

## QM with Intrexx

# Quality management at Steigenberger – a company portal with high standards

### Steigenberger Hotels AG

For more than 75 years, the name 'Steigenberger' stands for the best in European hotel business. Founded in 1930 by Albert Steigenberger, the family business was converted to a joint stock corporation in 1985. The three business areas – Steigenberger city hotels, Steigenberger holiday hotels and InterCityHotels – successfully prevail in a difficult market environment through self-reliance and expertise. Whether traditional or modern, it is imperative that all buildings of the Steigenberger Hotel Group meet the high standards of their guests.

### Requirement

The group management of Steigenberger Hotels AG planned to introduce a comprehensive quality management system for the more than 80 hotels. The process brought plenty of challenges with it: the system was to link the locations without having to install equipment on site. Changes had to be made quickly and without great expense. If nothing else, they wanted the system to be intuitive, so that not all employees would require extensive training. These were requirements the software supplier Bankinformatik GmbH had already heard before. A portal had previously been set up with Intrexx software for an international financial institute, which coordinates numerous processes in its four branch offices and goes beyond the usual functions of an intranet.

### Solution

The Bankinformatik GmbH this time used Intrexx to set up a quality management system within its enterprise portal. The employees of Steigenberger Hotels AG can now access their intranet portal anytime and anywhere in the world via a secure (https) connection. The employees first maintain the appropriate checklists for all rooms and facilities, which are then gone over via a mobile PC or simply on paper. Problems/Defects are automatically or manually transferred to the Intrexx application. The application coordinates and then monitors the elimination of these defects. Processes that are triggered when a problem is entered are stored in the system. For example, company employees or an outside firm are automatically commissioned by e-mail. The company technician can also display a to-do list with his or her choice of filter options. The defects are deleted from the system only after they have been remedied. Statistics are available to the head office to make monitoring easy, and the purchasing of various consumable supplies is also automatically controlled by the system.

### Benefits

- Worldwide access
- System has an intuitive interface
- Automation of workflows
- Efficient elimination of problems
- Maintains uniform standards

**STEIGENBERGER**  
HOTELS AND RESORTS

**Company:** Steigenberger Hotels AG  
[www.steigenberger.com](http://www.steigenberger.com)

**Location:** Main site in Frankfurt, Germany; over 80 hotels in Germany, Austria, Switzerland, Italy, the Netherlands and Egypt

**Sector:** Hotels

**Annual turnover:** 475.4 million euros

**Employees:** 5,580

**ERP system:** Not specified

**Products and services:**  
Intrexx

**Partner:**  
Bankinformatik GmbH  
[www.bankinformatik.de](http://www.bankinformatik.de)

*“What works for financial institutes is also good for the international Steigenberger Hotels AG.”*

Consultant, Frankfurt Bankinformatik GmbH