



INNOVATORS 2021

HOW WE SURVIVED

HOSPITALITY

NOT-FOR-PROFIT

INSURANCE

Agenda



WELCOME &
INTRODUCTIONS



ANDREW BULLOCK
– 1834



DAVID SMITH –
MEALS



PETER CRESCITELLI
– MIGA



PANEL DISCUSSION



WRAP UP AND
THANKS



BRIDGEPORT

B

B

BRIDGEPORT

1834
HOTELS



KEEP LEFT




Big River
Golf and Country Club

Agenda

Who we are & what we do
Value to our customers
Our systems
Plans before COVID

Reaction to COVID
Our plans
Results

“hospitality management company”

helping maximise the profitability of:
hotels, motels, pubs and resorts

on behalf of owners and investors.

Since 2008





1834 HOTELS

about

1834 Hotels

More than management

Hospitality management company – growing sales, reducing costs and improving operational efficiencies



What We Do

For several decades, pitch decks have been one of the best ways to sell investors on your business idea. These visual presentations educate your audience about your vision.



Revenue growth

Dynamic pricing



Reporting

Daily Operating Reports



Cost reduction

Cost benchmarking & group purchasing

Systems we rely upon

Reporting



Hotel Daily Operating report 9 April 2020

	Today	Today (LY)	Today (Budget)	MTD	MTD (LY)	MTD (Budget)	YTD	YTD (LY)	YTD (Budget)
Room Statistics									
Total Rooms	170	170	170	1,530	1,530		48,280	48,110	48,280
Rooms Occupied	5	152	136	86	1,351		36,110	36,389	36,579
Rooms Out of Order	0	0	0	0	0		0	0	0
Occupancy	2.94%	89.41%	79.98%	5.62%	88.30%	-	74.79%	75.79%	75.91%
Average Daily Rate (ADR)	\$ 0.00	\$ 211.25	\$ 234.69	\$ 135.02	\$ 229.16	-	\$ 235.60	\$ 225.74	\$ 234.02
RevPAR	\$ 0.00	\$ 188.88	\$ 179.66	\$ 7.59	\$ 202.35	-	\$ 176.21	\$ 180.13	\$ 187.00
Revenue									
Room Revenue									
Accommodation	0.00	32,116.13		11,812.01	306,801.81		9,507,416.36	8,885,883.83	
	0.00	32,116.13	36,542.86	11,812.01	306,801.81	274,885.75	9,507,416.36	8,885,883.83	9,892,889.81

1834 Hotels have invested heavily into custom reporting that provides accurate and current information to react and make revenue shaping decisions.

Systems we rely upon – part 2

	Today	Today (LY)	Today (Budget)	MTD	MTD (LY)	MTD (Budget)	YTD	YTD (LY)	YTD (Budget)
Payroll									
Admin Management Other	1,199.28	3,298.87	2,137.23	8,130.91	21,319.98	19,235.10	498,835.98	627,371.81	598,288.10
Food & Beverage	298.48	2,123.27	2,848.54	1,948.98	22,799.03	25,838.88	798,925.89	779,489.17	822,817.90
Housekeeping	0.00	3,119.57	3,194.43	1,894.35	28,319.38	28,749.90	794,827.10	1,082,982.12	908,815.80
Kitchen	830.37	2,884.79	2,315.96	4,953.78	18,801.17	20,843.88	618,820.14	844,741.45	848,157.24
Maintenance	284.48	451.38	353.33	1,889.08	3,384.72	3,190.00	128,842.89	92,374.88	98,580.00
Reception/ Guest Services	1,295.08	3,438.85	3,140.73	8,915.18	30,287.90	28,288.80	823,341.54	845,289.02	879,284.80
Sales & Marketing	210.10	873.80	883.33	1,574.37	8,083.81	7,770.00	285,765.80	249,774.08	240,870.00
Total Wages	3,777.73	16,195.11	16,133.09	29,596.21	143,636.57	145,197.85	4,295,368.12	4,578,905.21	4,561,598.53

