



## **VENETIAN RESORT-HOTEL-CASINO HITS THE JACKPOT WITH ACOM'S DOCUMENT AND PAYMENT MANAGEMENT SOLUTIONS**

### **The Company**

The Venetian Resort Hotel Casino is an Italian-themed luxury hotel and casino resort on the Las Vegas Strip in Paradise, Nevada. Designed by Kling Stubbins, the hotel tower contains 36 stories and rises 475 feet. The Venetian is part of the largest fivediamond hotel and resort complex in the world with 4,049 suites, 4,059 hotel rooms, and a 120,000-square-foot casino. The Venetian Hotel's indoor mall, Grand Canal Shoppes, features 80 boutique stores. Guests can walk down the Italian style streets or ride down the Grand Canal in an authentic Venetian gondola.

Behind the scenes, an extensive array of technology supports the impressive menu of services and activities, including hardware and software systems that automate the generation and distribution of the many business forms used in its operations, as well as its payroll and accounts payable checks.

### **The Challenge**

The Venetian experienced heavy usage in printing its set of 20- plus business forms on a constant basis, as well as more than 5,600 payroll and hundreds of accounts payable checks each week. The laser printers that output the documents and checks had begun to wear out, but replacing them would not be simple. The software system in use was designed to output only to specific models of laser printers, and additional programming would be necessary if newer printers were brought in.

### **The Solution**

After considering multiple alternatives, The Venetian's IT department Software Development Manager, Drew Courtney found the answer in two software systems developed by ACOM Solutions, Inc.:

- **EZeDocs/400** - an electronic document design, production and distribution solution.
- **EZPayManager/400** - a comprehensive payment management solution, with both MICR laser printer and electronic payment capabilities.

Both solutions are host-resident on the iSeries and allow users to replace preprinted checks and document forms with electronic templates.

When a document is needed, data from The Venetian's financial/ERP system is merged with the appropriate document template and spooled out to a laser printer, or distributed electronically. (Electronic delivery options for documents include automated fax, email, secure web posting, PDF conversion and electronic archiving.)

Payments are generated in a similar manner, with check production on MICR laser printers, or sent via electronic distribution directly to recipient accounts through the banking industry's ACH network. Payment Details can be printed or distributed electronically via automated fax, secure email, or secure web posting. Payments can even be electronically archived.

At The Venetian, EZPayManager/400 and EZeDocs/400 are installed on three iSeries computers, accepting data from The Venetian's ERP, the primary hotel operations software, and the inventory system. One iSeries computer is online and one is offline, mirroring the active system. The third iSeries computer, is used for development and training.

Courtney purchased the two ACOM software solutions and employed ACOM's professional services team to design and implement the front desk registration form. The system previously in use also used electronic templates or overlays. "And

when the ACOM forms went into service, the front desk staff didn't even notice a difference, because they looked so similar," he says.

"Checks are produced in the payroll and accounts payable departments, and they are the responsibility of those departments," Courtney says. Checks are printed on blank security check stock and then inserted automatically into envelopes by a stuffer-sealer machine. Payroll is distributed in the workplace locations, while accounts payable checks go out through conventional mail.

Security is always an issue. According to Courtney, tight security is built into the management software in use at The Venetian as well as in the ACOM solutions, which feature multiple levels of password-controlled access and a comprehensive set of administrative reports.

## The Results

Now, with the disbursement process implemented fully, Courtney and the programming group is moving forward with the rest of the forms.

"Our programmers are among our highest-paid people," he says. "When they can do their work faster and better, our department can accomplish more at lower costs, which ultimately is reflected on the bottom line. We have not measured our operating cost reductions yet, but we plan to do so soon. We think that we will identify some major savings."



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