

Automated Reporting for Merlin Entertainments

How greater oversight led to lower overheads



30k
Reports delivered per month

29%
Reduction in costs

Challenge

Before implementing Finfo, Merlin Entertainment faced several challenges, including the absence of carbon footprint tracking and low internal satisfaction with the IT team due to poor engagement.

Outcome

On top of significant cost savings of almost 30% as a direct result of the report automation, Merlin Entertainment's saw a marked improvement in employee engagement as well as going some way to making their business more environmentally conscious.

Headquarters Poole, Dorset, UK	Founded 1998	Industry Entertainment	Employees 30,000
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About Merlin Entertainments

Merlin Entertainment operates over 130 attractions in 25 countries, offering exceptional experiences through iconic brands such as LEGOLAND, Madame Tussauds, and SEA LIFE.

With a strong emphasis on environmental stewardship, Merlin Entertainment sought a reporting solution that would drive employee engagement, promote cost-conscious practices, and provide accurate insights into the carbon footprint resulting from business services. Their goal was to foster a culture of environmental responsibility while leveraging data-driven decision-making to optimise costs.

Objectives

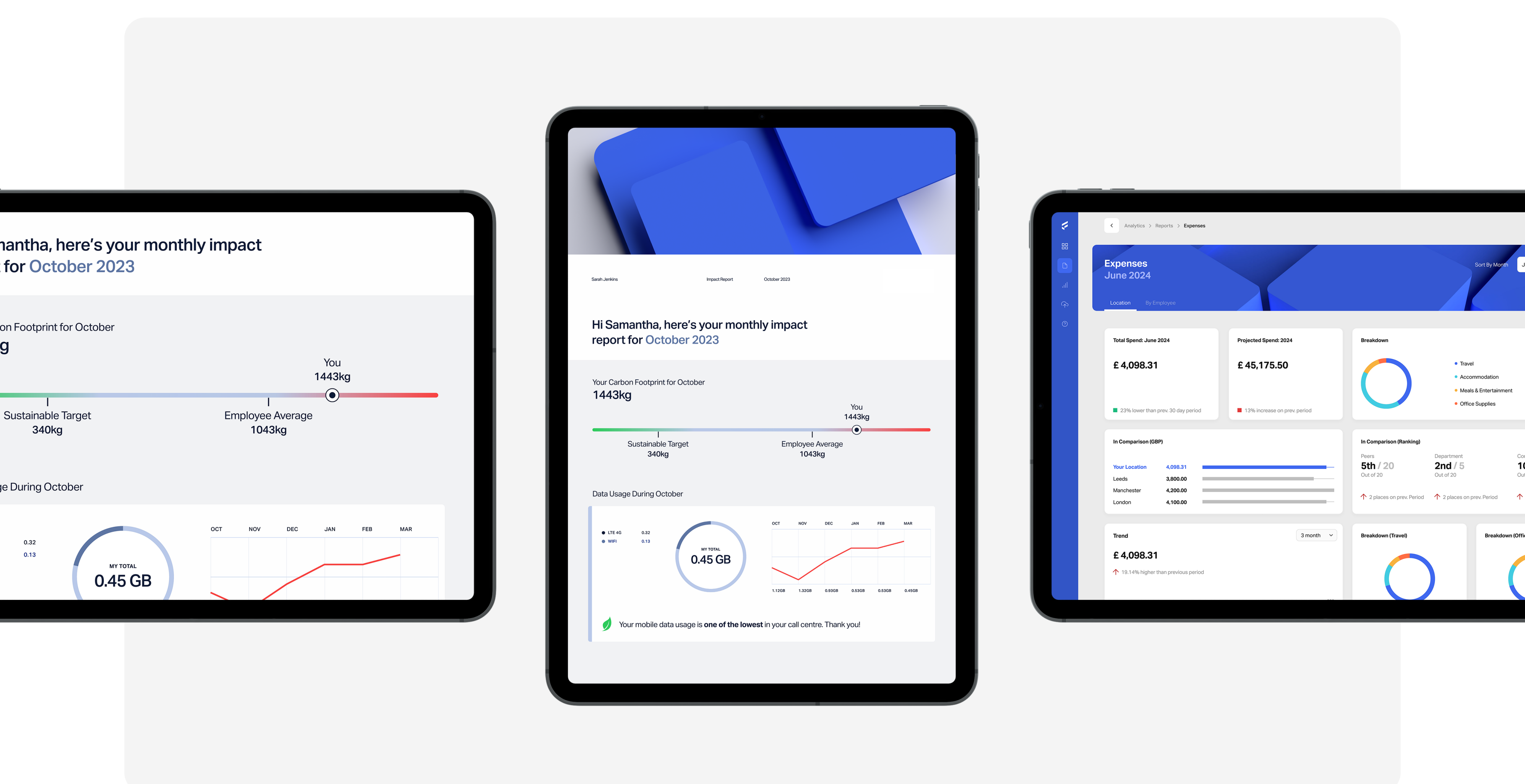
Our objectives were to give each venue complete oversight. Ultimately promoting more efficient energy usage through the following solutions:

- 01 Highlight Carbon Footprint Tracking**
Merlin Entertainment had no system in place to track the carbon footprint resulting from business services, hindering their ability to assess and mitigate their environmental impact.
- 02 Increase Employee Engagement**
Employees displayed low satisfaction with the IT team due to inadequate engagement and communication regarding costs and environmental considerations related to business services.
- 03 Create Clear Cost Visibility**
Limited visibility of costs associated with business mobile phones, printing, and hardware assets hindered employees' ability to identify areas for improvement and drive cost savings.
- 04 Foster a Greater Sense of Environmental Responsibility**
Without accurate insights into the carbon footprint, it was challenging to cultivate a culture of environmental responsibility aligned with Merlin Entertainment's values.

Solutions

Upon implementing our automated reporting solution, it provided comprehensive visibility of costs and accurate tracking of the carbon footprint resulting from business services. Specifically in these areas:

- 01 Automated Reporting**
Finfo's automated reporting processes eliminated manual interventions, ensuring timely delivery of cost and carbon footprint insights to employees without requiring proactive action.
- 02 Comprehensive Data Visibility**
Finfo offered employees comprehensive visibility of costs associated with business mobile phones, printing, and hardware assets, empowering them to identify areas for improvement and drive cost savings.
- 03 Accurate Carbon Footprint Tracking**
Finfo's reporting solution accurately tracked the carbon footprint resulting from business services, providing employees with insights to make data-driven decisions aligned with Merlin Entertainment's environmental values.



Merlin expense reporting

Outcomes & Impact

The implementation of Finfo's automated reporting solution at Merlin Entertainment resulted in significant improvements in employee engagement, cost savings, and environmental responsibility. The key results and benefits include:

- 01 Increased Employee Engagement**
The automated reporting solution improved communication and engagement between the IT team and employees, leading to higher satisfaction and stronger collaboration. Employees were actively involved in cost-conscious practices and environmental considerations, fostering a culture of engagement and responsibility.
- 02 Streamlined Reporting Processes**
Finfo's automated reporting eliminated the need for manual intervention, freeing up resources and allowing employees to focus on value-added activities while accurately tracking the carbon footprint resulting from business services.
- 03 Enhanced Cost and Environmental Visibility**
Finfo's automated reporting improved communication and engagement between the IT team and employees, leading to higher satisfaction and stronger collaboration. Employees were actively involved in cost-conscious practices and environmental considerations, fostering a culture of engagement and responsibility.
- 04 Cost Savings**
Through the insights provided by Finfo, Merlin Entertainment achieved significant cost savings of 29% by optimising spending and reducing waste.

Any Questions?

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