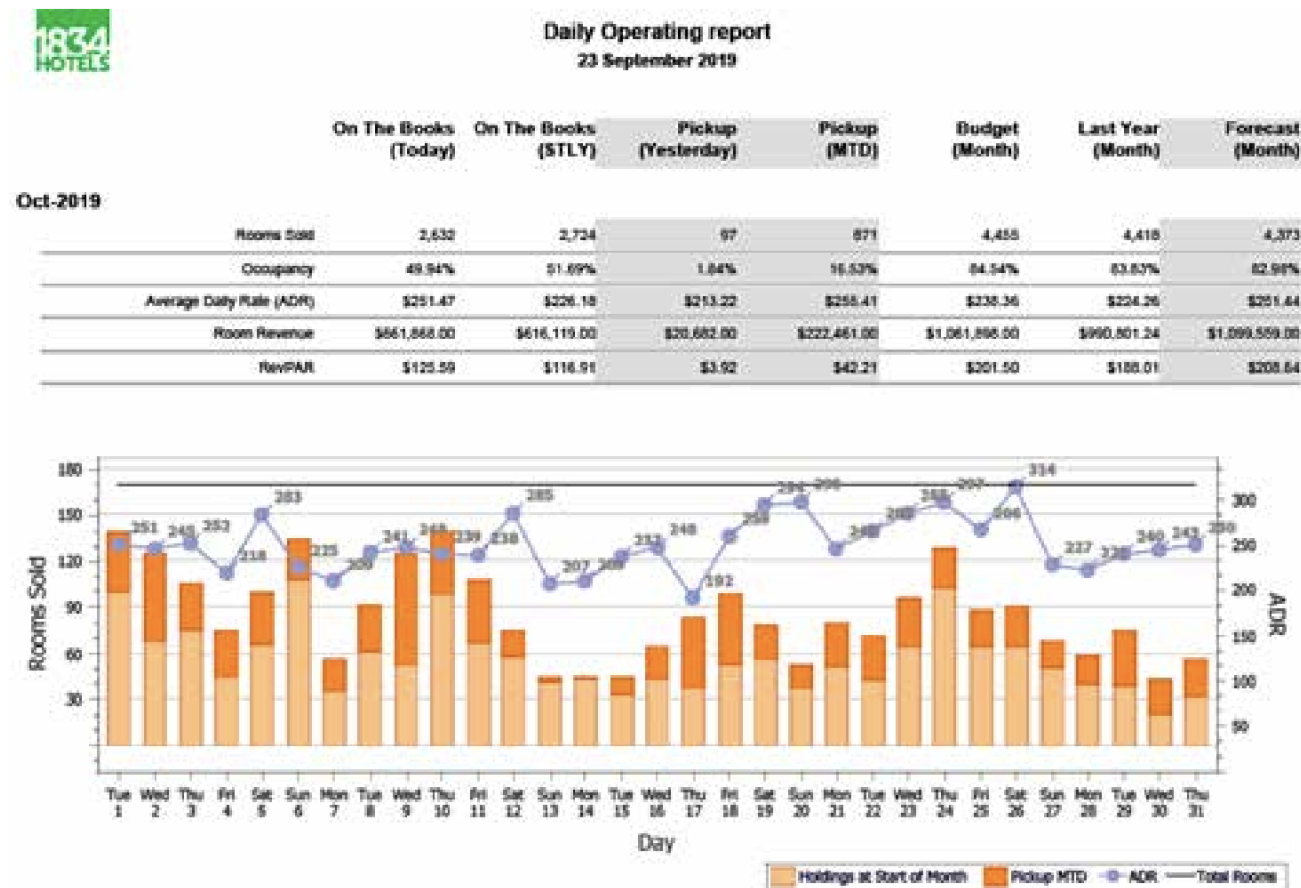
Systems we rely upon – part 3

Reporting

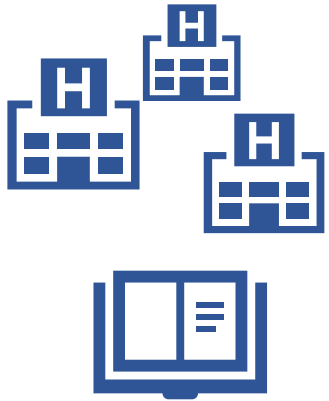
Automated daily operating reports

Data pulled from various

Property Management Systems



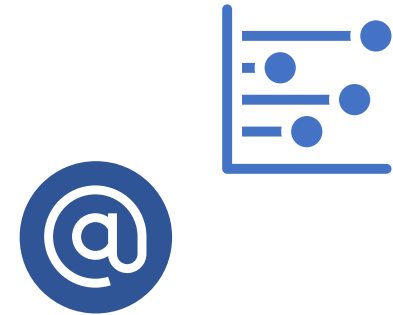
Systems architecture



bookings



data warehouse
managers' portal



Qlik Nprinting
reporting to
PDF & Excel

ORACLE[®]
HOSPITALITY

protel 

 **RMS**
The Hospitality Cloud

duetto

myob

 xero

 wageloch



Qlik 

NPrinting

Intrex

 Microsoft Azure

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Plans before COVID

- Increased growth
- Increased number of properties to manage
- Potentially a change in PMS

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POWERFUL HOTEL PROPERTY MANAGEMENT **SOFTWARE**

The preferred daily partner for over 14,000 hotels worldwide.



Reaction to
lockdown

Lockdown hits



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HOTELS

Crisis

What we were faced with

Revenue

Staff – how do we pay them?

Strategy

What to do?



Revenue would drop – what could we do?

Staff

How do we get customers – ask for Government assistance

Plan

Let's put in a new Property Management System...

- Lower occupancy, so more time to deploy a new system
- When business returns, the new system will be beneficial
- Took some guts and selling...



protel

POWERFUL
HOTEL PROPERTY
MANAGEMENT
SOFTWARE

The preferred daily partner for over 14,000 hotels worldwide.

Benefits of the change

- Self check-in
- Extended functionality
- Driven by a better customer experience

Thank you

Andrew Bullock

Meals on Wheels

David Smith

Executive Manager Corporate Services



South
Australia

Meals on Wheels

A Statewide association of 80 branches across SA

Delivering 4,300 meals a day

6,000 customers a month

7,000 volunteers

70 staff



**South
Australia**

About Meals on Wheels

Our Vision:

Well-nourished people thriving in their communities.

