

Case study

LANGHAM HOTEL – NEW YORK

The Langham Hotels and Resorts is a portfolio of luxury hotels with prime destinations and an exceptional legacy that dates back to 1865. With almost two dozen locations around the globe, selecting and implementing an ERP system that facilitated centralized reporting and analysis was crucial to efficient operations in the modern hospitality era.

The LLP Group was selected to deploy Infor SunSystems and Infor Q&A to replace a legacy application at the Langham location in New York. The new system would provide the financial team at the property a means to share 24/7 access to real-time information to facilitate data-driven recommendations and strategic decisions at the corporate level.

corporate owners. Getting the systems to communicate accurate data was crucial to better local management as well as better insight into the financial health of the property. There was plenty of historical data available, but it didn't align with the standard chart of accounts. Data mapping and tagging were key issues that needed to be addressed.

“Getting everyone on the same page with a standard chart of accounts and shared analytical dimensions.”



Challenge

The property was previously owned by another hospitality brand and using an older software package that was not in sync with the system used by the new

Approach

The most challenging part of the change for the local property was their understanding of the new corporate chart of accounts and the how to use transaction codes to provide information for the Analytical Dimensions. We helped them migrate their historical data at a granular level, mapping the old chart of accounts to the new combination Chart of Accounts and T codes for more accurate reporting and analysis.

The successful migration of historical transactions and mapping of the data ensured that the hotel's balance sheet was balanced, and we had all the detail to be able to run comparison reports and reconcile the data.

“The support we received from LLP Group was exceptional. Everyone with whom we worked was always responsive and helpful in solving any of our issues.

We were able to streamline our closing process and consistently meet deadlines. Our balance sheet reconciliation and day-to-day entries are much more accurate.”

Hannah Riches
Langham Place, Fifth Avenue

Solution

With Infor Q&A, the LLP Group was able to provide intuitive desktop applications with a familiar user experience. Users can get up and running quickly with minimal training and technical skill because the software is integrated with familiar products like Microsoft Excel.

- Quickly and efficiently create reports that highlight trends, patterns, and exceptions.
- Get dynamic, multi-language, multicurrency, business intelligence tools that are powerful, flexible, secure, easy to use, with a consistent interface throughout the software.
- The software needs minimal IT support and involvement which makes maintenance easier.

Results

Infor Q&A’s data extraction, specifically used for balance sheet reconciliation, *“has become a beautiful and sleek process, and allows for the highest level of accuracy,”* said Riches. *“Using Q&A makes everything so much faster and more efficient.”*

Riches also points out that cross training her team on each other’s processes has been extremely valuable. She helps to manage that process directly through Q&A where the data imports or extractions have all the instructions detailed on a cover sheet to make it easier for another person to complete the task.

For more information:

LLP North America

contact@na.llpgroup.com

+1 802 585 5962

About LLP Group

LLP Group provides business consulting and software services to local and international companies throughout Europe, North America and Mexico.

LLP is a reseller of Infor SunSystems, HxGN EAM, Infor EPM, Microsoft Dynamics 365, expense@work, time@work and forms@work.

Our clients include: Accor Hotels, Air BP, Alvest Equipment Services, Colonnade Insurance, Ennismore, KPMG, Menzies Aviation, MetLife, PwC, Wood & Company and others.