

HELPPIER OFFICIALLY LAUNCHES KNOWLEDGE MANAGEMENT SOLUTION USED IN PESTANA HOTEL GROUP

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Earlier this month, Helppier officially launched the Knowledge Management solution that was specially built for the European hotel chain - Pestana Hotel Group, enabling all companies of all industries and sizes to easily centralize internal information and share with distributed teams.

The software company known for developing interactive user guides for websites and web applications decided to tackle another major challenge regarding documentation: managing and sharing internal information.

The new Knowledge Management solution allows companies to organize, update and share information regarding products, services, and even procedures, by centralizing data on an intuitive online portal that is updated in real-time. This way, different team members, be it on-site, remote or distributed teams, can access accurate and updated information at the same time. In addition, they can add comments, report errors and leave urgent messages, boosting collaboration.

This solution, which is already being used by Pestana Hotel Group as an alternative to the traditional documentation, allowed reducing response time in 70% of the group's customer interactions.

Reservations Supervisor, Manuel Quintella stated "Finding and managing information in our previous Excel document was a dated and inefficient process. Now, all our content can be shared internally, reviewed and updated in real-time, allowing our customer care team to promptly access accurate information, confidently reduce response time and increase guest satisfaction. With Helppier, we were able to reduce response time on 70% of our daily interactions."

Helppier's Knowledge Management solution includes features such as a custom dashboard, procedures, tables, quick search, comments, messages and, for hotel chains, distance calculation between properties. The service is available for sale and is charged by the number of portals/sites created and monthly active users.