Our Purpose:

We support South Australians to live well by delivering nourishing meals, providing social connection and building their capacity to increase their wellbeing.



Customers

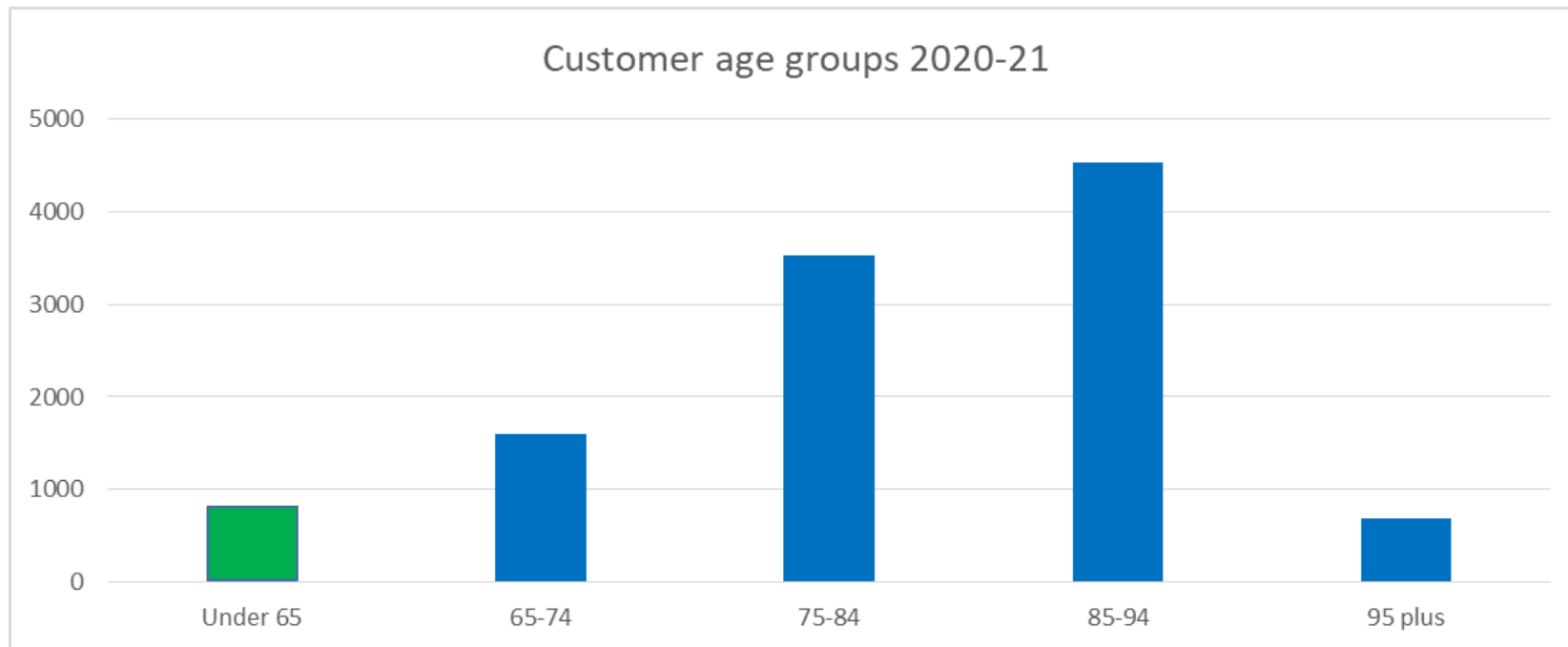
- Customers have difficulty cooking or shopping for themselves
- Many have special dietary needs
- Government support via a range of programs
- Food safety is vital in an environment with vulnerable consumers

MoWSA Profile

- Clients
- Volunteers
- Branches
 - Remote
 - No office and services
- Business challenges
- History and tradition



Who is using our services?





Meal supply

- Fresh cook kitchens
- Country Hospitals
- Cook chill facility
 - Central production
 - Special meals
 - Frozen meals
 - Contingency





- Autonomy of branches
- Users- high number low frequency
- Variable ICT understanding of ICT hygiene
- End user devices “in the wild”
- Itinerant workers – branches without an office

Business challenges



Processes and structures no longer optimal



Financial structure and autonomy

80 branch bank accounts and cheque books

Duplication of data entry

Quarterly reconciliation and combining of financials

Lag in availability of financial performance data



Range of ICT confidence across mixed workforce

Average age of volunteers 75

The plans were set

2019/20 saw the construction and commissioning of a key operational asset – our combined cook chill production facility and corporate office at 80-84 Sir Donald Bradman Drive, Hilton.

This project was many years in the planning and was fully funded with capital reserves which had been stewarded for many years for this essential project.

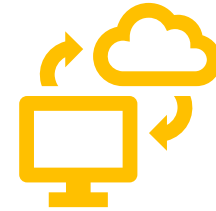
The show must go on...



**Key objectives for 2019/2020
needed to be met.**



**Move into the new consolidated
facility**



Implement IT initiatives:

Move IT infrastructure to the cloud / data centre
Deploy Cybersecurity measures
Streamline branch financial model.

