



Epicor Success Story

Grand Hyatt Santiago

Grand Hyatt Santiago Delivers Excellent Customer Service with Epicor iScala

Company Facts

- ▶ Location: A subsidiary of Hyatt Hotels & Resorts
- ▶ Industry: Hospitality
- ▶ Website: www.santiago.grand.hyatt.com

Success Highlights

Challenges

- ▶ Grand Hyatt Santiago needed to manage the diverse business productive units in one a single application

Solution

- ▶ Epicor® iScala®

Benefits

- ▶ Excellent service 24 hours a day, 365 days per year
- ▶ 30 percent reduction in time to complete productive processes
- ▶ Accounting and financial system improvements
- ▶ 20 percent efficiency improvement in inventory rotation and stock management
- ▶ Better integration between different departments and administrative systems



Considered to be one of the most luxurious hotels in South America, Grand Hyatt Santiago has a 15 year history in the Chilean market, delivering the highest level of service to guests from all over the world.

To uphold this level of service that its clients expect, Grand Hyatt Santiago was faced with the challenge of finding an enterprise solution that would facilitate work in and between the different areas of the hotel. In the first stage, the hotel used proprietary software that controlled accounting, booking, and inventory process, among others.

However, as years past, it became very clear that although the solution was satisfying the company's needs, it was also an obstacle keeping them from taking service to the next level. "We first analyzed the cost of maintaining an exclusive development and a parallel structure to keep our proprietary software updated. We determined it was not convenient, nor was it in the best interest of our business target to continue with the proprietary solution," explained Federico Cerutti, finance director of Grand Hyatt Santiago.

It was then that the company decided, at corporate level, to implement Epicor iScala, a business solution designed for the hospitality industry. "Hyatt Hotels & Resorts decided to purchase a software solution that has its own development, support offices and the guarantee that a great company like Epicor can offer," he added.

A solution that keeps pace with the business

Hotel management is a business that never stops. For this reason, having a solution that allowed control in all of its processes on real-time, meant an enormous benefit to the company.

"Epicor has a great value in being service-oriented and attending the needs of the different kind of business that Grand Hyatt Santiago manages, including housing, food and beverages, and productive units such as kitchens where our volume of supplies acquisition is huge. Those were the main characteristics we were looking for in a solution, and that was what exactly what Epicor gave us," Cerutti said.

At the Grand Hyatt Santiago, Epicor iScala was implemented as an accounting back office solution, as well as the solution for keeping strict inventory and purchase acquisition control. In parallel, the company implemented other systems for front desk, room and restaurant booking. Thanks to the Epicor flexibility it is possible to consolidate information from the different areas and deliver consistent and reliable reports. In Cerutti words, "one of the main characteristics Epicor has is ability to easily generate interfaces with other systems. It is seamless and easy to adapt."

In addition to flexibility, Cerutti emphasizes other attributes that made Epicor the Grand Hyatt Santiago's current solution. "Epicor has a worldwide support structure that offers immediate assistance whenever we face any unexpected difficulties with the system," explained Cerutti. "This, added to a solid and stable technology of the solution, is vital for us in order to have a support center line available 24 hours a day to solve the most diverse situations, in a business that never sleeps," he said.

The benefits of a safe gamble

When implementing the Epicor enterprise system, Grand Hyatt Santiago found additional benefits compared with those that the

previous proprietary software offered. But the implementation of Epicor was done step by step, proving its integration ability with other systems, until it reached the point where the company achieved a 'harmonic coexistence' between the Epicor solution, the proprietary software and other systems. That was a test which Epicor passed with honors. "It was very reassuring to see the Epicor solution communicating easily with other systems. It was an unusual implementation, where not everything was done once, but in stages, and having the additional complexity of doing the interfaces twice. However, we found a seamless solution that interacts with other systems and that also is easy to monitor, visualize, and correct. Epicor has simplified our life," Cerutti recognized.

On the other hand, Epicor has also been very useful as an inventory management solution. As a result, Grand Hyatt Santiago achieved a reduction in response time as well drastic waste reduction. "With Epicor we reduced the process times by 30 percent. In addition, this solution delivers us the precise tools to improve inventory rotation and stock management, which today is 20 percent more efficient, thanks to Epicor. This is where we clearly notice the productivity improvement, in the efficiency of the processes, because the Epicor solution has precise functions to help in these tasks," emphasized Cerutti.

Thanks to Epicor, Grand Hyatt Santiago delivers excellent service 24 hours a day, 365 days of the year. "Having on time, precise information allows us to position the company in the market in the correct way to achieve the results we are looking for," he concluded.

About Epicor

Epicor Software Corporation drives business growth. We provide flexible, industry-specific software that is designed around the needs of our manufacturing, distribution, retail, and service industry customers. More than 40 years of experience with our customers' unique business processes and operational requirements is built into every solution—in the cloud or on premises. With a deep understanding of your industry, Epicor solutions spur growth while managing complexity. The result is powerful solutions that free your resources so you can grow your business. For more information, [connect with Epicor](#) or visit www.epicor.com.

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