



**FACTS IN BRIEF**

**The Client**

Millbrook Resort is a five-star golf resort near Queenstown which boasts New Zealand's largest resort spa complex. Millbrook was ranked as one of the top resorts in the prestigious Travel & Leisure 2004 World Best Awards. It is a member of the Select Hotels and Resorts Group.

**The Challenge**

To better manage labour allocation and reduce labour costs by achieving greater visibility, flexibility and control over scheduling and payroll functions.

**The Solution**

Following the upgrade of Inzenius in March 2005, Millbrook's managers will take responsibility for all scheduling, payroll and budgeting, allowing them to micro manage staff across the resorts' many facilities and functions.

**Business Benefits**

Millbrook expects to save approximately \$200,000 in 12 months year on year as well as a minimum of 50% in labour administration costs. The resort anticipates that Inzenius will allow it to become extremely efficient in their use of labour in a way that no other software system offers.

**About Inzenius**

Inzenius is the newest labour logistics software system – and the most advanced in the world – providing multi-million dollars savings to labour intensive organisations in industries such as hospitality, health, services and utilities. It is the first product of its type to combine the scheduling to payroll process for greater visibility, flexibility and control of labour costs. As an internationally patented system, Inzenius delivers best practice human capital management. It has been developed by Inzenius, a software development company of the same name.

**For Further Information: [info@inzenius.com](mailto:info@inzenius.com)**



## Top resort to save \$200,000 in labour costs

One of the world's premier resorts expects to save approximately \$200,000 in labour costs in the first 12 months of using Inzenius, a leading scheduling to payroll labour logistics system, with more savings in subsequent years.

Millbrook Resort is New Zealand's leading lifestyle resort near Queenstown and was rated as one of the top resorts in the Australia/New Zealand/South Pacific region in the Travel and Leisure 2004 World Best Awards.

Millbrook expects to save \$200,000 plus each year and a minimum of 50% per annum in administration efficiencies following an upgrade to Inzenius 1.6 in March 2005.

Located on an 18 hole world-class golf course, Millbrook Resort offers the largest resort spa complex in New Zealand. Its superb location enables it to provide its guests with a range of activities throughout the year, including a premium ski season.



In April 2004, Millbrook became a member of the international Select Hotels and Resorts group.

Inzenius is the only product of its type in the world that streamlines the scheduling to payroll process to provide labour intensive organisations with a fast and powerful way to gain dramatic labour cost savings and payroll efficiencies.

**The Challenge**

Millbrook Resort's seasonal labour force fluctuates from 165 in winter to 190 in summer and is one of the resort's highest cost components.

Originally requiring an upgrade of their payroll system in 2002, Millbrook selected Inzenius to give them greater control over their labour costs.

As a product to combine scheduling and payroll functions in one system, it offered greater visibility, flexibility and analysis of labour costs as well as six figure savings.

While Millbrook currently uses only the payroll function, the combined scheduling and payroll innovation will enable the resort to manage its labour costs on a micro rather than a purely macro level.

### The Process

Following the Inzenius upgrade, Millbrook's weekly staff schedules will form the basis for all timesheets. Once approved by a supervisor, staff payment is calculated within the same system. This means that only authorised, scheduled hours are worked and paid. Any hours worked outside of this are recorded as a variance and accepted or rejected.

Schedules are linked to each business unit budget and are set by each manager to suit their exact staffing requirements.

### The Solution

Millbrook Resort has 13 business units including golf course, landscaping, property and development, maintenance, IT, sales and marketing, finance, housekeeping, hotel food and beverage, bars, membership and HR.

Millbrook Resort's Accountant, Gavin Jack said that by delegating scheduling, payroll and budgetary responsibilities to its business unit managers, the resort will gain the control of its labour force costs.

For example, Millbrook expects to dramatically reduce the costs associated with its wait staff in the hotel's bars, restaurants and function rooms.

"Rather than having ten wait staff start work at the same time at a large event such as a wedding, Inzenius will enable the Food and Beverage Manager to stagger the shifts.

"For a wedding of 300 guests starting at 6pm, we know that around 20% will arrive between 5.45pm and 6.15pm and, in the following half

hour, 60% will arrive and 20% will arrive in the following half hour."

"We would schedule three staff for the first half hour, another five for the next half hour and another two in the following half hour. This would give us full staffing at all times without being overstaffed," Mr Jack said. "This is where, cumulatively, we start saving significantly on staff costs."

### The Business Benefits

Inzenius has the flexibility to schedule, pay and report on staff in multiple activities in the one day, at different pay rates and costed to different departments as required.

"Because Inzenius can be used in so many ways, the opportunities to save costs will be significant," Mr Jack said.

He expects the greatest savings will come from the micro-management of labour.

"Inzenius allows us to become extremely efficient in our use of labour in ways that no other system offers. We are looking for maximum labour efficiency that will create cumulative year on year cost savings."

Mr Jack said that Millbrook will gain greater transparency of staffing and more effective reporting and analysis.

"We expect that each manager will be able to create instant reports at the press of the button and that we will be able to report more effectively to executive management."

HR will gain an enhanced personnel record keeping function where all staff information such as annual leave, sick leave and records of days-in-lieu will be centralised.

Russell Bode, Managing Director of Inzenius, said that Millbrook Resort's foresight in using a labour management system would give it a competitive advantage.

"Millbrook Resort has a management team who understand how much leverage they will gain from a system like Inzenius. It will not only increase their profitability but it will keep them at the forefront of their industry with best practice human capital management."