Cyber Security

- Application control
- SD WAN



Cybersecurity initiatives

- Application control
 - Prevents unauthorized software from installation / running
 - Prevents malware & crypto
 - Part of the Govt's essential 8 security model
- Cisco Meraki SD WAN
 - Benefits:
 - Work from home securely
 - All traffic is filtered centrally
 - Protects the network
 - Simplified office move



Benefits of an SD-WAN

- Simplified connectivity for branches and remote workforce with a carrier agnostic solution
- Real time monitoring of network health across all branches, data-centres and central office
- Centralised security with cloud managed firmware updates and security signature rules
- Templates for fast, secure, consistent network deployment



Example project – centralisation of payments

- Branches historically very autonomous
- Duplication of effort and inefficient flow of money
- Strong sense of local ownership and pride
- Time consuming and delayed reporting

Example project – centralisation of payments

- Branches need to order, receive and authorize goods for payment
- Meals on Wheels depends on volunteers to deliver meals to customers
- When volunteers use their own vehicles – they are reimbursed



Driver reimbursement

1. reimburse volunteers that deliver meals - was manually handled with spreadsheets.
2. was being done in-consistently.
3. was flagged as a high risk for fraud, various fraud mechanisms
4. added a process in M-Files, so that the volunteers were validated. That information went from M-Files into Intrexx. Used M-Files to store the volunteer forms securely. This information updates Intrexx.
5. Generate a monthly record for the volunteer drivers - which is submitted.
6. Once submitted an estimate of what their reimbursement should be.
7. Generates an ABA file which gets uploaded to the bank.

Interesting things that came out of this:

1. Added the ability to get a non-validated volunteer - eg: Lions club etc.
2. People start but haven't gone through the validation mechanism.
3. How to handle that people must be paid, but there are no details.
4. Provided a report so that they can generate a donation receipt. Some don't take the reimbursement, they donate it back, so that it could be used as a tax deduction.



