



CASE STUDY

InterContinental Hotels Group

See how RizePoint helps
InterContinental Hotels Group
maintain global consistency.





Background

With a broad portfolio of 4,800 hotels in nearly 100 countries, the InterContinental Hotels Group is one of the largest hospitality providers in the world. The company bought RizePoint to help them manage the vast undertaking of regularly auditing each of their locations. This includes internal auditing, third party auditing and self-assessment of well-known hotel brands like Hauluxe, Crowne Plaza, Hotel Indigo, Holiday Inn, Staybridge Suites and Candlewood Suites. As part of the auditing process, RizePoint software helps IHG ensure global brand consistency, safety and security compliance and fast and accurate communication with its many corporate partners.

Overview

With RizePoint's auditing platform, IHG is able to quickly address the enormous challenge of maintaining global consistency between its hotel franchises while still accommodating differences in regional compliance requirements. For example, in the U.S. certain safety concerns in hotels must be addressed within a month's time in order to avoid penalties, while the same hotels in China have a much more lenient requirement of four months. These differences have to be accounted for in each audit so that hotel performance is measured accurately. RizePoint software allows IHG to use a single platform with unique regional settings to help auditors conduct audits based on the correct standards, creating a more accurate and efficient evaluation. The software also enables IHG to make data available to corporate users immediately after an audit is completed, making it much easier to measure and compare performance regionally as well as across the organization.

For example, in recent years, law enforcement discovered a security breach at a lock manufacturer that supplied door locks to thousands of the world's hotel chains. Instructions on how to bypass a hotel room door lock spread quickly on the Internet, threatening the safety and security of hotel guests and risking the reputation of hotel chains that used these particular locks. Recognizing the potential damage from this issue, IHG put RizePoint Software into action, conducting audits to determine which of its hotels were impacted and providing mandates to change lock manufacturers immediately. Because of RizePoint's speed and efficiency, IHG was able to resolve a serious threat to its business rapidly and without incident.

“Prior to using RizePoint there wasn't an application that could support the global nature of IHG. With RizePoint's ability to be configured on the fly, IHG is able to stay on a single platform across the globe while still accounting for regional differences.”



InterContinental Hotels Group

Tony Nelson
Manager, Product Management for
IHG



EMPOWERING YOU TO BUILD A HIGH PERFORMANCE ORGANIZATION.

RizePoint - formerly Steton Technology Group - is the global leader in software solutions that proactively safeguard enterprise compliance—for both internally-imposed standards and externally-imposed regulations. RizePoint software is purpose-built to clearly align and unify field teams, regional management, and executive leadership around the organization's compliance performance. Our customers gather better data, see necessary actions earlier, and act faster to correct issues before they become costly liabilities. Considered the industry standard for food service, hospitality, and retail, RizePoint mobile and cloud-based solutions serve nearly 2 million audits with 200 million questions answered annually.



FIND OUT how RizePoint
can help you improve
your operation today.

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RIZEPOINT BY THE NUMBERS

1.67 million

Audits Per Year

285,000

Users

27,000

Hotels and Resort Properties

120

Countries and Territories

39

Languages Supported