



UPS Professional Services®

case study

The Venetian Guests Can Bet on Cutting-Edge Mail Services

The Venetian, located in Las Vegas, Nevada, is among the world's largest hotel, casino and convention complexes. The Venetian hired UPS Professional Services to enhance the internal mail delivery process for its more than 4,000 suites and extensive meeting facilities.

Client Challenge

The Venetian allows visitors to experience the romance of Venice in the heart of Las Vegas. The \$1.775 billion mega-complex includes fine restaurants and shops, gondola rides, luxury spa facilities and the Guggenheim Hermitage Museum. The Venetian provides extensive business and event facilities and is directly linked to the Sands Expo & Convention Center, the premier meeting and trade show venue in Las Vegas.

The Venetian Business Center serves as the receiving point for carrier-delivered pallets, packages and letters. Initially, after the first phase of the hotel opened, the Business Center was able to handle this arriving mail manually. But as the facilities expanded and the popularity of the hotel grew, The Venetian Business Center sought internal logistics automation to serve the more than 450,000 guests, convention participants and conference attendees each year.

"UPS Professional Services offered us a complete package of technology geared to our needs, along with training and technical support to ensure that we received the maximum benefit from the new system," said Cindy Guido, Business Center Manager of The Venetian.

Our Solution

UPS Professional Services analyzed The Venetian Business Center's entire internal delivery process, from the time a pallet, package or letter arrives to the final delivery at the resort guest's door or meeting room. Previously, the Business Center staff manually logged the daily internal mail stream of 300 to 400 packages and letters. The staff took painstaking care to ensure that special instructions were attached to individual mail pieces that required them. When guests inquired about expected mail, the staff manually searched for the items.

The Venetian Resort/ Business Services

GEOGRAPHIC AREA SERVED

Las Vegas, Nevada

CHALLENGE

Streamline and enhance internal mail and package delivery services for more than 450,000 visitors annually at one of the world's largest hotel, casino and convention complexes.

SOLUTION

UPS Trackpad®, state-of-the-art logistics technology that tracks letters and parcels, from arrival at the resort to guest room or meeting room delivery, and captures key metrics needed to enhance management of staffing levels and the audit process.

RESULTS

- Improved customer satisfaction
- Enhanced visibility
- Streamlined auditing process and accelerated cash flow
- Provided tools to better manage staffing levels

UPS Professional Services introduced UPS Trackpad®, a patented, state-of-the-art logistics and delivery technology that streamlined The Venetian's manual mail tracking and auditing processes into a few clicks of a button. UPS provided hands-on training for all user levels of the new system, from the package and mail handlers to the customer service representatives and the IT back-end support team. A Venetian IT staff member worked closely with the UPS Professional Services team during the brief installation process to ensure the new system met all compatibility requirements.

Following training and installation, UPS Professional Services continued to guide the Business Center staff, providing additional hands-on training and immediate responses to questions that arose regarding using the new system.

"Thanks to the great team at UPS, our staff picked up the UPS Trackpad technology quickly and loves using it," said Guido.

UPS Professional Services advised The Venetian Business Center on ways to revise their inbound and delivery processes to further drive efficiencies and maximize the benefits of UPS Trackpad. As a result, The Venetian Business Center was able to enhance its cash flow, manage workloads and staffing more effectively and better plan for continued growth.

"Most importantly, our customer service surveys show that customers greatly appreciate the new service levels that UPS Trackpad helped make possible," said Guido.

The Results

The Venetian Business Center now spends 30 to 40 percent less time processing incoming packages, due to the solution provided by UPS Professional Services. The Venetian plans to draw on UPS Professional Services to provide further automation and integration to keep improving operations as the hotel gears up for additional growth.

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— *Cindy Guido*
Business Center Manager
The Venetian Resort Hotel and Casino

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