

Case Study



Background

In the fast-paced world of the hospitality industry, efficiency and adaptability are key. Solotel, with its 26 establishments in Sydney and Brisbane, found itself grappling with these challenges as they sought to optimise their operations.



SOLOTEL

Solotel is an Australian leading hospitality group in Sydney and Brisbane that manages 26 venues including restaurants, pubs, and bars, offering services such as accommodation and dining experiences.

Founded in 1986, Solotel has been an integral backdrop for great food, beverage, entertainment, music, and positive energy.

We're facilitators of cultural and social change. Fostering deeper connections between people from all walks of life. Hospitality is in our blood.

It is our family history and we see Solotel as a family of venues.



Industry:
Hospitality



Location:
Head Office – Double Bay NSW
26 Establishments



Solution:
Managed Services)

The Challenge & Opportunity

Before the implementation of OneCloudX's solution, Solotel faced significant challenges in managing their complex and customised NetSuite environment. The lack of documentation and difficulties in integrating third-party solutions posed operational inefficiencies and hindered the smooth functioning of their hospitality operations. The Solotel management team struggled to find effective resolutions for the issues encountered, impacting their ability to meet the demands and expectations of their customers.

Solotel's operational inefficiencies were magnified by the intricate nature of their third-party integrations within the NetSuite environment. The absence of clear documentation and the heavy customisation made it challenging for the team to identify, debug, and document these integrations effectively. This lack of clarity resulted in communication gaps and hindered the team's ability to fully leverage the potential of their solutions.

Solotel's management team faced the pressing challenge of maximising their use of the system and ensuring their staff had the necessary knowledge to leverage its capabilities effectively. Without comprehensive training and a clear understanding of the system's functionalities, the team struggled to achieve operational excellence and deliver seamless experiences to their customers. These challenges highlighted the critical need for a robust solution provider who could not only stabilise their system but also support and empower the Solotel team with the knowledge, skills and confidence to utilise the system to its full potential.



In Response

Recognising the urgency of Solotel's situation, OneCloudX swiftly mobilised their team of experts to analyse and understand the intricacies of Solotel's existing infrastructure. The collaborative workshops conducted by OneCloudX and Solotel management served as a platform for in-depth discussions, allowing both teams to align their understanding of the challenges at hand. Through these workshops, OneCloudX gained valuable insights into Solotel's requirements, pain points, and operational processes. This comprehensive assessment formed the foundation for developing a tailored solution that would effectively address Solotel's unique needs.

Armed with a deep understanding of Solotel's requirements, the OneCloudX team began the implementation phase. They meticulously designed and executed a strategy to stabilise Solotel's system and optimise its functionality. The technical experts from OneCloudX seamlessly integrated their Managed Services support solution, leveraging their extensive experience in the hospitality industry. By offering proactive monitoring, timely issue resolution, and continuous system optimisation, OneCloudX ensured that Solotel's operations remained smooth and uninterrupted. Their diligent efforts resulted in a more efficient and reliable system that laid the groundwork for Solotel's future success.

Throughout the implementation process, OneCloudX remained committed to transparent communication and collaboration with the Solotel team. Regular meetings, progress updates, and feedback sessions allowed for a seamless partnership between the two organisations. This open line of communication fostered trust and ensured that the implementation stayed on track, overcoming any obstacles encountered along the way. The expertise and support provided by OneCloudX allowed the Solotel team to navigate the transition smoothly, gaining confidence and empowerment in managing their systems effectively.

The Outcome

The implementation of OneCloudX's Managed Services support solution resulted in a significant and measurable outcome for Solotel. The enhanced operational efficiencies brought about by the optimised system allowed Solotel to achieve a higher level of productivity and resource utilisation. With streamlined processes and improved system usability, Solotel experienced a reduction in operational costs and increased overall profitability. The efficient management of their technology stack enabled the Solotel team to focus more on delivering exceptional hospitality experiences to their customers, resulting in heightened customer satisfaction and loyalty.

The comprehensive training provided by OneCloudX empowered the Solotel team with the knowledge and skills necessary to maximise the potential of their system. The increased proficiency in utilising the system's functionalities allowed Solotel to respond swiftly to customer needs, deliver services with greater accuracy, and enhance overall customer experiences. This improved capability to leverage their technology investment also positioned Solotel for future growth and expansion, as they had a clear understanding of their solutions and could effectively align them with their business goals and strategies.

Solotel has realised improved operational efficiencies, reduced costs, increased customer satisfaction, and stronger financial performance. With a streamlined system and a knowledgeable team, Solotel was well-equipped to navigate the dynamic landscape of the hospitality industry and continue providing exceptional experiences to their customers while driving their own business growth.

