

CLIENT



INDUSTRY



SOLUTION

JD Edwards

ABOUT

Harrah's Cherokee Casino Resort is a subsidiary of Caesar's Entertainment, a 77-year-old casino-entertainment company. Harrah's is located in North Carolina, at the foot of the Blue Ridge Mountains, close enough for Georgia and Carolina residents to make day trips to visit the resort. The company has over 3,000 employees and is planning a \$650 million expansion to their property.

CHALLENGES

Harrah's had some aggressive growth plans coming out of the economic recession. They needed new systems and a way to automate manual processes to support their expansion.

THE CSS APPROACH

In the 24/7 casino business, there's no downtime. So strategic planning at every phase was integral to ensure that it wouldn't impact Harrah's 20,000 daily visitors. Change management services got Harrah's employees involved and engaged in every phase of the upgrade to minimize resistance to the new solution.

RESULTS

CSS completed Harrah's upgrade in time and on budget. And by installing the Pages add-on, Harrah's solved some of their biggest HR challenges, and dramatically streamlined and automated many of their processes like hiring, onboarding, and time off requests.



Upgrade completed in 100 days



Implementation 15% under budget



Hired 800 employees quickly and easily



New business rules on 20 critical processes



Caught errors before they became issues

I've really realized the benefits of having one centralized ERP system.

These changes will provide us the flexibility and scalability to successfully manage another facility from where we already are.

-James Caldwell
IT Director