

CASE STUDY



TRANSITIONING FROM PAPER CHECKS TO ELECTRONIC PAYMENTS MAY HAVE SEEMED DAUNTING INITIALLY, BUT CSI MADE IT EASY...AND PROFITABLE.

BUSINESS PROBLEM

In sharp contrast to the world-class amenities and customer service provided by luxury hotel brands, back-end systems in the hospitality industry have remained intensely manual and inefficient.

This was the dilemma facing Trump Hotel Collection. Much of the accounts payable function remained manual, with labor-intensive processes surrounding the paper check-writing process.

**“It’s a win-win.
You really can’t go wrong in this partnership.”**

- Mike Straube, Corporate Director of Finance

With financial systems at the backbone of any enterprise, making the shift to an entirely new payment system is a major decision – and one that cannot be taken lightly. Minimal disruption is a necessity.

“The thought of moving hundreds of vendors to electronic payments scares people off,” acknowledged Michele Schneider, Director of Finance at Trump SoHo New York. “But CSI did it all. We didn’t even have to pick up the phone and call any vendors. It was the easiest transition I’ve ever gone through with a system conversion.”

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BUSINESS RESULTS

Trump Hotel Collection relies on CSI Paysystems to pay its vendors through a virtual credit card program. As a result, the company’s AP department has:

- Eliminated over 50% of its monthly check-writing, along with the associated costs of labor, time and postage
- Significantly improved efficiencies
- Removed the risk of errors associated with manual processes, which leaves room for checks to fall through the cracks whereas e-processing enables the ability to constantly keep track of the payment

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CUSTOMER SUMMARY AND ADVICE

“It’s tough for me to give anyone a 10, but I’m struggling to find a reason NOT to give them a 10,” shared Michael Straube, Corporate Director of Finance, Trump Hotel Collection. “The customer support, and representations made during the initial sales process were all delivered on.”

“The CSI team has been amazing to work with, including: the ease of transition, follow-up, and quarterly reporting with advice on how we can further improve our performance.”

“It’s a win-win situation. You really can’t go wrong in this partnership. CSI is always looking for ways they can improve. I’d definitely recommend to anyone.”

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