

Garzotto Hotels & Resorts: How an Italian family reached the clouds

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min

Approximate Reading Time

Read this case study if:

- You own numerous properties in different locations
- You need to produce property/level reports remotely

Summary

Garzotto Hotels & Resorts is a hotel chain founded by the Garzotto family and operating in the Czech Republic for many years, with a portfolio of over 200 rooms in 8 hotels and apartments in Prague and Mariánské Lázně. Garzotto perfectly incarnates the Italian spirit of attention to detail. This is why, in 2014, the group initiated a competitive tendering process to update its technology solutions.

Help!

We want to be able to
work remotely from
the cloud!

Challenges

Back then, the lack of flexibility of its previous tech providers became unsustainable: moreover, the shift to the cloud was proving difficult and expensive. The former providers were supplying technology and infrastructures for both rooms and the F&B departments, locking the family up within an inflexible, monolithic system. The PMS-channel manager integration, for example, proved to be so difficult that the Garzottos had to find workarounds to balance the technological limitations. Unique property-level reporting, moreover, was extremely laborious to extrapolate, and impossible to do remotely, a problem particularly felt by Mr. Alessandro Garzotto, the CEO of the group, living abroad in the Czech Republic.

Some of the challenges Garzotto Hotels & Resorts faced:

- migrating their old systems to the cloud has proven expensive and difficult
- remote work was virtually impossible

Solutions

HOTELTIME SOLUTIONS PMS (HotelTime) and POS (Vento) configuration started in early 2015 to be fully operational by the beginning of the new season. HOTELTIME SOLUTIONS provided Mr. Garzotto with a detailed system implementation, a "roadmap to the future", including a timetable for each stage of system setup, data synch, and deployment. To help with the transition, members of the HotelTime Solutions team organized a series of in-house staff training courses. Kristýna Polednová, Garzotto's S&R Manager, supervised the whole process: coordinating with all the outlets, scheduling sessions, participating in every meeting, and providing information to streamline the new processes.

Going above and beyond: What did HOTELTIME SOLUTIONS do differently?

- A cloud-based solution with real-time data available from anywhere.
- Speeding up the process of posting tax documents, thanks to daily accounting reports automatically generated and entered into the accounting software.
- Four years after the original implementation, the cooperation between HOTELTIME SOLUTIONS and Garzotto Hotels & Resorts is still very successful: HOTELTIME SOLUTIONS has been adopted by the recently-opened Garzotto hotel in Prague.
- Hardware and IT management cost reduction.

The Results

The implementation was a success, and Garzotto Hotels & Resorts started working with the new systems in April, just four months after the project's launch.

Amongst the key features requested by the group, HOTELTIME SOLUTIONS accomplished:

1. HotelTime PMS implementation: hotel and reception property management system for centralised management of individual operations through multi-property solutions.
2. Vento POS implementation: cash and storage system for the two hotels in Mariánské Lázně and breakfast/banqueting modules for all the remaining properties.
3. Libero implementation: SPA system for controlling the processing.
4. XML-interface to a new channel manager system, including brand.com integration, allowing faster processing of reservations through two-way integration to D-EDGE channel manager.
5. API to CRM system and interface to interlocking systems.

Testimonials

"We very much appreciate the working relationship we have with HotelTime Solutions. It enhances our operations with its products and services. The product is user-friendly and flexible, and their support is always helpful and efficient. In short, HOTELTIME SOLUTIONS is our partner who always has time for our hotels."

~ Alessandro Garzotto ~ Owner

"Choosing HotelTime Solutions proved to be the best decision our company could have made."

~ Jana Lanyova ~ General Manager