



IN THE BUSINESS OF YOUR SUCCESSSM



Business Overview

Crescent Hotels & Resorts owns, manages and co-invests in hotel real estate, and is a North American recognized Top 10 independent, third-party operator of hotels and resorts. The company owns or operates 65 hotels and resorts aggregating more than 14,000 rooms in the United States, Canada and the Caribbean. The company's portfolio encompasses properties in the resort, luxury, boutique, convention and premium select-service segments under the premier hotel brands of Hilton, Marriott, Starwood, Hyatt, InterContinental, Radisson and Wyndham, as well as legendary independent hotels and resorts.

The Client

Industry: Hospitality

In business since:

In North America since 2001 and in Canada since 2009

Number of employees:

5,000 across North America and 1,000 in Canada

Location:

Corporate offices in Fairfax, Va., and Toronto, ON

Website: www.chrco.com

The challenge

As one of the top third-party independent hotel management companies, Crescent Hotels & Resorts is committed to delivering excellence in hotel operations, profitability, and guest service through a hands-on approach and practical experience. Proactively building and expanding their business in Canada, they were recently awarded management contracts for 10 hotels, adding to the two existing hotels they already manage.

"To continue to deliver first-rate service to hotel guests, we needed to ensure all of the hotels were run efficiently," says Cynthia Fuller, CHRP, Corporate Director of Human Resources Canada, Crescent Hotels & Resorts. "When we received the contracts, 10 of the hotels outsourced their payroll and two used completely different systems. To deliver payroll on time, we needed to bring all of the hotels on to one system to effectively track our 1,000 employees who work across all the locations."

Case Study





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The solution

Crescent Hotels & Resorts turned to ADP to streamline their time and attendance and payroll management.

"ADP's ezLaborManager and pay@work established a network between the hotel properties, creating efficiencies and processing consistency while providing an easy way for me to review reporting," says Ms. Fuller. "ADP helped implement the system into all 12 hotels."

The ezLaborManager time and attendance solution enables businesses to reduce labour costs and manage their labour resources more effectively. By automating routine business processes, eliminating administrative tasks, and monitoring labour activities as they happen, employers can make better business decisions that save their company money. ezLaborManager integrates with ADP payroll products.

ADP's pay@work payroll solution enables organizations to process payroll with flexibility, convenience and confidence. Payroll is processed quickly and securely, allowing employers to make more informed decisions and run their business efficiently. Payroll can be processed anytime from anywhere.

Integrating ezLaborManager and pay@work provides businesses with a cost-effective solution that ensures payroll accuracy while eliminating the redundancy of managing and paying employees.

The outcome

ADP's ezLaborManager and pay@work systems met everyone's needs, from Nancy Coccozza, Human Resources Manager, Travelodge Hotel Toronto Airport, who uses the time card report to track employees within her own hotel, to Ms. Fuller, who uses the financial report writer to verify information and report to management.

"Consolidated time management and payroll across the hotels provides better reporting and consistency throughout the organization and allows us to deliver superior operations, which first impacts our employees and then our guests," says Ms. Fuller. "The cost savings of having one system plus the easy-to-use application that cuts down on administrative time helps ensure our hotels are profitable."

Contact ADP today at 1.866.228.9675 or visit adp.ca.

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