

## Case Study: Hyatt Hotels Corporation

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- Tara Sherman, Director of Human Resources,  
Hyatt Hotels Corporation



**Type of Business:** Hotel & Restaurant Management

**Uses Web TimeSheet for:** Tracking time off balances and accruals

**Corporate Headquarters:** Chicago, Illinois

### Company Profile

There are 215 Hyatt hotels and resorts (over 90,000 rooms) in 44 countries around the world, operating under the Hyatt, Hyatt Regency, Grand Hyatt and Park Hyatt brands. Currently, there are an additional 30 Hyatt hotels and resorts under development, including 11 new hotels in China. Hyatt Corporation (domestic U.S., Canada and Caribbean hotels) and Hyatt International Corporation (international properties) are subsidiaries of Chicago-based Global Hyatt Corporation. Global Hyatt Corporation is also the owner of Hyatt Vacation Ownership, Inc. (timeshare), Hyatt Equities, L.L.C. (hotel ownership), and U.S. Franchise Systems, Inc. (which franchises Hawthorn Suites, Microtel and America's Best Inns).

With a growing portfolio of acquisitions and an expanding workforce in the hotel and resort industry, Hyatt Corporation has a reputation for offering upscale, global services to guests. A growing and prosperous Hyatt will be creating thousands of job opportunities in the coming years.

### The Challenge

Hyatt was seeking to automate the submission and approval of employee time off requests. Managers noted that in their growing organization the time off submission/approval process was inefficient with countless error-borne paper trails and manual processes that differed from department to department. A need for centralized, accurate reporting of time off became apparent.

### RESULTS SUMMARY

#### Company

Hyatt Hotels Corporation

#### Vertical Industries

Spa Resorts, Accommodation Services

#### Proven ROI

By using Web TimeOff (now Web TimeSheet Time & Attendance Edition), Hyatt:

- Could identify at-a-glance who was away, allowing for re-allocation of resources.
- Reduced processing time for submission and approval of time off, freeing their Human Resources Department for other activities.
- Was able to get reports within minutes saving them time compiling data for fiscal year end.
- Was able to save money by investing in a centralized, standard software and eliminating the need for storage of paper, ink and paper trails.

## The Solution

Hyatt chose Web TimeOff (now Web TimeSheet Time & Attendance Edition), since its e-mail notifications feature allowed submissions and approvals of time off to be automated, eliminating the need to have managers follow up with their employees for submissions and vice versa for approvals.

The overtime and validation rules that were offered in the software, reduced process and data errors in the time off that was submitted and the reporting feature gave them the accurate summary they needed on a monthly basis.

What particularly stood out to Hyatt was that it was a paperless system. No more file cabinets needed by Human Resources and extra costs in paper and ink. If they needed to go back to previous time off requests and reports, it was all there at their fingertips.

## The Results

Web TimeOff (now Web TimeSheet Time & Attendance Edition) allowed for Hyatt employees to instantly understand their balances, identify who is away at-a-glance and create a submission with one click of the mouse. Hyatt Managers could approve requests easily and can generate reports at fiscal year end in a few minutes. Hyatt Executives could rely on the comprehensive audit trails to understand the time off taken, requested, approved and rejected. The software had centralized the time off tracking needs of Hyatt Corporation and continued to meet the needs of its expanding workforce.

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