

Customer Profile

Kempinski Hotels builds efficiency with Infor Corporate Performance Management



Facts at a glance

Product: Infor Corporate Performance

Management

Industry: Hospitality **Country:** Switzerland

"We created and now maintain the hotel group's five-year business plan in Infor Corporate Performance Management. We save an impressive amount of time and work. With one source for financial data, we gain in accuracy and efficiency."

—Keith Robertson, SVP, Global Finance, Kempinski Hotels

About the company

Geneva-based Kempinski Hotels is Europe's oldest luxury hotel group. In business since 1897, it travels the world in search of fascinating destinations without forgetting the finest traditions of its European heritage. Kempinski has built its reputation on the belief that exclusivity and individuality are key elements of true luxury. To learn more, visit www.kempinski.com.

Setting the strategy

Every Kempinski hotel is unique. Whether a luxurious city hotel, elegant country estate, or sumptuous holiday resort, each of Kempinski Hotels' five-star properties has its own style and character. On one point, though, they never vary. For some time, almost all Kempinski hotels have used Infor™ Corporate Performance Management to produce reports, budgets, and plans on a shared platform. The sole focus of Kempinski Hotels is the management of luxury hotels on behalf of the hotel owners. Although Kempinski already had a software solution for reporting, controlling, planning, and budgeting, each hotel independently performed many steps in the process using spreadsheets. These were then distributed throughout the group, along with errors and inaccurate data resulting from manual entry and multiple versions.

"For a long time, we produced financial reports for the group using spreadsheet software," recalls Keith Robertson, SVP, Global Finance, at Kempinski Hotels. "But we needed data that was 100% reliable. So, a few years ago, we began the search for a new solution."

Getting business specific

The goal was to put in place a fully integrated reporting platform for all hotels around the world and to make it centrally available, eliminating multiple versions and manual errors. All group reports would then be collated within the same database, while providing a system platform for group-wide budgeting and planning.

Seeing results

Implementation of Infor Corporate Performance Management was extremely fast, with the project starting and finishing in 2010. "We received outstanding support from Infor and were able to use the new system within a few short weeks," says Robertson.

More than 300 users currently access the system with an easy-to-use Infor Corporate Performance Management web front end, while the power users also employ a sophisticated Infor Corporate Performance Management front end based on Microsoft® Excel®. "Naturally, we now use Infor Corporate Performance Management for our financial reports. Prior to this, we could only produce them every quarter because the task was simply too large. Now, we can produce the report once a month without much trouble. What's more, the data is now reliable enough for our auditors to accept it and to use in analyses."

For managers, the dashboard functions in Infor Corporate Performance Management provide critical information in real time. On a single page, they can see an overview of overall business, the general situation at individual hotels, or information about specific departments such as finance or purchasing. At a glance, executives can see the current data compared to the budget and future plans.

Infor Corporate Performance Management incorporates forward-looking processes such as planning and forecasting. As a result, Kempinski Hotels can now test and compare a variety of "what if" scenarios, investigate assumptions, and model business to meet targets and high-level objectives. Various combinations of goals, forecasts, and key drivers can be tested in a matter of minutes to define achievable and realistic financial goals.

Kempinski Hotels can also specify the data sources that the system uses for future planning. Analyses of certain regions or single hotels are now possible, as well as group-wide benchmarks.

Success measures in performance management are continually being redefined—particularly in regard to compliance, audits, and control—calling for more and more detailed information on international accounting standards, reporting, and corporate governance. Robertson concludes, "We created and now maintain the hotel group's five-year business plan in Infor Corporate Performance Management. We save an impressive amount of time and work. With one source for financial data, we gain in accuracy and efficiency. Kempinski Hotels has an advantage, thanks to Infor Corporate Performance Management."



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About Infor

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