

# SPICA

## TIME SPACE

Bluesun Hotels and Resorts use Time & Space to reinforce the competitive advantage

# BlueSun Hotels & Resorts

**bluesun**  
HOTELS & RESORTS

Sunce Koncern d.o.o. is one of the leading hospitality companies in Croatia and the owner of the Bluesun Hotels and Resorts trademark. Its strategic goal is to establish a distinctive Croatian hotel chain, whereby the main principles are observance of high quality standards, an innovative approach to the tourism market, continual improvement of quality, the enhancement of the range and quality of services, and, most importantly, the emphasis on guests' satisfaction. Apart from traditional holiday services, Sunce Koncern also provides congress facilities, wellness centers and sporting and recreational opportunities.



## Challenge

No matter which factor is highlighted as the most important in gaining the competitive edge, one thing is inevitable: reliance on advanced technologies within every segment of the hospitality business. The greatest challenge for every company is utilization of advanced technologies in such a way as to achieve optimal results. In this specific case, we look into the working time management. Špica Sustavi boasts a definite advantage in this segment over other suppliers thanks to its rich experience in the areas of both time and attendance management and hospitality. This combination of specialist and practical knowledge is a guarantee that the solution implemented is effective and well integrated with the existing system.

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Each hotel within the Bluesun chain has a central database where all employees' clock transactions are stored. These databases are supervised and managed by one operator each, and they may be accessed and reviewed by the Sunce Koncern management staff via a VPN link.



Some among the hotels use several clock terminals (located across the hotel complex and near the beach). The DOG20 clock terminals have a RFID reader, a keyboard for entering special clocking events (e.g. business departure, private departure, beach work etc.), and an LCD display. Employees have accurate information about their balance of hours shown on the terminal display at the time of clock transaction. The terminals are linked to the database via LAN or a wireless link. By using several terminals, it is possible to monitor to the exact minute work performed on various locations. There are 21 clock terminals in use across Bluesun hotels; the database capacity is 1 700 employees.

## Better organization

Hotels form an extremely dynamic environment. The working day consists of rolling shifts that stretch over 24 hours a day and 365 days a year. Guests' satisfaction, relaxation and comfort critically depend on the smooth operation of the hotel system as a whole. During the peak season, when resources are stretched to the limit, it is of utmost importance that all employees and everyday procedures are optimally harmonized. Accurate data on time and attendance, and particularly the data on the time spent at a specific working site inside the hotel, are very important for the staff responsible for organization.

## Flexibility saves time

For the Bluesun managing staff, the possibility of fast adjustment to changing demands is vital, because the functioning of the hotel system as a whole critically depends on it. The overview of real time information quickly reveals potential shortcomings. For example, an excessive number of overtime hours within a certain segment compared to the low number of hours worked within another segment could mean that tasks are not optimally distributed or that standard work schedules are not optimal in a given situation. Time&Space enables maximum flexibility thanks to the great number of user defineable parameters that are easily adjusted to current needs. At the same time, working time is automatically categorized

Mario Budinski, the IT department manager, thus explained the decision to introduce the Time&Space system:  
Time and attendance management is a very important component of our business given the alacrity of today's markets. Therefore, we sought a system that would collect data at their source, ensure safe transfer of data to the central database and process these data in real time. Time&Space fully met our expectations.

based on these parameters, so the payroll calculation is automatized, which leads to time savings. Centralized database enables a good overview of the situation, which is particularly important in a system that encompasses several individual units. Time&Space offers a large number of reports sorted by various criteria chosen by the user. These reports provide a clear picture of the working time structure.

## Employees play an active role

However, given the emphasis on the HR potential, we should also say a few words about the benefits this system brings to the employees themselves. The most obvious advantage is accurate information on attendance. The balance of hours is displayed on the clock terminal each time an employee makes a clock transaction, so every employee has real time information on his/her balance of hours. Thanks to the use of RFID badges (H4000), a clock transaction procedure is fast and easy. No special knowledge is required to use the clock terminal properly, which is particularly important during the peak season when the number of staff is far greater than usual. Viewed from the employees' perspective, this means that time and attendance management is no longer just an abstract concept where an employee is a passive observer who sees the results of his clock transactions at the end of the month (as a positive or a negative balance). Consequently, the employees take a proactive and a more creative approach to time and attendance, which in itself enhances organization and creates a more pleasant environment.

Since Konzern plans to integrate Time&Space more tightly with the hotel IT system. The Time&Space data will be transferred to the hotel IT system on the daily basis, and daily reports on the working time structure will be available.



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