



## Sodexo Streamlines Service and Profits with Optii

In Australia, Sodexo manages the housekeeping operations of 6 international hotels operating under the umbrella of the Intercontinental Hotels Group. Prior to committing to Optii in all hotels, an initial pilot was concluded with impressive results.

Summarizing the experience, Sodexo's management says: *"The overall performance of Optii delivered savings of 4 hours per day in management reporting and planning, 3 hours coordination time and 4-5 minutes per cleaned room. The system enabled us to manage our staff to a clearly defined performance level, helping to recognise star and poor performers. This resulted in an improvement in performance from our staff, ultimately delivering greater management respect and integrity from the team and a tangible change in culture towards the positive."*

### The Challenge:

As a service provider, Sodexo's business model is reliant upon two pillars: Delivery of highest-quality services and effectively managing their personnel's productivity. In a housekeeping environment, this means managing a remote and spread-out workforce and therefore makes the operation's core business the key challenge. *"The nature of the work we do means we are often unaware of our staff's whereabouts; it is difficult to coordinate their movements and understand accurate progress in real time. We know this results in a considerable amount of lost time every day."* says Steven Spurgin, General Manager Hospitality for Sodexo. *"Yet our business relies on managing our staff effectively in order to deliver exceptional results to our clients: Rooms that are spotless and available early for arriving guests. From a management perspective, we lack the critical information that allows us, in real time, to identify areas of improvement, to pinpoint strategies that address these and to measure the effectiveness of their implementation."*

### The Solution:

*"It was immediately obvious to us that Optii Solutions knows the housekeeping business and has provided a solution that addresses many of the anomalies of this huge department in hotels."* adds Mr. Spurgin. Optii enables managers to view and control their housekeeping operation in real-time and delivers insights and benchmarks to assist operators in streamlining performance. Its high degree of automation means that management overhead is focused on delivering results and efficiencies.

### Results:

Within two months, Optii has delivered results that were previously unthinkable. *"Our productivity per room has improved by 18%,"* says Mr. Spurgin. *"Our organization prides itself on efficiency and this was way beyond our wildest expectations. It enabled us to make multiple changes to our operation."*

The increased productivity contributed not only to the payroll, but also left its mark on the rest of the hotel, *"Clean rooms are now available to new arrivals well in time, reducing stress to the entire hotel operation and directly impacting guest satisfaction."*

*"We operate without coordinators in the office and our supervisors now manage the entire operation from the floors. There is no need to return to the office for updated reports, our supervisors are in control at all times and have full visibility over room attendants from wherever they are. Optii delivers us extensive metrics that enable our housekeeping managers to focus on defined targets that can be clearly quantified and measured."*

Sodexo's regional management team travel frequently and need to stay on top of the individual hotel operations from wherever they are. Being hosted in the cloud meant that Optii was not only easy to implement without placing onerous time requirements on the hotel's IT staff, but also Sodexo is currently in the process of installing Optii into all other hotels in the Pacific Region.

### About Sodexo in Australia

Sodexo in Australia employs a diverse workforce of over 4,000 employees and delivers a unique array of over 100 integrated services lines including: catering, facilities management, concierge services, security, asset management and hospitality services, in the following segments: corporate, seniors, education and resources both on and off shore.

### About Sodexo

Founded in 1966 in Marseille by Pierre Bellon, Sodexo is the global leader in services that improve Quality of Life, an essential factor in individual and organizational performance. Operating in 80 countries, Sodexo serves 75 million consumers each day through its unique combination of On-site Services, Benefits and Rewards Services and Personal and Home Services. Through its more provides managers with the ability to oversee operational performance from the road. than 100 services, Sodexo provides clients an integrated offering developed over more than 45 years of experience: from reception, maintenance and cleaning, to foodservices and facilities and equipment management; from Meal Pass, Gift Pass and Mobility Pass benefits for employees to in-home assistance and concierge services. Sodexo's success and performance are founded on its independence, its business and financial model and its ability to continuously develop and engage its 428,000 employees throughout the world.