

**BELLAGIO RESORT****COMPANY PROFILE**

A 3000-room Las Vegas resort owned by Mirage Resorts Inc.

**INDUSTRY**

Travel and entertainment

**APPLICATION**

Human Resources

**INSTALLATION****OVERVIEW**

Panagon Content Services

Panagon Desktop

Kofax Ascent Capture

Microsoft NT

Microsoft SQL Server

Custom-developed Web Client

IBM AS/400

**BENEFITS**

Enabled the hiring of 10,000 new employees using a paperless job application system

Saved approximately \$1 million in the first 14 months in time, staff and administrative costs

Provides single point of access to all personnel files

Streamlines human resources tasks with electronic system for all actions

Provides security of records with hierarchical access

Reduced costs related to paper files, storage, staff time and administration

## C U S T O M E R S U C C E S S S T O R Y

In front of the Bellagio Hotel in Las Vegas, more than a thousand sparkling fountains surge skyward in a dazzling dance of water, music and light. A different kind of choreography — but even more intricate — was required behind the hotel's majestic facade in 1998. The Bellagio Resort, a subsidiary of Mirage Resorts Inc., was about to open and more than 10,000 new employees needed to be hired.

**THE CHALLENGE**

Arte Nathan, vice president of Human Resources for the Bellagio Hotel, had previously hired armies of employees to open new resorts in Las Vegas. He knew from experience that paper job applications would be ineffective — approximately 10 percent of them would be lost. And scanning in the handwritten applications would only result in unreadable files. Nathan wanted a paperless system that would not require a large human resources staff just to key in data.

"Then it dawned on me that after I hired the employees, I didn't want to print out 10,000 applications to store in 10,000 paper jacket file folders. So I decided we needed completely electronic personnel files," said Nathan. The project then took on an even greater dimension.

**THE FILENET SOLUTION**

After reviewing other solutions, Nathan realized that only FileNET's Panagon Web Content Management products provided the Web-

based, open architecture they would need as the basis for the system. Nathan partnered with Western Office Systems, a FileNET ValueNET® partner, to tailor Panagon to fit Bellagio's needs. Western Office System designed the implementation and continues to support it. "We started with the out-of-the-box functionality from FileNET, and fully customized it to deliver the exact features that Mr. Nathan and his staff needed," said Ray Hughes, general manager of Western Office Systems. Nathan agrees, saying, "We worked hard to make this one of the most impressive human resources systems in America."

In the first phase of implementation, a custom-developed applicant tracking system was used to capture data from more than 75,000 job applicants in five months. Using a simple ATM-style format, job applicants entered their own data when applying for positions. The interface was modified so it would be easy for all applicants to use, especially those who don't traditionally use computers.

The next goal was even more complex — to create a completely paperless human resources infrastructure. This meant setting up a system to make more than half a million electronic documents accessible to Bellagio's managers via the corporate Intranet.

The resulting system takes a Web-based approach to HR management. Active server pages (ASP) are displayed via a custom-made browser that interfaces with Panagon Content

**BELLAGIO RESORT**

Services. Thanks to Panagon's open architecture, it also leverages the hierarchical security features in Bellagio's legacy AS/400-based system. Finally, the new system allows the retrieval of data residing on disparate platforms, such as the AS/400, Windows NT and SQL Server.

Bellagio managers can now access data on more than 10,200 personnel files using a common Web interface. Once a manager logs on, "look-down" security features limit his access to his employees' files only. Each file contains a photo ID and employee signature to verify the employee's identity. Nearly every form, from the interview rating form to the job offer card, exists electronically. The work history of each employee is captured, and the system even tracks who has reviewed the file and when.

Yet Bellagio's system delivers much more than data access. It helps supervisors perform all aspects of HR management faster and more efficiently, without generating paper forms. The system is used to verify and change employee status, work shifts, attendance, vacation schedules, commendations, and more. Managers can post electronic "sticky" notes on any file to keep all information in one place. Bellagio has even automated its Personnel Action Notice, which is used to initiate any action such as wage changes, shift changes, promotions and more. This electronic form is routed via e-mail, approved electronically by supervisors, and posted and filed automatically.

In short, the new human resources system has delivered everything Nathan had on his wish list — and more. "If you can dream it, you can do it with FileNET," says Nathan. "It isn't hard to do."

**THE BOTTOM LINE**

To help Bellagio Resort hire staff for its grand opening, FileNET's Web Content Management solution:

- Captured more than 75,000 job applications in five months.
- Eliminated the need for 15 human resources personnel to input the data.
- Resulted in the near-paperless hiring of 10,000 new employees.

The new Panagon human resources system now in place has:

- Saved the Human Resources operation approximately \$1 million in the first 14 months in time, staff and administrative costs.
- Replaced paper files, which would contain an average of 50-60 documents each to date, with electronic files, saving storage and retrieval costs.
- Provided supervisors with all the information and tools they need to perform their management duties more efficiently.
- Decreased input errors by Human Resources personnel, and freed managers from continually retrieving existing data and keying it in.
- Shortened the processing time of personnel actions by enabling electronic routing, approval, posting and filing of forms.

In the next year, Nathan plans to extend the Panagon system even further by setting up kiosks throughout the hotel. Employees will be able to access the system to enter address changes, benefits preferences and other data directly. This should allow the Bellagio to save additional money on data entry — at least as much as visitors toss into those magnificent fountains out front.

