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WORLDHOTELS™
COLLECTION

Integration of Robotic Process Automation at World Hotels for Event Management

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Project Overview

Goal:

Utilize robotic process automation to streamline the event management system

High Level Objectives:

- Invest in the RPA implementation by BluePrism
- Implement scalable RPA for Event Management system in Royal Park Hotel, Detroit, Michigan, USA with help of Hotel Manager, Nikki Platenik
- Improve productivity of the system as well staff

Product Deliverables

Product Deliverables

- Automate the steps involved in the event management for Royal Park Hotel, Detroit, MI
- Automate the entries into accounting, customer relationship, event calendar, room reservation, and loyalty points systems
- Automate the operations related to information transfer involved in accounting, customer relationship, event calendar, room reservation, and loyalty points systems
- Handle the changes and last-minute updates with ease

Process Deliverables

Process Deliverables

- Project overview presentation for the executive group and Board of Directors by November 9th, 2018
- Project Plan and Budget with an estimate to be approved by the VP of IT by November 18th, 2018
- Review financial details and final project plan on December 1st, 2018
- Approval on cost and Staff assignment Plan
- In case of changes in the project plan, revise the project plan and start implementation on January 15th, 2019
- Identify risks and issues involved in the process and prepare risk mitigation plans
- Prepare a Preliminary Work Breakdown Structure defining tasks and steps involved in the process
- Get approvals from key stakeholders
- Project meeting schedules and communication platform to share project information
- Project reviews at intervals and project progress reports
- Quality management reports with details of test scripts, issues found during testing and resolutions
- User training and initial setup by from Blue Prism's professional services team. Schedule staff training in advance to the actual implementation
- Final Reports and Closing Procedures

Project Vision & Mission

Company Mission:

Offer business and leisure travelers' easy access to a wide range of accommodation options with a strong emphasis on hotels of luxury and lifestyle

Impact on Employees:

- Reduce time and efforts to perform data entries in various systems
- Reduced human intervention for basic processes

Impact on Customer:

- Faster response
- Reduced errors
- Reduced delays

Technology Outcomes

- Old event management system to be replaced with new system with RPA implementation by BluePrism
- BluePrism technology will be configured to automate entries into the accounting, customer relationship, event calendar, room reservation and loyalty points systems, and each event requires numerous operations of taking information in and out of each of these systems to make an event work

Scheduling Assumptions & Constraints

Assumptions:

- The RPA implementation has to be scalable so as to be implemented to other hotels after this project
- The exact requirements and scope of the project has to be defined
- A standardized communicate plan is needed to connect with teams of World Hotel and BluePrism
- Risks associated with the project have to be analyzed and mitigation plans have to be in-place before implementation
- A backup of data and processes needs to be stored in a secure system before implementation of RPA
- Mandatory trainings and Q&A sessions for the staff needs to be organized until the staff get's used to the new system

Constraints:

- Project Plan and Budget with an estimate to be approval by November 18th, 2018
- Review financial details and final project plan on December 1st, 2018
- Start project implementation on January 15th, 2019

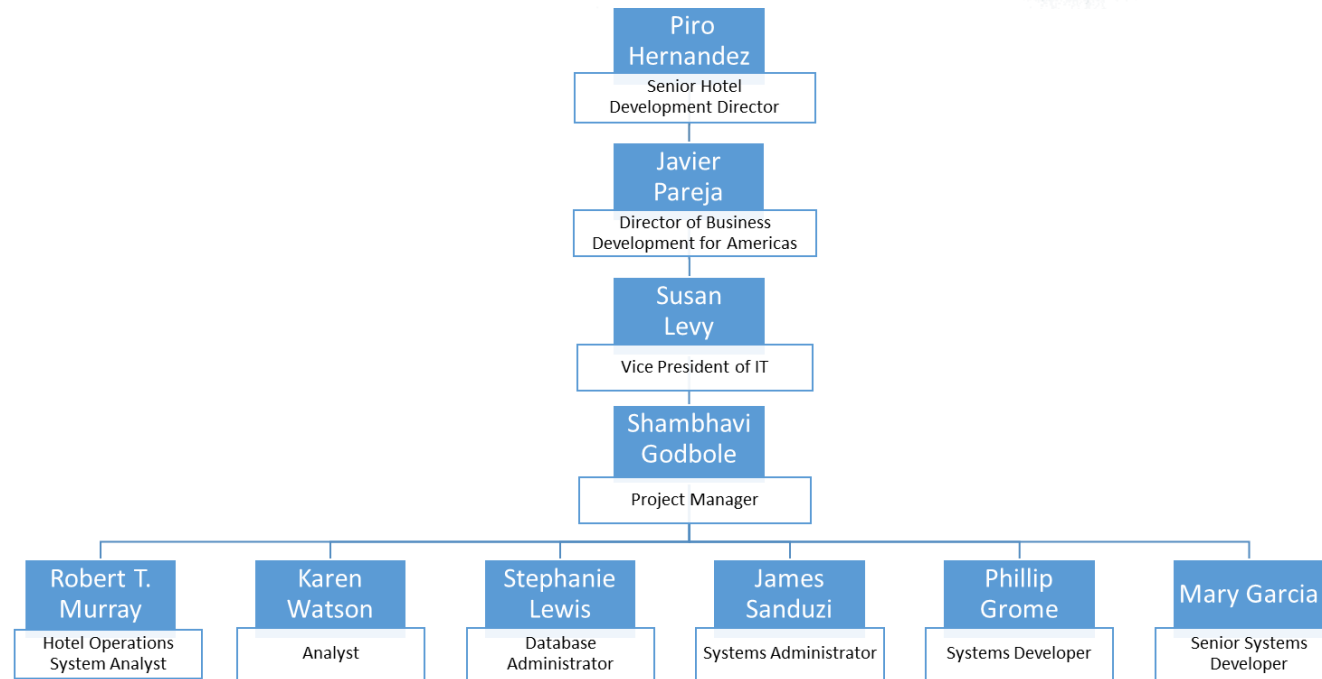
Project Stages



Quality Planning, Quality Assurance and Quality Control Approaches

- Weekly meetings with individual functional teams to monitor and record progress of the specific functional area
- Cross-functional team meetings as required for the integrated modules being implemented
- Test and review each module and product deliverable before deployment
- Change control procedures through sequential authority approval
- Periodic progress reports and updates for the Board and stakeholders on completion of project milestones

Executive Involvement



Executive Involvement

- Susan, Javier and the Finance team to finalize the project budget and Financial analysis report requirements
- Shambhavi Godbole and Robert T. Murray (BluePrism Analyst) to meet Royal Park Hotel Manager, Nikki Platenik to discuss the project implementation



Thank You



Questions?