

# STUDY: HOTELS WITHOUT PAPER WOULD SAVE 19% OF TIME



Being paperless in operational tasks in hotels could reduce an average of up to 19% the time spent on facilities management, according to "eDocAssistant: The hotel run without paper," a study conducted by the Instituto Tecnológico Hotelero, Artiem Fresh People Hotels and Altia.

The eDocAssistant software automates and stores the information generated from the hotel (reservations, invoices, payment cards, and bank statements), unifying their formats and reducing the costs associated with managing this type of information, which can reduce the time the team dedicates to the operational management of the hotel.

According to the study, conducted between January 2012 and May 2013 in three hotels of the Chani Artiem Fresh People Hotels, **a paperless hotel management would optimize the working hours of booking staff, reception, and administration as well as dedicate them to more profitable tasks.**

The main advantages of the tool are the maximization of production and process optimization, cost savings, especially in office supplies and consumables, and reduced environmental impact.

EDocAssistant software, developed entirely in Spain, is a cloud solution that can read, process, and export the information in the organization's incoming documents in all formats and from all sources (email, document folder, and extranet), while it can share both information and management documents across the organization.

Artiem Fresh People is the first chain in Spain, which thanks to eDocAssistant software, is managed entirely paperless, thus increasing their productivity, branding, and customer and employee satisfaction.

With the improvement of the work environment, it has been recognized this year as one of the 50 best companies to work for in Spain, according to the index 'Great Place to Work'.

**The hotel managed to save about 6,000 hours a year regarding time spent on operational tasks, equivalent to a cost reduction of 113,000 euros per year.**

In addition, between 2010 and 2012, customer satisfaction increased by 4.5% compared to the maximum score, and all users of the system recognized the substantial improvement in productivity and flexibility in their work and improvement in communication between departments.

EDocAssistant tool also helped improve the overall sustainability of the hotel. Establishments reduced their carbon footprint through reduced emissions due to not using 40,000 sheets of paper per year.

Additionally, the chain has managed to save \$4,000 a year on consumables (paper, printer ink, and stamps) and to reuse space previously allocated for documents.

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