

FATTAL HOTELS CASE STUDY

# Fattal Hotels enhances operations across 38 properties with seamless Amadeus HotSOS<sup>®</sup> integration

“

The implementation process has been a great success across all our hotels. The adoption has been so smooth that we've named it the HotSOS Program; there was even an internal waitlist for hotel implementation!”

**Moshe Cohen**, Applications Trainer

## About Fattal Hotels

[Fattal Hotels](#) is a dynamic and rapidly growing international hotel group that owns and operates 300 hotels across more than 120 destinations worldwide, encompassing over 51,000 rooms. With a strong presence in 21 countries, including Germany, the UK & Ireland, Poland, Israel, Spain, the Netherlands, Austria, Italy, Greece, Cyprus, and France, the group continues to expand its global footprint across fantastic locations. Fattal Hotels offers a diverse portfolio of accommodations, featuring leading brands such as Leonardo Hotels, Leonardo Royal Hotels, NYX lifestyle hotels, and all-inclusive resorts under the Leonardo banner. Additionally, its Leonardo Limited-Edition collection showcases a selection of uniquely curated and beautifully designed hotels.



**10K+**

Orders reported via HotSOS mobile for a single property, empowering teams and adoption to flag issues while on the move

Aggregated data for a single property from January to end of September 2024

## Challenge

Fattal Hotels sought a technology partner capable of consolidating its enterprise requirements and scalability needs, while empowering its teams to successfully address pain points and deliver a high touch customer experience. The partnership would aim to:

- **Provide enterprise and property-level reporting** to set baselines and benchmarks for service delivery standards across hotels.
- **Improve transparency in decision-making** to enhance outcomes and increase team involvement.
- **Consolidate efforts and drive efficiencies** across properties by aligning front and back of house teams, fostering collaboration, and facilitating communication within a diverse workforce.
- **Facilitate onboarding and adoption** for quicker operational readiness, with an intuitive user interface (UI) that would be both easy to learn and easy to use.

**87K+**

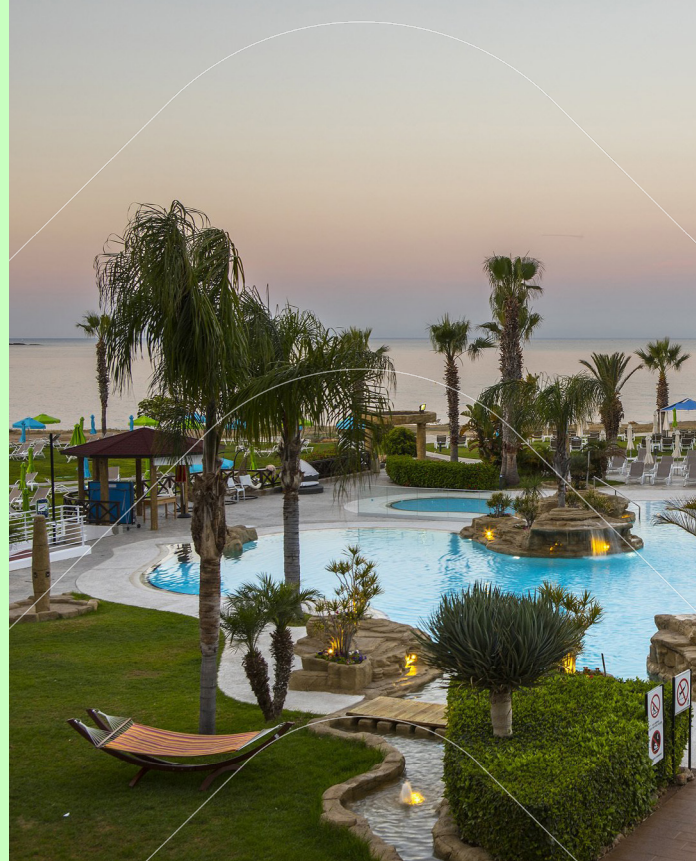
Prevented over 87K potential guest incidents\*, maintaining smooth hotel operations

\*Potential incidents are issues reported by staff in guestrooms without the guest being made aware of it. | Aggregated data across 37 properties from January to end September 2024



“HotSOS is our primary communication tool, utilized to ensure seamless communication between hotels, departments and team members. It plays a vital role in coordinating guest requests across our hotels through the service call center. With multicultural and multilingual teams, being able to receive service calls in a language that is comfortable for the staff member greatly helps improve relationships within the team and ultimately enhances the service that guests receive.”

