

Pan-European Shared Services Centre and Reservations Contact Centre Implementation

The Mission

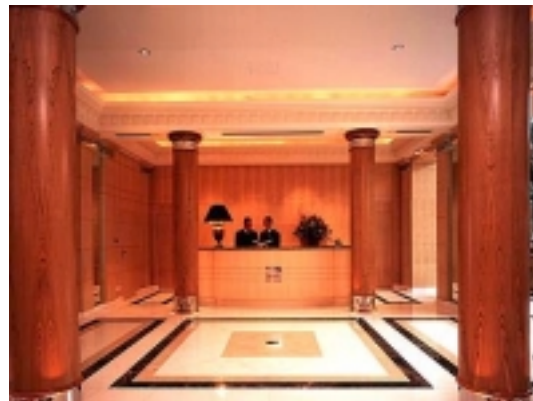
Following the successful implementation of a Shared Services Centre for their German hotels in 1997, Hyatt International decided to relocate and expand the center to cover hotels in other parts of Europe.

The Solution

- Biko Technologies project managed the new implementation located in Mainz, Germany, after a successful implementation of the Pan-Pacific Shared Services Centre in Melbourne.
- The center comprises a 40-seat contact center as well as accommodating 20 finance, information systems and other support staff.
- The center handles reservations callers from 13 countries comprising English, French, Italian, German and Spanish speakers.
- The assignment involved a turn-key approach including assistance with site selection and space planning, selection of key technologies and vendors, staffing requirements, telephony to handle multiple languages and management of the project capital expenditure budget and critical path.

The Result

- Hyatt's Pan-European Shared Services Centre opened on schedule and below budget.
- The Mainz center has successfully expanded to seamlessly cover the region with calls routed to customer service agents based upon the caller's origin.



Lobby of Hyatt Regency Paris-Madeleine

The Customer

“With the experience of a successful implementation in Melbourne, Australia we again engaged Biko Technologies to manage this important project for us in Europe.

Once more, Biko's diligent management and project communication ensured a successful on time, on budget implementation.”

*Mr Gebhard Rainer
Vice President, Hotel Finance and Technology
Hyatt International Corporation.*

Pan-European Shared Services Centre and Reservations Contact Centre Implementation

Hyatt International Corporation is a leading global hotel management company operating 85 hotels in 39 countries under the Grand Hyatt, Park Hyatt and Hyatt Regency brands. Hyatt Hotels Corporation, a sister company, manages 120 hotels throughout North America and the Caribbean.

Hyatt International needed to relocate and expand their existing German shared services center to become a Pan-European Shared Services Centre providing reservations, finance, information systems and other support functions for their hotels in the region.

As part of the same implementation, Hyatt needed to implement a new accounting system to its French hotels as well as a major upgrade to its worldwide central reservations system.

Having delivered a successful project in Melbourne Australia, Biko Technologies were again contracted to project manage the European implementation.

The balancing act

Biko Technologies' role comprised comprehensive project management including playing a key role in;

- Site Selection and space planning
- Office layout / design
- Determining Manning Requirements
- Contact center staff recruitment & training
- Wide Area Network selection
- Telephony systems selection
- IT Infrastructure planning
- Transition planning
- Advice on business processes
- Implementation planning

In addition to the technical management of the project, Biko Technologies also managed the project budget and expenditure and kept key management informed on expenditure commitments.

Communication

Given the complexity of the project, frequent communication was required with key staff at hotels, national level, regional and corporate levels across the globe.

This was achieved through management meetings, regular global conference calls and project status updates. A critical path was developed, updated and distributed to all key players frequently.

On time, under budget

The project was delivered on time and within the agreed capital expense budget.

Realising the benefits

In addition to the smooth transition and expansion from the previous facility, Hyatt now enjoy new practical facilities such as a spacious break room for customer service agents, well equipped training facilities and state of the art telephony systems. Economies of scale, increased targeted focus on up-selling and call conversions as well as re-designed processes and workflows resulted in measurable financial benefits to the participating hotels.

Biko Technologies – Sydney

Revlon Building
12 Julius Ave
North Ryde
NSW 2113
Australia

Ph: +61.2.9889 4324
Fax: +61.2.9475 4162

Biko Technologies – Atlanta

600 Northpark Town Center
Suite 1700
1200 Abernathy Road
Atlanta, GA 30328
United States of America

Ph: +1.770.569.2690
Fax: +1.770.234.4295