

Customer Success Story



Managing and maintaining brand standards

As the most recognized name in the industry, Hilton is synonymous with the word “hotel”, and it is very important for them to maintain this brand recognition. Hilton establishes and enforces strict brand standards that every hotel or franchise must comply with. Hilton runs regular audits on all of their hotels to ensure compliance. This process is designed and deployed using Salesforce.

Full offline access to data

During Salesforce implementation process it became very clear that the auditors would have to access Room, PIP and Area data when completely offline as they are walking through various areas of the property. Pulsar was recommended by the Salesforce team and successfully delivered the requirements.

Custom UI for audits

The audit process requires custom UI and workflows to collect information and dynamically launch screens based on the type of rooms and areas they are inspecting. It was also highly important for this UI to be mobile friendly. All of this functionality is delivered using custom embedded JavaScript/HTML screens within Pulsar.

Company Description

Hilton (NYSE: HLT) is a leading global hospitality company, with a portfolio of 14 world-class brands comprising more than 5,000 properties with more than 825,000 rooms in 103 countries and territories. Hilton is dedicated to fulfilling its mission to be the world’s most hospitable company by delivering exceptional experiences – every hotel, every guest, every time. From inaugural balls and Hollywood award galas to business events and days to remember, Hilton is where the world makes history, closes the deal, toasts special occasions and gets away from it all.



Industry
Hospitality



Size
169,000



Customer Since
2017