Status

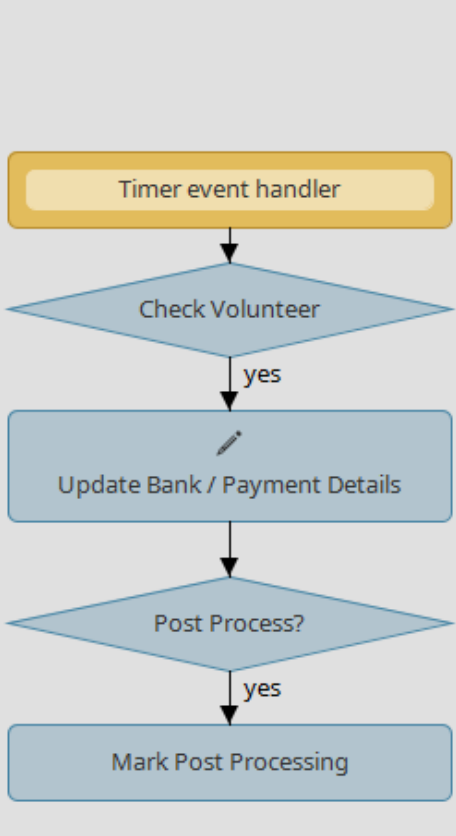
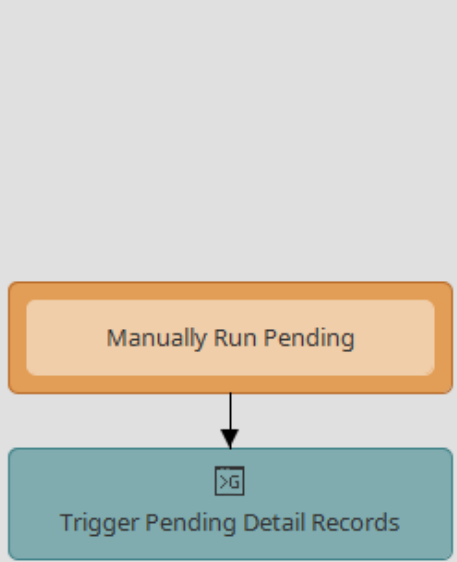
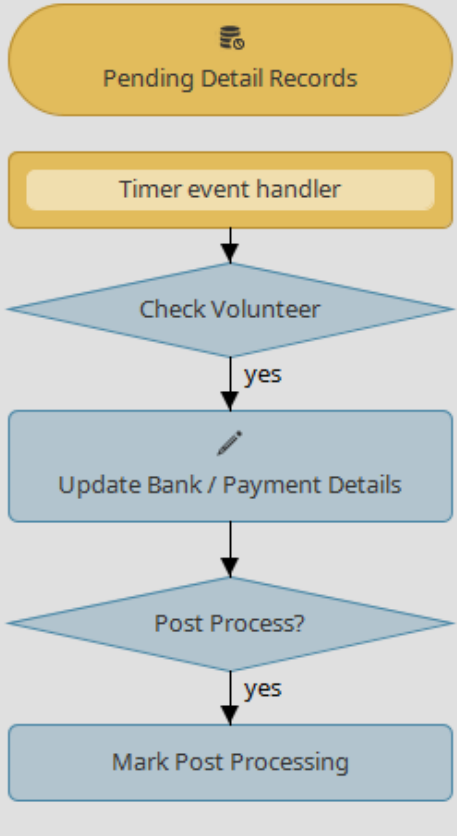
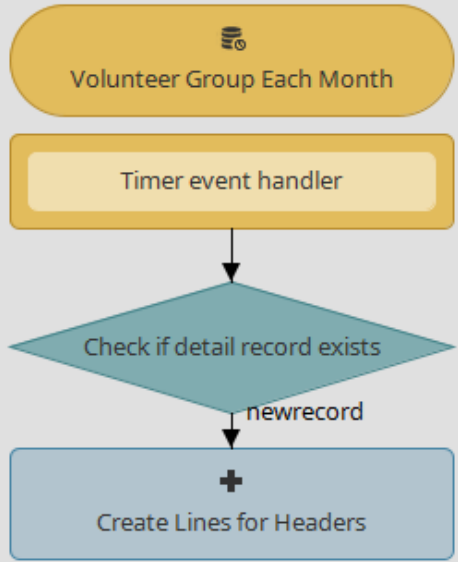
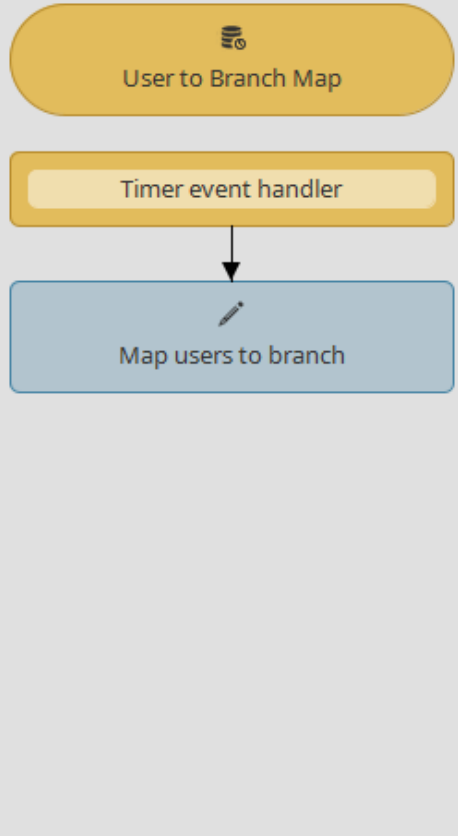
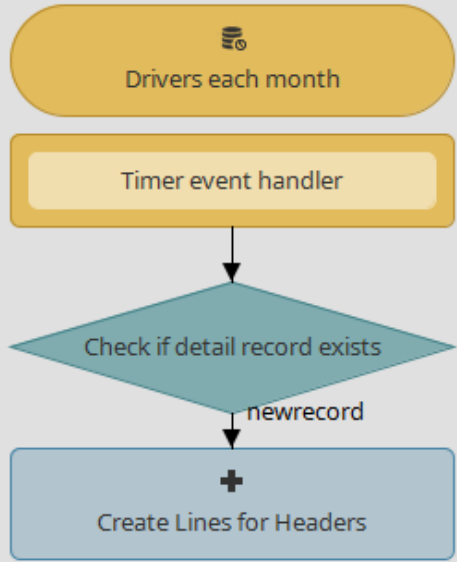
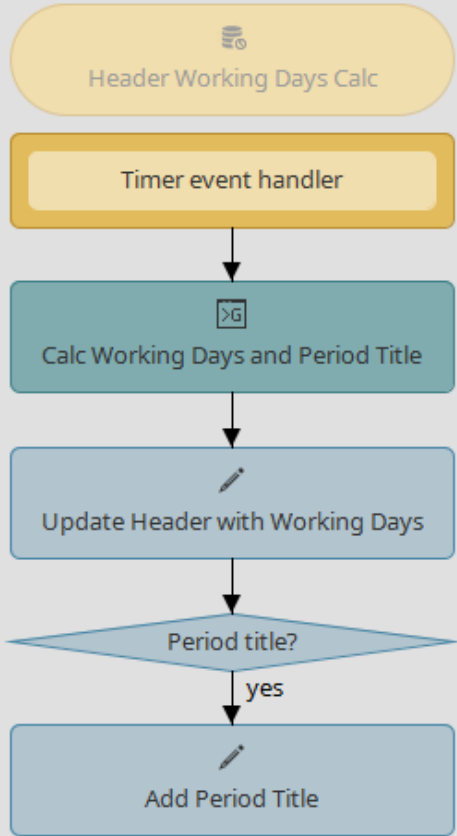
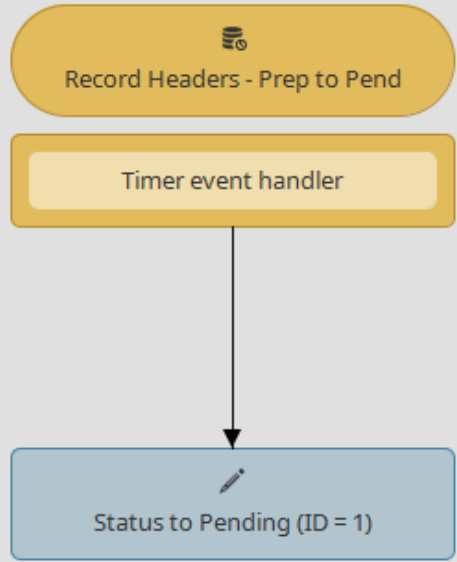
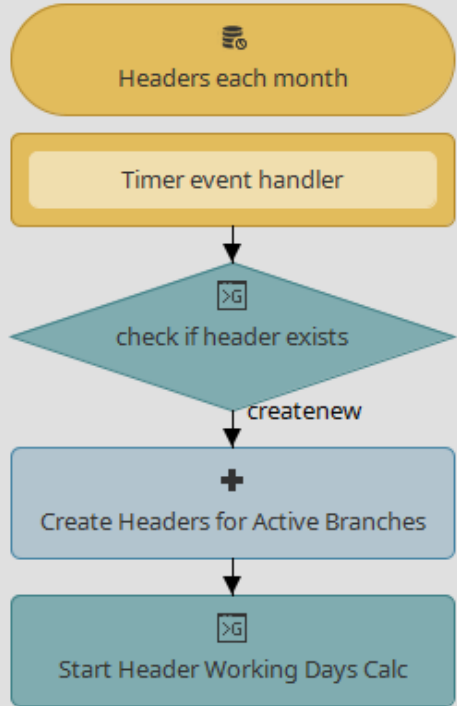
▼

