

How ZFV Saved Hundreds of Hours (and Lowered Costs) by Switching to Nitro



Die Gastronomiegruppe

About the Company

ZFV-Unternehmungen is a broadly diversified Swiss-based hotel and catering group spanning modern city and resort hotels, gourmet restaurants, staff restaurants, a bakery, school and university cafeterias as well as event, trade fair and stadium catering.

From school cafeterias to Michelin-starred restaurants, the ZFV group has a presence across the catering spectrum and serves almost 8 million meals a year.

This wide scope is an indication of the company's rich culture and ability to innovate. Founded in the late 19th century by a visionary Zurich-based women's organisation, the company started out as an alcohol-free hotel and restaurant establishment and continuously developed and expanded over the years. ZFV has always maintained a reputation of excellence and innovation in the hospitality industry.

The Challenge

With 2,600 employees across more than 153 locations in a business generating an annual turnover of CHF236 million, ZFV has an incredible amount of paperwork that needs to be handled quickly and efficiently. The headquarters in Zurich is the main hub for this. Prior to Nitro, 100 members of staff had been using freeware products to send PDF documents.

Gérard Korda, head of IT support, explains some of the shortcomings of the old system. *"We found that the freeware versions caused many problems when 100 employees were working with it, such as lack of support, uncontrolled updates and the inability to roll out our Group Policy. We needed to convert PDFs into Word or Excel in order to make changes or amendments but couldn't do it effectively."*

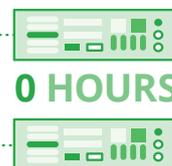
PROVEN
Results

**300
HOURS**

300 Hours a
Month Saved



Increased Efficiency
Among Global Teams



0 HOURS

Zero Time Spent on
Deployment

“We needed a solution that could be carried out efficiently - **at a lower cost**”

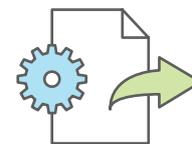
The Nitro Solution

Vassilios Koutsogiannakis, Head of IT, evaluated the solution and brought Nitro into the ZFV Group.

“The advantages were obvious. We could **save money** by reducing the amount of paper and our employees could **work together more efficiently.**”

“In addition, we had recently changed our property management system for hotels and also introduced Nitro Pro there. Now we’re working on rolling it out in other areas of our company.”

According to Korda the benefits of the new system have been shared by the staff and the company. *“The relief among our employees has been great. Everyone is able to convert PDFs or add to them—as they want and when they want.”*



Convert & Export

Revise content using your favorite programs. Convert PDF files into Word, Excel, and PowerPoint files, or create PDFs directly from Office.

“The relief among our employees has been great. **Everyone is able to convert PDFs or add to them** - as they want and when they want”

Key Benefits

The advantages to a hotel business enabling their staff to convert PDFs to editable file formats are fairly obvious. For example, a PDF created by a tour operator for a large group would have to be laboriously rekeyed by hotel reservations staff in the normal course of events. However, by converting the PDF to an Excel file it can be imported directly to the hotel booking system.

“The ease of handling and processing documents across our companies and operations has generated **monthly time savings of about 300 hours.**”

Corrections and annotations are also important. The ability to correct an error in a PDF document or add an annotation to give additional information to other users can be critical in a business like ZFV.

A specific function which Korda points to is the ability to convert PDF documents to Word to allow for editing and updating before converting back to PDF format. This is particularly important when it comes to manuals and other documentation. *“Existing manuals and texts are no longer set in stone, Nitro Pro makes it easy to modify them,”* he points out.



Collaborate & Review

Nitro Pro offers a range of easy-to-use collaboration tools that ensure accurate version control.

Ease of Use

“**Nitro is very easy to use.** You don't need any explanation or training to use the software - it is completely self-explanatory”

No training was required by ZFV since the staff was able to use the new software immediately. This key benefit quickly flowed across the organisation.

According to Korda, *“Simple symbols explain the various functionalities to users. No support from our IT department is required. Deployment was also very easy. We used our own software deployment tool for it and the whole process went very smoothly with the support of Nitro.”*

Nitro's support is another big advantage. *“Nitro has friendly, competent and professional support staff, which we appreciate,”* said Mr Korda. *“They have an agile support team there when we need it. When we request support we get a response within 24 hours. It is effectively next business day support. There is always an open mind on the part of Nitro.”*

“I would have to say that Nitro **support isn't just good, it's excellent.**”

Results

Since deploying Nitro Pro, ZFV-Unternehmungen has reduced costs, generated significant time savings, eased the workload of its employees, and improved efficiency in its headquarters and hotel operations. *“If you are looking for a reliable and qualified partner in this area there can only be one choice, and that is Nitro,”* Gerard Korda concludes.



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