



apty

WYNDHAM
HOTELS & RESORTS

From Turnover to Transformation: Wyndham's Journey to Operational Consistency

EXECUTIVE SUMMARY

Wyndham Hotels & Resorts, one of the world's largest hotel groups, faced a common challenge in hospitality: high turnover, complex systems, and limited training bandwidth. Their global workforce needed a faster, more scalable way to get new hires productive—and to keep property operations consistent.

Apty was implemented across critical systems like Opera and Synxis to embed in-app training, process guidance, and validation directly into staff workflows. The result was faster onboarding, fewer support tickets, and a measurable improvement in operational consistency and guest experience.

THE HUMAN IMPACT

Hotel teams were spending more time clicking through screens than helping guests. New hires took weeks to onboard, and high seasonal turnover made it hard to maintain service standards. Meanwhile, training and support teams were overwhelmed by the sheer volume of tickets for everyday tasks.

“Our brand is built at the front desk. If our people can't use the tools confidently, it affects everything—from check-in time to guest ratings.”

— Regional Operations Director

THE SELECTION JOURNEY

Wyndham had tried various approaches to train new staff across their hotel network—including documentation, onboarding programs, and dedicated support resources—but onboarding delays and inconsistent execution continued to impact guest experience.

Their goals were to:

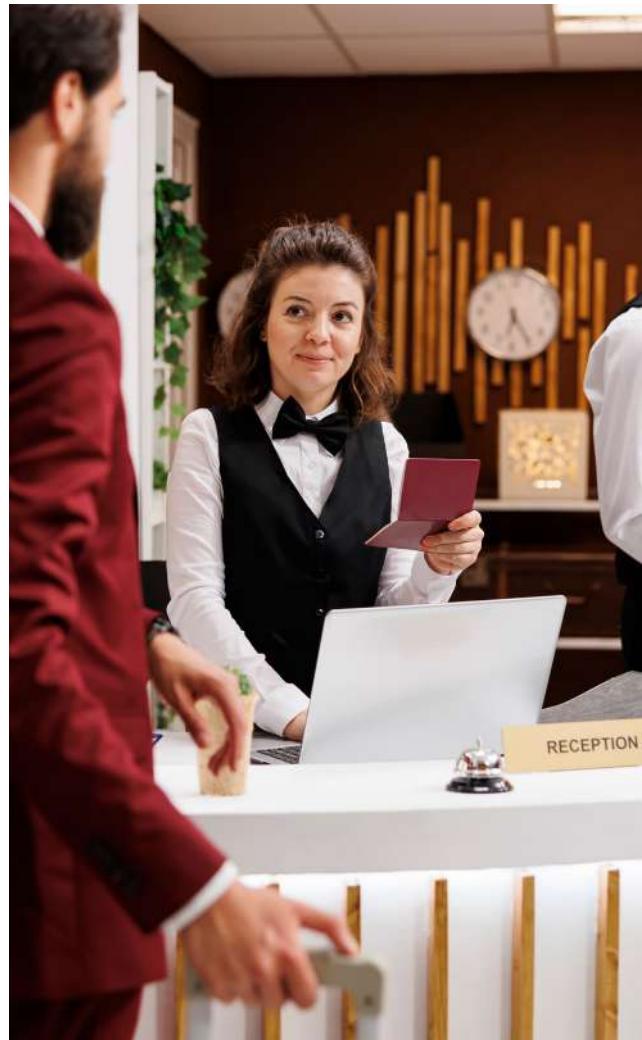
- Support high employee turnover with minimal disruption
- Standardize operations across property types and geographies
- Reduce support dependency during peak occupancy periods
- Communicate changes in real time, at the point of action

Wyndham selected Apty based on its ability to support multiple hospitality-specific platforms, enable faster training with in-app guidance, and deliver analytics that helped track and improve process execution across locations.

THE IMPLEMENTATION JOURNEY

Wyndham's implementation approach was practical and outcome-focused. The team:

01	Prioritized reservation and guest-facing workflows first
02	Rolled out Apty regionally to refine guidance before global scale
03	Delivered contextual, multilingual in-app support without modifying existing software
04	Created validations to enforce process consistency and data quality
05	Used analytics to identify friction points and measure adoption over time



THE BUSINESS TRANSFORMATION

Within the first year, Wyndham saw:

- Reduced time-to-productivity for new employees across all properties
- Fewer support tickets related to routine application usage
- Faster, more consistent check-in, reservation, and service workflows
- Improved guest satisfaction scores linked to reduced service delays
- More confident and empowered staff across frontline roles

THE PATH FORWARD

Wyndham is continuing to expand Apty across additional hospitality systems and functions. Current priorities include delivering role-specific onboarding based on job function and geography, linking adoption analytics with KPIs like RevPAR and guest satisfaction and enabling more advanced validation and decision-support capabilities within key workflows.

Apty is now a core pillar in Wyndham's operational excellence framework across its global hotel network.

Spotlight Quote

"Apty has transformed how our engineers interact with complex technical applications. The impact on productivity and quality has been substantial."

— Global Operations Leader, Wyndham Hotels & Resorts



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