Period

▼

Clear

Branch Name	Status	Period
BRIGHTON	Preparing	October 2021
BURNSIDE	Preparing	October 2021
EDWARDSTOWN	Preparing	October 2021
ENFIELD	Preparing	October 2021
CHARLES STURT	Preparing	October 2021
GLENELG	Preparing	October 2021
HENLEY GRANGE	Preparing	October 2021
HINDMARSH	Preparing	October 2021
MITCHAM	Preparing	October 2021
NORWOOD	Preparing	October 2021
PORT ADELAIDE OSBRN	Preparing	October 2021
PROSPECT	Preparing	October 2021
SALISBURY	Preparing	October 2021
WEST TORRENS	Preparing	October 2021
WARRADALE	Preparing	October 2021
CAMPBELLTOWN	Preparing	October 2021
MODBURY	Preparing	October 2021
HAPPY VALLEY	Preparing	October 2021
ONKAPARINGA VALLEY	Preparing	October 2021
MOUNT BARKER	Preparing	October 2021



BURNSIDE August 2021

Search by Surname

Driver Reimbursement Details

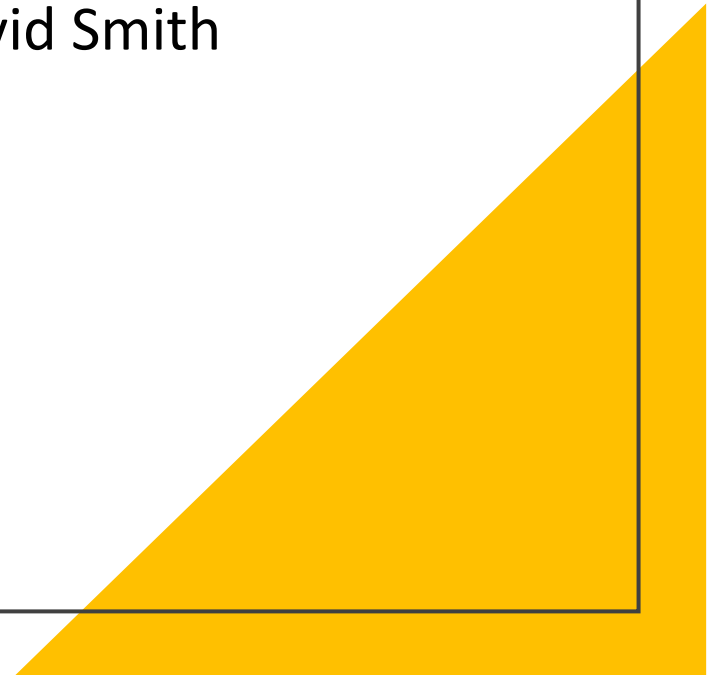
- A record exists for each verified driver.
- Search for a driver record by surname.
- Clear the search to show all records.
- Select the round type (standard or non-standard) and enter the number of rounds.
- Click the 'Save' button to save the record for each driver.
- Use the 'Save All' button to fill in all the records on the page and save all at once.
- Use the controls at the bottom of the list to go to the next page or expand the list on this page.
- Use the 'Refresh' button to update the grand total after saving.
- Use the 'Add New Record' button to add records for drivers that haven't been verified.
- When finished adding information, use the 'Submit' button to send to Central Office.

