together, these modules have eliminated manual processes and reduced costs with a fast implementation time. "We started rolling out this solution in February and in just four months we have already implemented forty properties," said Ashmore. "The process has been very smooth and easy."

Recognized Benefits

Today, the night auditors have to print fewer reports, saving time and money. In fact, most reports are automatically emailed directly from ImageSilo. "The night audits used to take at least two hours," said Ashmore. "But now the nightly reports are sent automatically. We consistently know the reports are going to be there, even if there is a new person at the property."

> "We manage over forty hotels, and our goal is to make sure our daily reporting is accurate. Thanks to ImageSilo and the Paperless Night Audit module, 90% of our reports are run automatically, eliminating human error entirely. I don't worry about the reports having inaccuracies anymore."
>
> - Andy Ashmore, Accounting Supervisor

Ensuring the reports were correct was also time-consuming, but now that human error has been mostly eliminated, Commonwealth knows the data is accurate. "About 90% of the reports we run are automatic. I don't have to worry about the reports having the wrong data or the wrong property on them," said Ashmore. "I can just focus on analyzing the data in the reports instead."

Even the yearly audits run more quickly now. According to Ashmore, "Before, the auditors would spend all day at one property. Now, they can actually visit up to three properties in a single day. It has cut that process in half."

According to Ashmore, one of the nicest things about the system is that it has eliminated the need to print reports. He said, "Thanks to ImageSilo, we just email reports now. That saves each property at least $200 a month. We manage over forty properties so that is saving us over $96,000 per year."

By far the biggest benefit that Ashmore enjoys is that he doesn't have to maintain the databases anymore. "Before, I was doing all the work, but now thanks to ImageSilo, the data is captured in real time and it just happens automatically—saving me tons of time."

About myDigitalOffice

myDigitalOffice offers custom solutions for the hospitality industry. They have created two modules that integrate with ImageSilo and have helped hundreds of hotels implement cost-effective, time-efficient solutions to reduce manual reporting processes. The first module is called myPerspective, which integrates multiple systems into an all-in-one dashboard that makes it easy to view information related to a property. Users can login to a single system and monitor nightly revenue, promotional rates, sales information, and more. The second module is called the Paperless Night Audit, which automatically generates and sends the reports needed for reconciling the activity for the day. Together, or separately, both modules can increase the efficiency of any hotel, helping them eliminate manual processes while reducing costs. To learn more about myDigitalOffice, visit mydigitaloffice.com or call 206.438.9957.