# Real-Time Data, Real-Time Results

McKibbon Hospitality reduces turnaround time for reports & capital expenditures from days to hours

## The Challenge

When it comes to ensuring McKibbon Hospitality hotels run like clockwork, Stan Hannibal is the man behind the magic. As the vice president of engineering for nearly 100 McKibbon Hospitality properties, Hannibal is responsible for all aspects of engineering operations, from mechanical issues to energy improvements. So when he decided to throw a new technology into the mix to evolve from a paper-based to a cloud-based system, Hannibal carefully examined the potential benefits of several software solutions for the entire company before recommending that hundreds of McKibbon employees get onboard.

> *"The success of our hotels relies solely on how our properties are operating and how they communicate information to decision-makers in the company."*
>
> **— Stan Hannibal**, *Vice President of Engineering McKibbon Hospitality*

## The Solution

Hannibal shopped around for software solutions and concluded that Quore, one of the hospitality industry's leading providers of hotel management software, was the best fit for McKibbon's needs. After testing Quore at three properties, employees reported that Quore was intuitive, easy to use and easy to set up. With more employees integrating Quore into their daily roles, more data was now being aggregated and reported in real time.

## The Solution (cont.)

"Before Quore, I had to ask employees for specific data points, so my data was only as good as what was being reported from our associates," said Hannibal. "With Quore, I now have high-quality, real-time data at my fingertips whenever I need."

Quore's cloud-based system and customizable dashboards provide McKibbon management with fast, direct visibility into data and analytics to ensure properties perform on the next level. "Before Quore, we would pass spreadsheets back and forth to get capital requests approved," said Hannibal. "Now, it's second nature. Requests come in and they're approved the same day. If something is lagging, we shoot a message in the system to the field."

## The Results

Whether providing insight into the timeliness of completed work orders or receiving approvals for capital expenditures, Quore has increased the depth and breadth of information available to McKibbon management in ways that were previously unavailable.

Hannibal notes that since the implementation of Quore, work order and capital request processes have drastically improved. With Quore, McKibbon Hospitality can track the number of work orders generated by type and by property to quantify capital needs and recurring issues.

*"Turnaround time for capital expenditures has decreased dramatically, from days to just hours. All approvers can immediately approve or deny a request and see the status of others in the chain, creating a fluent, quick and easy-to-track process."*

— **Stan Hannibal**, *Vice President of Engineering McKibbon Hospitality*

For McKibbon Hospitality, streamlined communications and quick access to essential hotel operations led to enhanced guest satisfaction, staff productivity and asset tracking.

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