Name	Status	Round Type	Number of Rounds	Total (\$)	
David	Pending	Std Rounds (...)	3	27.00	
Burch					
				27.00	<input type="button" value="Save"/> <input type="button" value="Delete"/>
John	Verified	Std Rounds (...)			
Abbott					
				0.00	<input type="button" value="Save"/>
Julie	Verified	Std Rounds (...)			
Allison					
				0.00	<input type="button" value="Save"/>
Mark	Verified	Std Rounds (...)	1	9.00	
Boon					
				9.00	<input type="button" value="Save"/>

Estimated Reimbursements	Grand Total	\$ 990.00
990.00		

Thank you


David Smith



Medical Insurance Group Australia

Peter Crescitelli
Manager – IT and Security

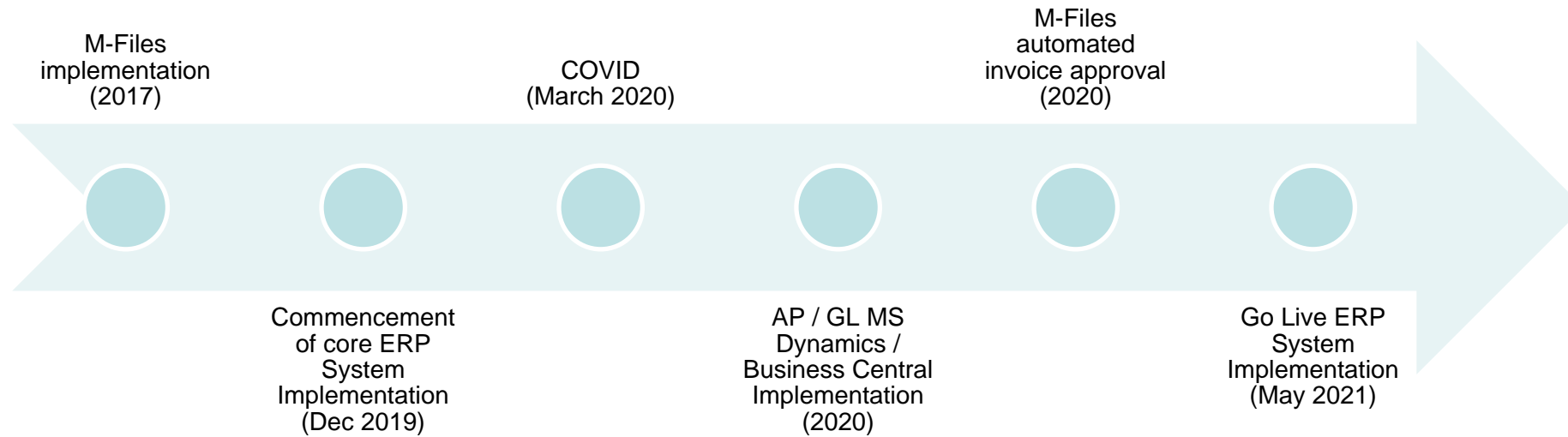
Who is Medical Insurance Group Australia?



About us

Over 120 years of caring & supportive service to the healthcare profession

MIGA's journey



M-Files implementation



M-Files implementation

- Initially deployed to Claims and Legal Services department
- Very manual processes & paper based claim files
- Complex change management exercise as Legal environments traditionally late adopters in technology

Replacement of Insurance System

Replacement of core insurance system

- Existing insurance system operational for 15 years
- First time a material business activity has been deployed to cloud for MIGA
- Complex change exercise during COVID-19

Challenges

- 20+ years of history to migrate
- User experience – hadn't had a system change for 15 years
- Complex regulatory and governance requirements due to cloud (IaaS) deployment
- Overseas vendors based in USA, no external resources onsite

Navigating through COVID-19



Navigating through COVID-19

- Decision to continue with Insurance System implementation?
- Both vendor and customer felt it could still be achieved with success
- Work from home proved difficult with time zone differences with overseas vendor
- Operationally - existing paper-based processes had to be reviewed & quickly !

AP approvals pre-COVID

- Incoming invoice printed by department then be manually stamped and invoice coded
- Invoice would be stored in paper folder ready for processing
- Invoice would be entered in Insurance System and MS Dynamics ready for payment
- Invoiced archived off-site



