

How Do You Gear Up HR For Booming Business Growth?

Whether you want a city break or to relax by the pool, Minor Hotels (AUS & NZ) will find you the perfect place to stay. With 52 properties across Australia, New Zealand, Thailand, the United Arab Emirates, and India, Minor Hotels (AUS & NZ) – part of the Minor Hotel Group – helps travelers find the right accommodation, whatever their vacation style. Welcoming thousands of guests each year, Minor Hotels (AUS & NZ) relies on its 2,200-strong team of employees.

With the business flourishing, at an average of 75 new hires per month over a 12-month period, and plans to expand its portfolio with five new properties a year, Minor Hotels (AUS & NZ) recognized that HR would be unable to sustain its predominantly manual ways of working. By implementing SAP® SuccessFactors® solutions, it replaced paper-based processes with digital workflows – dramatically reducing the time and effort it takes to onboard new staff, cutting administrative work, and enabling HR to take a more strategic role in the business as it continues to expand. With SAP SuccessFactors solutions, Minor Hotels (AUS & NZ) has the talent management technology it needs to create the perfect stay for every guest.



“In the hotel business, **your people are everything. They are the lifeblood of a perfect stay. As we grow, our staff is increasing rapidly. Paper-based HR processes were not able to keep up. We needed world-class technology to create a world-class guest experience.”**

Dipti Ahuja, HRIS Project Manager, Minor Hotels (AUS & NZ)

At Minor Hotels (AUS & NZ), a continually evolving workforce and an average of 75 new hires per month was making it difficult to keep track of employees manually as the business grew. With SAP® SuccessFactors® solutions, the company's HR team has slashed the time and effort required to recruit and onboard new people – freeing them from routine administrative work and enabling them to focus on strategic tasks.



52

Properties in five countries



75

New hires per month on average over a 12-month period



>400

Applications for some jobs

Bringing HR into the 21st century with SAP® SuccessFactors® Solutions

Minor Hotels (AUS & NZ)
Sunshine Coast, Australia
www.oakshotels.com

Industry
Travel and transportation –
hospitality

Products and Services
Hotels and holiday apartments

Employees
2,200

SAP® Solutions
SAP® SuccessFactors®
Employee Central, SAP
SuccessFactors Recruiting,
and SAP SuccessFactors
Onboarding solutions; SAP
SuccessFactors Learning,
SAP SuccessFactors
Performance & Goals, and
SAP SuccessFactors
Succession & Development
solutions planned for
deployment

One of Australia's largest apartment accommodation providers, Minor Hotels (AUS & NZ) found that business growth was putting pressure on manual HR processes. With SAP SuccessFactors solutions, it replaced stacks of paperwork with digital workflows, boosting efficiency and productivity. Once the full suite of solutions is deployed, the company will have a single, streamlined system for all HR activity.

Before: Challenges and Opportunities

- Digitalize and automate manual processes to improve efficiency and productivity and keep up with growth
- Replace paper forms that need to be posted, signed, and scanned by new employees with online documents
- Reduce the administrative burden on the HR team, so it can focus on value-add tasks
- Integrate all HR functions into one system, covering the entire employee lifecycle

Why SAP

- Comprehensive HR management, with solutions covering every stage of employment, from hiring to retirement
- Remote, off-shore implementation to help keep costs low
- Cloud-based deployment offering limitless scalability
- Stellar support from SAP – both from off-shore and local consultants

After: Value-Driven Results

- Freed HR staff from repetitive admin tasks, enabling HR to focus on strategy and add value to the business
- Eliminated the need for manual data entry between HR and payroll systems, accelerating onboarding
- Allowed people to complete new-hire documentation online or via mobile device
- Slashed the time taken to onboard new employees, helping to cope with business growth
- Established a single source of truth for employee data, making life easier for managers
- Enabled one-click reporting, giving managers data-driven insight to support decision-making
- Streamlined recruitment processes by enabling hiring managers to own more of the process

“Thanks to SAP SuccessFactors solutions, we’ve arrived in the 21st century. With recruiting and onboarding all done online, we can work much more productively than we ever could printing and scanning paper forms.”

Nikita DeCourcy, HRIS Project Coordinator, Minor Hotels (AUS & NZ)

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SAP SuccessFactors 

83%

Faster onboarding of new hires with
paperless processes

900 hours

Saved on manual data entry every year

80-page

Paper form replaced by an online
document that can be completed via
mobile device

One

Repository for all employee data



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