



isolutions

Hotellerie Suisse

«isolutions has impressively demonstrated the potential of the Power Platform to us. Thanks to the targeted integration of different systems, we were able to digitize the process end-to-end, from the application to the booking and as well the payment to our members.»

Roman Schmidt, Head of Digital Development

As the industry's competence center, HotellerieSuisse has represented the interests of Switzerland's lodging establishments since 1882. Its more than 3'000 members are committed to a quality-oriented, forward-looking and sustainable lodging industry. As the umbrella organization of 13 regional business associations, HotellerieSuisse is present in all parts of the country and language regions and employs around 100 people.

 **HotellerieSuisse**

HotellerieSuisse needed a functioning solution promptly. isolutions supported HotellerieSuisse in digitizing the application process and successfully implement the project in a very short time.

Initial situation

The members of HotellerieSuisse are heavily burdened by the Corona crisis. As a sign of support, HotellerieSuisse is paying financial compensation to around 2'000 members who continue to train apprentices during the crisis. The application for

compensation should be as simple and efficient as possible. For this reason, HotellerieSuisse opted for a digital overall process – from recording to payment.

Solution

Microsoft Dynamics 365 Sales and a hotel database developed in-house served as the data basis for the process. The members can enter the necessary data via Microsoft Forms (number of learners, account details). Via Power Automate Workflow, this data is compared with the database and supplemented with further information. This results in a

credit document that is automatically sent to the applicant, who can check it for correctness and approve it. After successful confirmation, all details are transferred directly to the ERP system, thus automating bookings and payments.

Benefits

- Thanks to the new intranet, employees can be informed quickly, transparently and comprehensively.
- Important management announcements can be published in a timely manner.
- The self-service approach means that the HR department receives fewer inquiries and can therefore focus on other tasks.
- Access to important documents and forms is now available to all employees and is facilitated by the powerful SharePoint search function.
- Replacing the «bulletin board» not only saves work, but also enables the timely publication of information.

6

weeks from briefing to implementation

2

completely bilingual

130

requests in the first 24 hours

Partner profile

#weshapethefuture

Founded in the civil defense cellar by three visionaries from the Bernese Oberland, isolutions has been accompanying companies into the digital future since 1999 as the largest dedicated Microsoft one-stop-shop in Switzerland. We integrate Microsoft services in a way, that adds value and has a positive change in the corporate culture.

Supported by over 200 passionate minds consisting of business and technical consultants, change makers as well as software developers, architects and cloud natives, we are driven to peak performance by our customers and their challenges. Together with customers from different industries, we build the bridge to the tech giant Microsoft. All with one goal: To create the best employee and customer experience in order to achieve competitive advantages.

Customers love our inspiring corporate culture, which is contagious. It successfully supports and overcomes organizational or technological challenges. Together with them, we shape the future of teams, products, companies and entire industries.

Locations

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