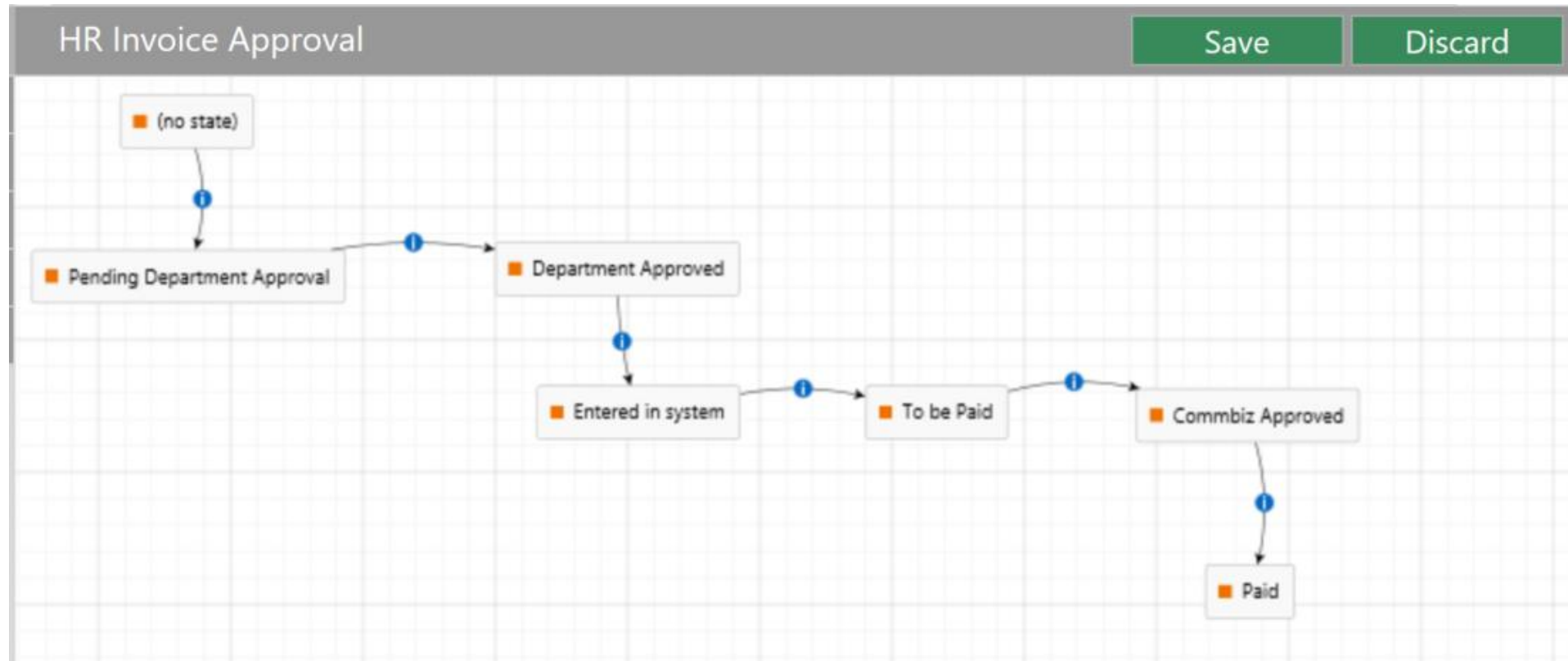
AP approvals during COVID

- Converted manual paper based process to automated workflow in M-Files within two weeks
- All staff could approve invoices electronically
- Invoice approvers & finance team could see status of invoice at any time
- Search function and M-Files document views improved internal service levels


Accounts Payable process

- Before COVID automated invoice approval project was discussed but not a priority
- Quickly became a project priority 😊
- User adoption was seamless
- New process delivered cost savings and internal efficiencies


AP approvals during COVID







AP approvals during COVID

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Last modified 15/10/2021 10:31 AM David Edw...



Class*	Invoice IT
Vendor Name*	Advance Business Consulting
Budget Item	No
Invoice Number*	202784
Invoice Date*	11/10/2021
Invoice Total (inc... *	6,187.50
Company	(1) MIA
Department (Acc... 	Corporate Services - Tech & Info Sec.
Account*	(67268) Licensing - Other

 Automatic permissions from o...  IT Invoice approval 

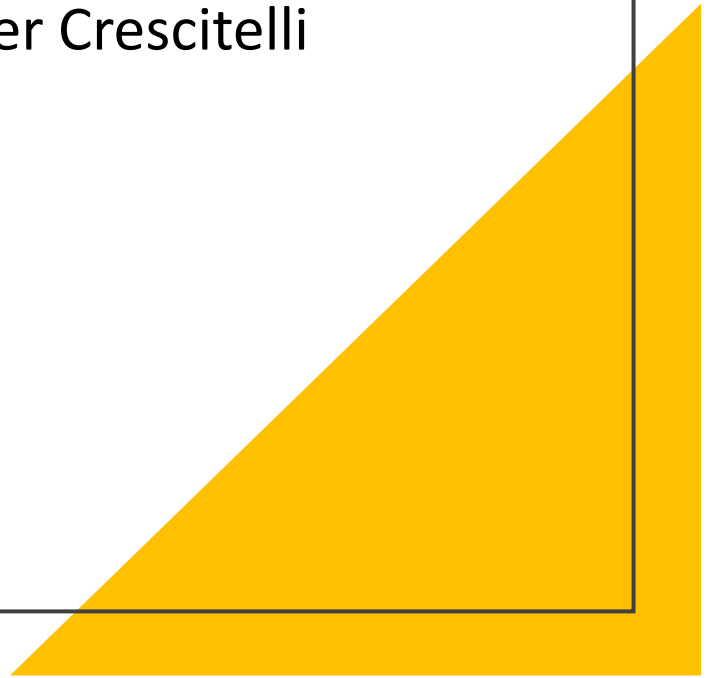
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2022 and beyond

- Focus on operational efficiencies
- Direct integration with M-Files and Business Central to remove data entry
- Extending M-Files to Client Services team and rest of business
- Deeper integration between M-Files and Insurance System for Client data

Thank you

Peter Crescitelli





Panel Discussion

3 Industries
3 Experiences
1 Big Thanks



Insurance



Hospitality



Not-for Profit

ADVANCE BUSINESS CONSULTING