

We make time for Hospitality businesses.

Imagine an employee who works 24 hours a day, 7 days a week and 365 days per year. Who never takes holidays or gets sick. And who never makes a mistake.

At FD Intelligence we make time for various hospitality clients. We utilise Robotic Process Automation (or RPA), which is software that automates routine & repeatable business processes.

Why RPA?



Opportunity for significant reduction in operational cost.



Work across & interact with any PMS & wider software.

Why FD Intelligence?



Currently working with five major hotel groups.



Sister to hospitality specialists FD Hotel Accounting.

The hospitality sector is ripe for RPA with multiple systems and processes, a need for quick and accurate data and a desire that staff focus on customers not on screens. We have successfully utilised RPA to improve processes in various hospitality businesses, and see more opportunities such as:

- Reservations.
- Business bookings, for example Agent bookings or trade-shows and conferences.
- Finance, such as invoice processing, statement reconciliation & Rate loading.
- Membership management, and integration of Leisure, Spa and/or Golf systems.
- HR / people management, such as Employee onboarding/Offboarding.
- Sales & Marketing, such as Contact Centres, upselling and promotion management.
- Management Reporting, to provide regular performance reports.



Demonstrating real benefits:

- 3-9 month ROI
- Average 30% cost saving
- Reduction of 48% on tedious tasks



Which have delivered:

- Time saving & greater capacity.
- Happier employees and clients.
- Increased revenue & profit.

"In the current economic climate it is more important than ever to have the most efficient processes possible. By implementing the robotic automation of manual processes we have been able to demonstrate our ongoing commitment to efficiency as well as a tight internal control environment."

**Ian Bremner, Managing Director,
FD Hotel Accounting**

To find out more visit www.fdingelligence.co.uk.
Or to watch our hospitality video, and see our bots in action, scan this QR code:



Some more client testimonials:

“We would previously manually copy and paste web booking data from an email into our PMS. As the FDI robot now handles this for our team automatically, we can safely say it’s been a fantastic addition. Our Sales team can now focus on valuable tasks, such as speaking with guests regarding any queries, and on improving our customer satisfaction overall.

Working with FDI throughout has been a positive experience and we are continuing our relationship by reviewing all areas where automation could help us cut costs and improve service levels. As a company that is founded on the very best customer experience, we are always looking for ways to bring our offering in this area to the next level.”

**Joan Adams, Resort Sales Manager,
Crieff Hydro Hotel.**



“Within the space of just one month, the benefits of working with FD Intelligence have been noticeable. Mundane and time-consuming monthly Payroll report filing is now automated, freeing up the team to focus on other tasks. In one location alone, we have already seen time savings. Several of the team commented on the difference it made during our busy period.”

**Will Hanbury, Audit & Payroll Partner,
Bishop Fleming LLP**



“It has been great working with FD Intelligence to bring Robotic Process Automation into our business. The team approached the project from a very business perspective, truly understanding our processes by undertaking a detailed discovery process while mapping where robots could assist our team. This approach gave us confidence of the impact this would deliver and the time it would save. We’ve been delighted with the result and how we can better utilise our resources. We will continue to actively look at our other processes for automation.”

**William McMartin, Finance Director,
Alexander Ross Holdings.**

