INDUSTRY
CASE
STUDY

HOSPITALITY

THE
Challenge

A multi-site hospitality group faced persistent challenges in efficiently onboarding and offboarding employees. Because of frequent staff changes, the company's paper-based HR system often led to delays in granting or removing system access, frequent data entry mistakes, and breakdowns in communication between HR and IT.

The result: onboarding and offboarding often took 24–48 hours, leaving managers frustrated by lost productivity and employees waiting for credentials. They needed more accurate, quicker, and adaptable approach to manage workforce transitions throughout all locations.

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Solution

As their **Managed Intelligence Provider (MIP)**, Simpatico transformed the company's HR workflow through intelligent automation.

Discovery & Design
Our team conducted a deep analysis of the client's onboarding and offboarding processes, mapping every manual task that caused delays and errors.

Automation & Integration
Using the client's existing Microsoft ecosystem, Simpatico built automated workflows to replace paper-based processes. Steps for user provisioning, system access, and termination were standardized and carried out instantly, guaranteeing accuracy and speed.

Business Alignment
Each automation was thoughtfully created to help the client achieve its HR goals, which included increasing compliance, cutting down on administrative burden, and providing quantifiable return on investment through consistency and time savings.
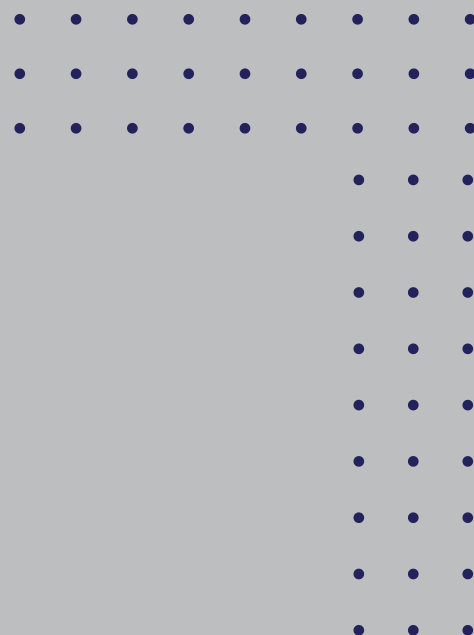
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Result

The automation reduced the time required to onboard or offboard employees from 24–48 hours to just minutes, achieving near-instant system access and deactivation.

KEY OUTCOMES

- Accuracy: Eliminated manual entry errors as well as skipped steps.
- Speed: Reduced processing time by over 95%.
- Consistency: Standardized onboarding/offboarding across all sites.
- Efficiency: HR and IT staff redeployed to higher-value initiatives.

SAVINGS & ROI

- Annual Savings: Significant reduction in administrative overhead through time saved, accuracy improvements, and reduced rework.
- ROI: Achieved within the first six months through measurable time and labor savings.

Success

The hospitality group gained a strategic partner dedicated to continuous performance improvement through Simpatico's MIP approach, in addition to an automated HR process.

Strategic Design

Reimagined HR workflows aligned with compliance and operational efficiency goals.

Automation & Scale

Streamlined employee lifecycle management for hundreds of hires and terminations per year.

Data-Driven Decisions

Delivered real-time visibility into workflow completion, accuracy rates, and time-to-provision metrics.

Ongoing Partnership

Continuous optimization ensures the automation evolves as the organization grows.

THE
Conclusion

This project is a prime example of how Simpatico's Managed Intelligence Provider (MIP) model turns routine business operations into automated, intelligent systems that yield quantifiable outcomes.

By combining strategy, automation, and ROI tracking, Simpatico helped the hospitality group achieve:

- Massive time savings by reducing processing from days to minutes.
- Increased accuracy and compliance across every location.
- Sustained cost efficiency through reduced manual workload and rework.
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Through partnership with Simpatico, the client now operates with speed, consistency, and intelligence—proving that when technology aligns with business strategy, automation becomes a driver of true operational excellence.

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