

Las Vegas Paperless SolutionsSM

lvpaperless.com
info@lvpaperless.com
702-987-3331

Partner with:



How DocSTAR Helps A Hotel Get a Handle On Paperwork & Save Money:

Customer Profile

A 250 room Hotel with strong occupancy, and mounting paperwork.

Application

The Hotel can use DocSTAR to scan and file paperwork as it comes in, including guest folios, correspondence, vendor invoices, Human Resource files, and other items. Electronic files such as purchase orders, billings, correspondence and spreadsheets are also filed in DocSTAR in native format. Front desk managers have staff scan and electronically file credit cards and ID cards on check in, folios on check out, and night audit reports as generated. Accounting functions similarly scans and e-files incoming paper and paper generated internally as received, and native e-files as generated. Human Resources likewise scans and e-files all paperwork relating to as received, along with its own native e-files. All DocSTAR-filed documents are immediately accessible by managers and authorized staff on-site or remotely from anywhere via the Internet using unique logins and passwords.

The Problems

The typical Hotel has problems with Front Desk folio storage and retrieval; it wastes valuable office space to store, valuable staff time to retrieve, and revenue when supporting documents can't be timely found. Every business, Hotels included, spend too much in paper costs, staff time and office space shuffling paper in their Accounting and Human Resources departments. Failure to properly store, secure and retrieve documents increasingly subjects the Hotel to compliance fines and penalties. Gossip over an insecure employee medical file can generate HIPPA fines as well as a civil lawsuit. The new "GLBA" Act imposes stringent security requirements on guest credit card information, and penalties for non-compliance. Missing paperwork creates guest service delays and dissatisfaction, takes valuable staff time to search and correct problems, and negatively impacts the bottom line. Even efficiently-run paper systems have substantial "hard paper" costs (toner, paper, maintenance charges) and hidden labor costs built in—and don't forget the slow time and high delivery costs to move paper. The Hotel wants a more cost-effective method to file items securely in a way that they can be efficiently retrieved, and wants to cut the time and cost of document delivery.

The Solution and The Benefits

The Hotel will get a handle on its paperwork with DocSTAR. The time to scan and file images is less than the time to file paper—with no file storage. There is no worry about losing files, or tracking down who has the file checked out (or just stuck in a desk). Nor is there any confusion about finding the latest version of a document. Scanned files are always there, and give staff quicker access to files, with multiple search options and instant delivery through their computers even from remote locations. Questions are answered in the first phone call.

This is true not only on site, but from any remote location with Internet access. Management and authorized staff can remotely access and deliver files at any time from anywhere. This enables increased direction and work productivity from manager review of the readily available imaged documents.

In addition to the storage space and labor savings and ability to increase revenue by doing more work with less staff and getting additional business from improved guest satisfaction, the DocSTAR system significantly reduces hard paper and delivery costs. As is typical in many applications, the cost of the DocSTAR system has a short payback, and continues producing an ROI that may well exceed any other investment. In fact, with the 100% financing DocSTAR offers, cash flow can be positive from Day-1.