



E-CRISTAL 4.0

INTRODUCTION

The original E-Cristal system was a significant step forward in the evolution of auditing and risk management systems within the global hotel sector. Cristal Standards are committed to ensuring that E-Cristal stays at the forefront of innovation by continuously developing the system to meet current needs, through regular system updates, to refine and improve aspects of the system. The forthcoming development of E-Cristal 4.0 heralds a completely redesign that will add many new features to those you are already familiar with.

The underlying structure of the E-Cristal system is being built in a way that will improve responsiveness, increase speed of use and also further increase the data security essential to our clients. E-Cristal 4.0 will include a significant number of improvements over its predecessor, and some of the key changes are listed below:

Dashboard+

The dashboard features of the previous system have been refined and expanded to allow users to dynamically create mini graphical reports / key performance indicators (Widgets) that can be organised in multiple boards, which are easily navigated. In addition these widgets now allow users to directly drill down into the data that they contain. Widgets are now an essential management tool.

Notifications

E-Cristal 4.0 has increased the number of possible notification conditions and more importantly given users the flexibility to determine how and when they receive notification. For example a user can now set a personalised notification criteria to warn them if a score for a particular audit deviates beyond a certain level, and then have that notification emailed to them directly and also appear on a user specific notification panel on their E-Cristal login. This allows users to focus on their key functions and tasks whilst knowing that E-Cristal is watching over their risk management system, and that will let them know when they need to divert attention to a critical issue.

Portal

The improvements in notifications, task management and other important information generated by the system resulted in the development of a User Specific Portal. The portal is designed to act as a hub for the user to see at a glance what action has or needs to be taken that they may want to interact with. This provides a necessary filter to all the information within the system and again allows users to go directly to what is important and save time.

Corrective Actions

One of the fundamental principles of E-Cristal is the creation of corrective actions that constitute a due diligence position when these are seen to be done and issues rectified. Previously the completion of tasks relied on the E-Cristal user to update their tasks with a narrative and make a reference to any external evidence that could be used to support this activity. E-Cristal 4.0 goes a significant step further, and now allows the users to attach files or images to a task to demonstrate progress or completion. This greatly improves the strength of the corrective action evidence and also allows remote management to get a far clearer understanding of what has been done and whether it is satisfactory.

Dynamic Scoring

The audit score generated by the E-Cristal system is a snapshot at a particular point, which is validated by a qualified auditor. A new feature of E-Cristal 4.0 is that along with the validated auditor score it is also now possible to see the dynamic score based on the completion of tasks / corrective actions. This means that if a property was marked down by 5% due a specific task or group of tasks that, when these are completed, the system will automatically recalculate the dynamic score based on this activity. Whilst not a fully verified score it does significantly improve motivation of the hotel users and allows senior management to have another tool for judging performance. For example a property that scored 67% at the time of the audit could also be showing a dynamic score of 90% due to serious effort from the hotel team to act on the corrective actions.



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Audit Sign Off

Management involvement / commitment to the risk management process requires senior members of the team to be fully briefed on the outcome of the Cristal audits. To ensure that audits are correctly closed out and the hotel senior management understands the audit findings E-Cristal 4.0 now includes a signoff process that requires a debrief with a responsible person to confirm the audit.

Audit Scoring Methods

E-Cristal 4.0 expands on the methods of score calculation and offers considerable flexibility in how a score can be calculated. The use of weightings, non-scored and algorithms has been included in all audit types and it is now possible to create audit types that truly reflect the various priorities placed on certain issues.

Custom Views

Users now have the options on screens, such as the scoring overview, to customise them in a way that makes the most sense to them. For example they can now add or remove columns from the overview to focus on specific areas, add in module specific views or just remove grouping that is unnecessary for a specific task. Visual indicators on scores showing improvement or decline can also be activated on the view to focus attention.

User Document Upload

The management of documentation in E-Cristal 4.0 is now more flexible and allows users with appropriate access rights to upload and tag documents for their users. The system allows them to set clear criteria for the visibility of these documents and ensures the right people only see what they need and what they have permission to see.

Custom Reports

Users can now have access to a far more powerful reporting tool in E-Cristal 4.0 that allows them to create more intelligent reports and configure preset reporting criteria for them to run as required.

Client Self Administration

E-Cristal 4 allows you to maintain your own organisational structure within the system. New users can be invited to access specific areas of the system and updates to the property can be maintained as and when required. This reduces the reliance on external support to ensure that your system is the way you want it to be.

Intelligent Action Management

Corrective actions identified during the audit process are now monitored for completion within the appropriate timescales and where a new audit identifies a recurrent defect the action will be superseded by a new version with consistent audit trail. This encourages action completion and allows for clarity within the system.

Training Videos

E-Cristal 4 contains a library of bite sized video tutorials on the full use and exploitation of the system features. These tutorials will guide you through the system and provide answers to specific every day scenarios / questions.

E-Cristal 4.0 App

The new system will utilise an app technology that means it will be accessible and specifically designed to be used as a handheld and portable system. The auditing process in particular will be designed around this technology to leverage all of the benefits associated.

Security

With security at the forefront of its development, the system has been designed to tackle the dangers present with the modern day Internet; with functionality and methodologies that are, in ways, stronger than those used by many reputable financial institutions.