**Moshe Cohen**, Applications Trainer

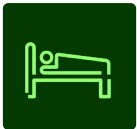


## Strategy & Recommendations

Fattal Hotels has embarked on a digital transformation, streamlining operations and empowering teams to inspire exceptional guest stays. The company has created a technological ecosystem, integrating multiple partners to enhance the guest experience. Central to this is the use of HotSOS and HotSOS Housekeeping solutions, which not only connect integrations but also drive operational efficiency, facilitate team communication, and manage guest requests across properties.

Amadeus' HotSOS solutions have been a benchmark in the industry for over 20 years.

**Fattal Hotels leverages these solutions to enhance its operational capabilities by:**



**Maximizing housekeeping efficiency**  
to turn rooms faster and boost cleanliness.



**Providing real-time control**  
with a comprehensive view of real-time statistics and status of the house.



**Optimizing equipment lifespan**  
by managing recurring preventive maintenance and equipment lifecycle management.



**Allowing for the measurement and improvement of team performance**  
with targeted reporting and group wide benchmark setting.



**Enabling cross-property and departmental collaboration and communication**  
with multi-lingual capabilities.

By leveraging HotSOS' powerful automation, work prioritization and in-depth reporting, Fattal Hotels has transformed their operations, paving the way forward for their rapidly expanding international brand.

28

HotSOS is utilized by 28 departments, including the Front Desk, Food & Beverage, Security, Concierge, IT, Spa, and many more

80%

of service orders created are dispatched through workflow automation

5K+

Saved 5K+ hours of staff time by preventing duplicated orders, optimizing workforce allocation

A testimony to how HotSOS has been fully integrated into the hotel's processes and fully adopted by team members. Aggregated data across 37 properties from January to end of September 2024

“HotSOS provides opportunities to expand our operations through integrations. These integrations allow guests to make requests via their in-room TV, through AI chatbots, and by using voice technology. These requests are streamlined through HotSOS to the appropriate teams for prompt service delivery.”

**Moshe Cohen**, Applications Trainer

30K

guest service requests routed through the Fattal App or partner integrations, streamlined through HotSOS for quick service delivery\*

\*Capturing repetitive requests & automating staff's tasks, without the need for hotel staff assistance. Streamlining interactions, to free up staff to focus on high-value activities | Aggregated data for a single property from January to end of September 2024





## Results: The hotel group's Strategy #1



**It focused on empowering decision-makers and enabling continuous improvements.**

By utilizing HotSOS, the Fattal Hotels teams have accomplished the following:

- **Data-driven decision making:** Automating reports to provide daily and monthly performance insights to anticipate resources for peak periods and adjust operations to daily/seasonal business activity level needs, while evaluating performance against group-level benchmarks.
- **Financial & staffing efficiency:** Using analytics to identify cost-saving opportunities and optimize resource allocation. Optimizing staff scheduling to forecast and decrease labor costs.
- **Operational visibility and control:** With real-time house status, reducing escalations leading to enhanced guest satisfaction.
- **Continuous improvements:** Creating targeted training programs to address common issues and refine operations.



We use the reports to gather important data on each hotel. General Managers receive information on escalations and common issues to gauge the full picture of performance. This allows us to evaluate our activities and how to improve upon them for fluidity within each hotel.”

