

## Case study



# Fattal Group



## Background

The Fattal Hotel Chain is Israel's largest hospitality organizations with 31 hotels and 7,500 rooms under its management. These hotels are well distributed across the country in all major tourist venues – Tel Aviv, Jerusalem, Tiberias, Dead Sea and Eilat. The Chain also owns and manages 30 Leonardo-branded hotels in Europe.

The group companies were sending all of their customers printed paper invoices by regular mail.

## The challenge

Moving from printed invoices to digitally signed invoices, to be sent directly to Fattal's customers' emails addresses.

## The solution

Implementing the ComSignTrust Enterprise solution on Fattal's central enterprise server enabling automated signing and sending thousands of invoices to their customers within minutes. The solution included integration with Fattal's internal billing and archive systems.

## Results

- Efficient and faster interaction between Fattal and its customers
- User friendly interface
- Leveraging digital bill as a marketing platform for promotion of additional Fattal services and campaigns
- Environment friendly solution
- Dramatic reduction of related resources and costs



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