



Wyndham Expands Business with Kryon Process Discovery™



Overview

Wyndham is the world's largest hotel franchising company, with 9,400 hotels under 20 different brand names in 80 countries. In May of 2018, Wyndham acquired the La Quinta brand. While that step enabled Wyndham to expand its market share, it presented some major challenges. Suddenly, Wyndham needed to rapidly onboard 900 hotels – requiring it to train those hotels' employees on company-wide procedures, policies, and computer systems.

After years of working with Kryon's RPA solution, Wyndham's management team was aware that robotic process automation (RPA) could in fact help them to efficiently onboard their new employees. They also knew that their first step was to decide which processes to automate – and that [Kryon Process Discovery™](#) would enable them to quickly identify their most promising opportunities for RPA.

Key Benefits

With Kryon Process Discovery, Wyndham successfully completed the onboarding process for all La Quinta hotels ahead of schedule. In addition to accelerating that process, Kryon Process Discovery enabled Wyndham to save over 674 work hours and eliminated the need to hire 500 temporary employees.



Saved more than **674** work hours



Cost saving of hiring **500** temporary employees



900 hotels onboarded smoothly, efficiently, and on time



79 processes identified, **26** of which were recommended for automation

The Challenge

Wyndham's franchise model relies heavily on a computerized property management system used by all of its Hotels to ensure a consistently high-quality customer experience. In order to successfully onboard the La Quinta Hotels that Wyndham had recently acquired, the corporation needed to train each hotel's employees to use this computer system and to adhere to company policies and procedures.

Because these 900 hotels were already open for business, it was essential to complete this onboarding process as quickly as possible. As a longtime Kryon customer (the company had already reduced its onsite training costs for new locations by **35% and saved over \$385,000 annually** with [Kryon Attended Automation](#)), Wyndham knew that RPA could help them achieve rapid results. But in order to enjoy all the benefits of RPA, first Wyndham would need to identify the right processes to automate. And management knew that the conventional, manual approach to finding these processes would be time-consuming, expensive, and vulnerable to employee bias.

"Our goal ultimately was that we wanted to decrease the overall training time without impacting the level of customer service. We wanted to reduce help desk calls – because if they're calling into our help desk, that's not a very good customer experience while you're standing there in line, waiting for them to find your reservation," says Scott Strickland, EVP and CIO at Wyndham Hotels and Resorts. "And obviously, we want to keep our costs low wherever we can, because each one of those calls that comes in is a bad experience and costs us money."





The Solution

Facing the challenge of choosing the best processes to automate, Wyndham turned to Kryon Process Discovery™ – both to streamline the onboarding of the La Quinta Hotels and to optimize the company's processes more generally. The key reasons management chose Kryon Process Discovery included the **notable savings** their team had already seen with Kryon, the **comprehensiveness** of Kryon's end-to-end suite of automation solutions, and the **speed** with which Process Discovery would allow them to find and automate processes.

To start identifying the tasks involved in onboarding the teams that run La Quinta Hotels, Kryon discovery robots ran in the background on several employees' computers during their onboarding process, recording key data on these employees' activities. This information was sent to Kryon's AI-powered analytics engine, which then identified the specific tasks involved in onboarding Wyndham's newest employees. For each identified process, Kryon Process Discovery evaluated key metrics, provided an overall recommendation level, and generated an automation workflow.

Based on the information provided by Kryon Process Discovery, Wyndham decided which processes to automate in order to optimize the onboarding of all 900 La Quinta Hotels. Its team quickly imported workflows for these processes into Kryon's RPA development studio, where they fine-tuned and tested the workflows before deploying them to Kryon robots.

"We've been able to leverage the Kryon solution to actually increase revenue across the enterprise... And I believe this is an area where other people should really be looking at."

Scott Strickland, EVP and CIO at Wyndham Hotels and Resorts

The Results

Efficient Time Savings, Cost Reductions, Revenue Lifted, and Quick TCO and ROI

900 hotels onboarded smoothly, efficiently, and on time

Following its acquisition of La Quinta, Wyndham needed to integrate 900 hotels into its worldwide network rapidly and smoothly. With Kryon Process Discovery and RPA, Wyndham accomplished this goal ahead of schedule, completing La Quinta's entire onboarding process – including full integration on six different computer systems – in just 10 months.

Wyndham eliminated the need to hire 500 temporary employees

To complete the onboarding process as quickly as possible, Wyndham needed to grow its workforce rapidly. Without Kryon Process Discovery and RPA, the company would have been forced to hire a large workforce of temporary employees. By turning to Kryon, Wyndham was able to avoid the need to create 500 temporary positions – resulting in significant savings of time and money.

Over 674 work hours saved

By empowering Wyndham to identify the onboarding tasks best suited for RPA, Kryon Process Discovery allowed the company to quickly bring the benefits of RPA to La Quinta's onboarding process. Then, Wyndham used the information provided by Process Discovery to streamline much of the work involved in training the employees of its La Quinta Hotels – saving Wyndham nearly 700 costly work hours.

79 processes identified, 26 of which are well suited for RPA

In addition to these short-term savings of time and money, Kryon Process Discovery enabled Wyndham to identify ongoing processes that are well suited for automation. In total, Process Discovery identified 79 processes, and Wyndham determined that 26 of them are suitable for RPA. As a result, Wyndham has been able to scale up its use of automation – helping to maximize its overall RPA ROI going forward.

Fast Value

33% of which are well suited for RPA



"By using Process Discovery, we were able to [ask ourselves], 'How do we bring on hotels?' And we were able to map that process out. And [Process Discovery told us that if] you automate a few of these steps, you could onboard these hotels a lot quicker... We met all of our deadlines, and we were able to improve the overall experience."

Scott Strickland, EVP and CIO at Wyndham Hotels and Resorts