PM3 for hospitality
Avoid change overload and brand damage in your business

Change in the hospitality industry is increasing, not decreasing. There is a continuing focus on giving your customers the best possible experience, at the right price. This means regularly assessing what you offer them, differentiating it from your competitors, and strengthening your brand and values.

When you decide to make changes, for example opening new hotels or refurbishing existing restaurants, you need to be certain that you're making the right changes, at the right time and quality. Also, you need to be certain that you don't ask your teams to take on too much change, otherwise you might put your brand or your reputation at risk.

> **Bestoutcome's PM3 software is helping the Premier Inn New Opening's team make more informed decisions as they deploy new hotel openings.**
>
> Jacqui Allum, Head of New Openings, Premier Inn

PM3 helps the business work with the project teams to smooth out any conflicts, risks or change overload, and keep their focus on the customer experience.

PM3 gives hospitality organisations the tools to:

- Define hotels/restaurants and regional structures
- Roll out planned changes to selected hotels with one click
- Objectively assess the impact of change by location, looking for change spikes or clashes and unacceptable levels of change hitting particular restaurants
- Do 'what-if' analyses and balance staff impact and benefits
- Create template plans for standard sequences of tasks (e.g. to open a new hotel or convert an existing restaurant)
- Create countdown milestone plans (plan back from the live date or forwards from the start date)

PM3 is used extensively in the hospitality sector to assist in strategic planning, annual portfolio planning and budgeting, and to support the business overseeing hundreds of individual projects.

PM3 is a true business solution for hospitality. It is cloud-based, secure, light-touch, quick, intuitive, simple to configure, and can be up and running in less than an hour. PM3 requires minimal training and managers can do their regular updates in less than 5 minutes.

Focus on value

PM3 helps you identify the Right Portfolio: the optimal mix of projects and programmes that will deliver the right outcomes for your customers and the maximum value for your hospitality business.

Projects can be assessed according to their relative value, risk and payback period. Projects towards the top right of the matrix are the most valuable and the lowest risk, so these are the projects that you are most likely to invest in.

Once the optimal portfolio is agreed you can then plan the projects and programmes, and then track and govern their progress. Plans can be linked so that dependencies between projects across the programme can be managed.

PM3 also highlights wayward projects so they can be brought back on track... or stopped.

Impact of change

PM3 allows the true impact of change to be assessed:

- ✔ Operations have an overview of all change projects

- ✔ Regional Managers can see all change projects impacting their region

- ✔ Hotel/Restaurant Managers can see all change projects and tasks impacting their location and staff

- ✔ All management receive early warning of problems/slippages
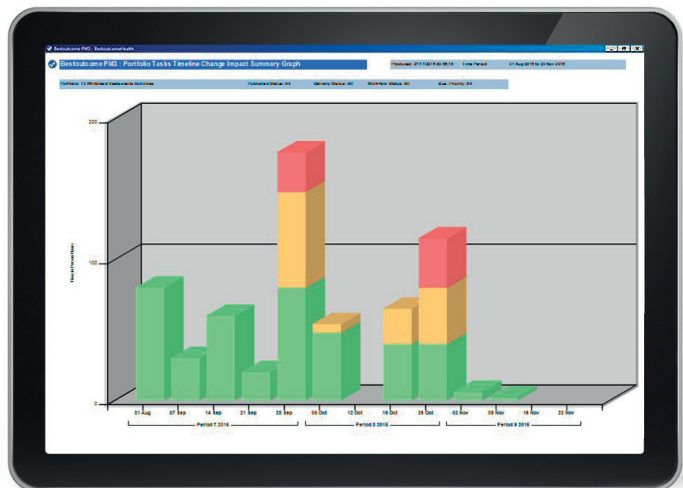
In this report Red indicates a change overload across a selection of Business Units

Five reasons to use PM3 for hospitality

- ✔ One version of the truth for all projects
- ✔ Improved understanding of change impact
- ✔ Reduction in late openings
- ✔ Reduced cost of PMOs
- ✔ Brand protection

To find out how PM3 could benefit your organisation, please contact Bestoutcome on info@bestoutcome.com or call us on 01753 885864.