**Moshe Cohen**, Applications Trainer



## The hotel group's Strategy #2

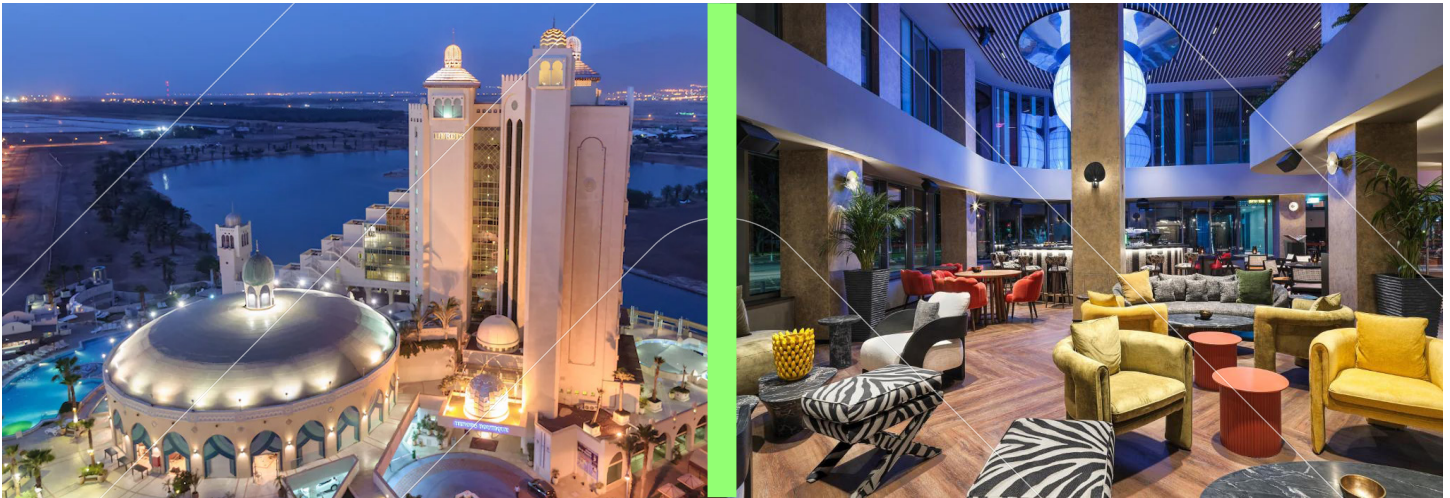


**It aimed to implement HotSOS as a part of its labor strategy to attract and retain staff.**

By leveraging Amadeus' HotSOS, the Fattal Hotels teams have accomplished the following:

- **Technology-driven engagement and employee retention:** Setting teams up for success, with even the least tech-savvy team members in mind for easy learning and use.
- **Streamlined guest request management:** Simplifying processes for recurring requests, swiftly channeling them to appropriate departments, enabling faster response times and higher guest satisfaction.
- **Facilitating cross-departmental collaboration:** Breaking language barriers with multilingual system capabilities, helping to forge team cohesion and personal pride. Fostering career development and transfer opportunities across properties, through knowledge of group-wide utilized solutions and standardization of operations.

- **Empowering teams to deliver enhanced experiences:** Providing access to guest type, VIP type, and room configuration. This contributes to timely and tailored guest service, while alleviating teams from time-consuming repetitive tasks, allowing them to repurpose time for meaningful guest interactions.
- **Comprehensive training and support:** With efficient implementation and adoption programs, incorporating pre-implementation communication, user interviews, mini testimonials, and incentivization to ensure smooth onboarding with ongoing support from Amadeus.



HotSOS plays a crucial role in keeping our employees satisfied and is integral to our labor strategy, helping maintain standards and institutional knowledge across our properties. This consistency makes it seamless for staff to transfer between hotels, ensuring they remain comfortable and efficient in their roles. Significantly contributing to the retention of team members, fostering a stable and experienced workforce.”

“We’ve had a great experience with the Amadeus partnership. They’ve put a lot of thought into all the little details, which has made a huge difference in how we operate. A major plus is that when we have challenges, I can easily follow up with their support team, and the response is quick and solution based. They also follow up post-solution implementation, making sure we’re taken care of.”

**Moshe Cohen,**  
Applications Trainer



For further information, visit  
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or speak to an Amadeus representative today.

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