

unicornh.com

# Unicorn Hospitality

A one-stop hotel management company

simplifies operations with Eko

## INDUSTRY

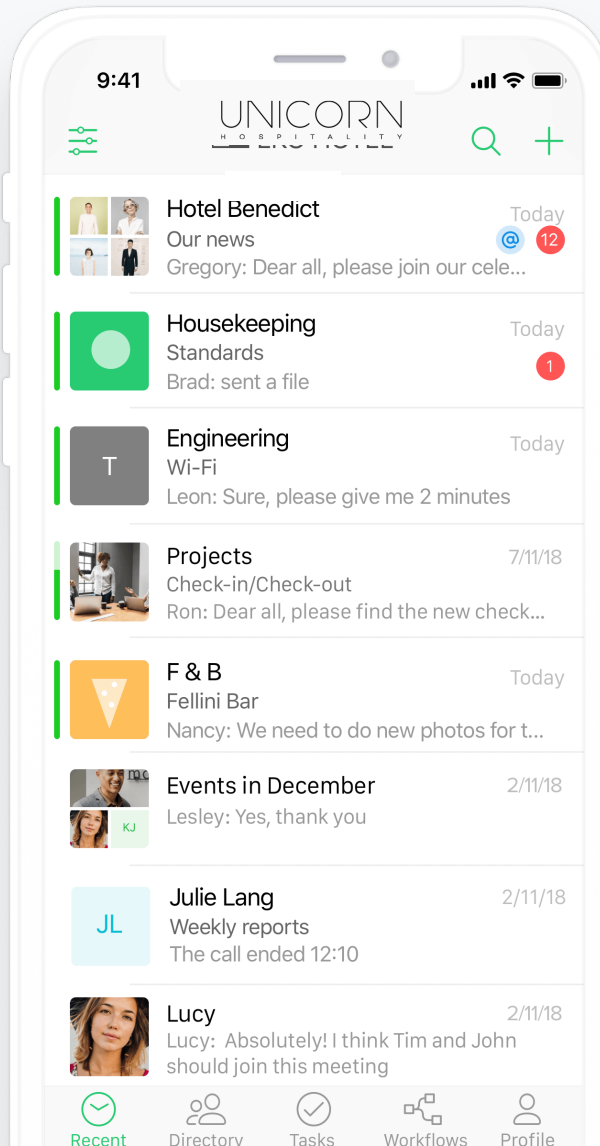
Hospitality

## HQ / LOCATIONS

Thailand, Maldives,  
Vietnam, Myanmar

## RESULTS

Reduced usage of internal emails by 80%  
Operational efficiency is up by 20%



Unicorn Hospitality is a boutique one-stop hotel management service that helps oversee all the moving parts that go into owning and operating a successful hotel or resort — from concept development and branding to pre-opening and event management.

Unicorn uses Eko across all its properties in Thailand, Maldives, Vietnam, and Myanmar to keep operations running smoothly.

“Before Eko our conversations were fragmented, and we used email in conjunction with two other messaging apps to coordinate projects, assignments, deliveries, and the like,” explains Yann Gouriou, CEO of Unicorn.

“Eko has reduced Unicorn’s internal emails by about 80% and saves us so much time because our employees, chats, and files are centralized — all we need to do to get the information we want is open the app.”

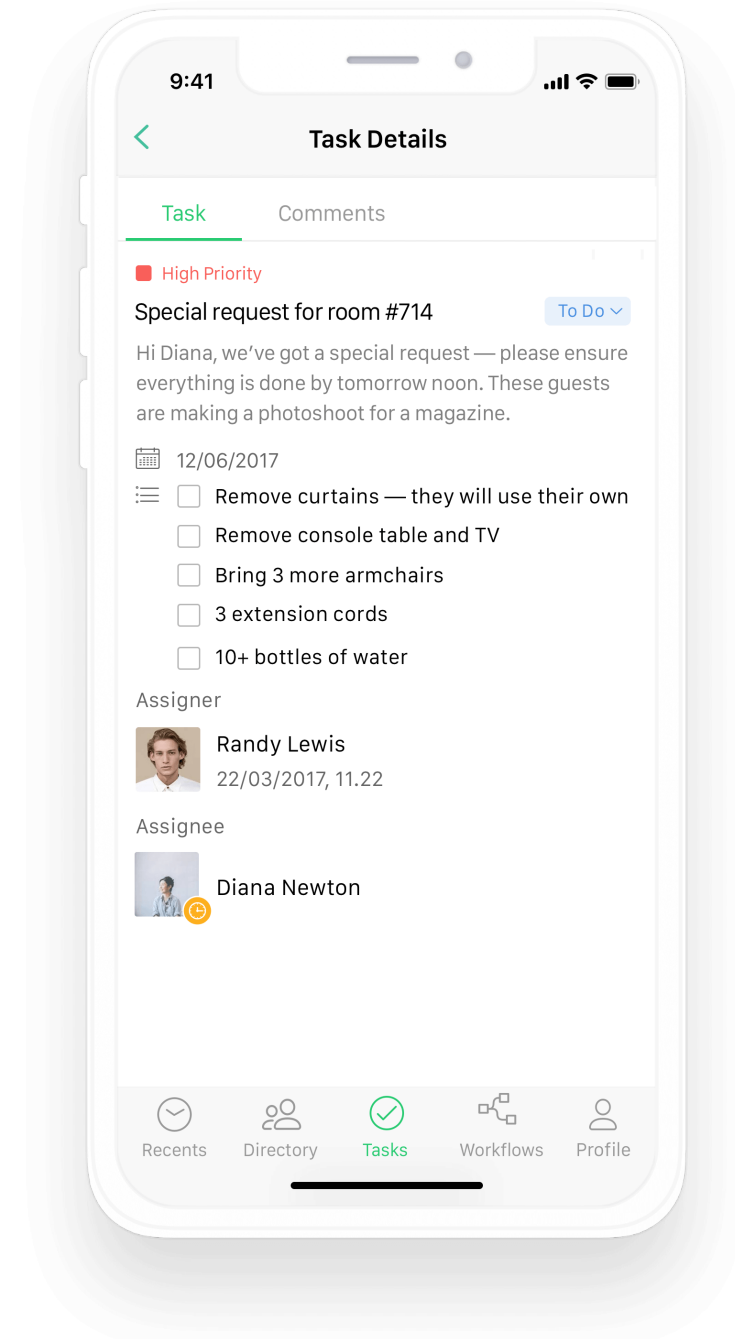
Unicorn uses Eko for task management, too. “The platform allows management to assign trackable tasks to specific employees and teams, and upload photos and files within a Task if needed, this is especially good because we have a visual record of our projects and issues, and their progress,” says Gouriou.

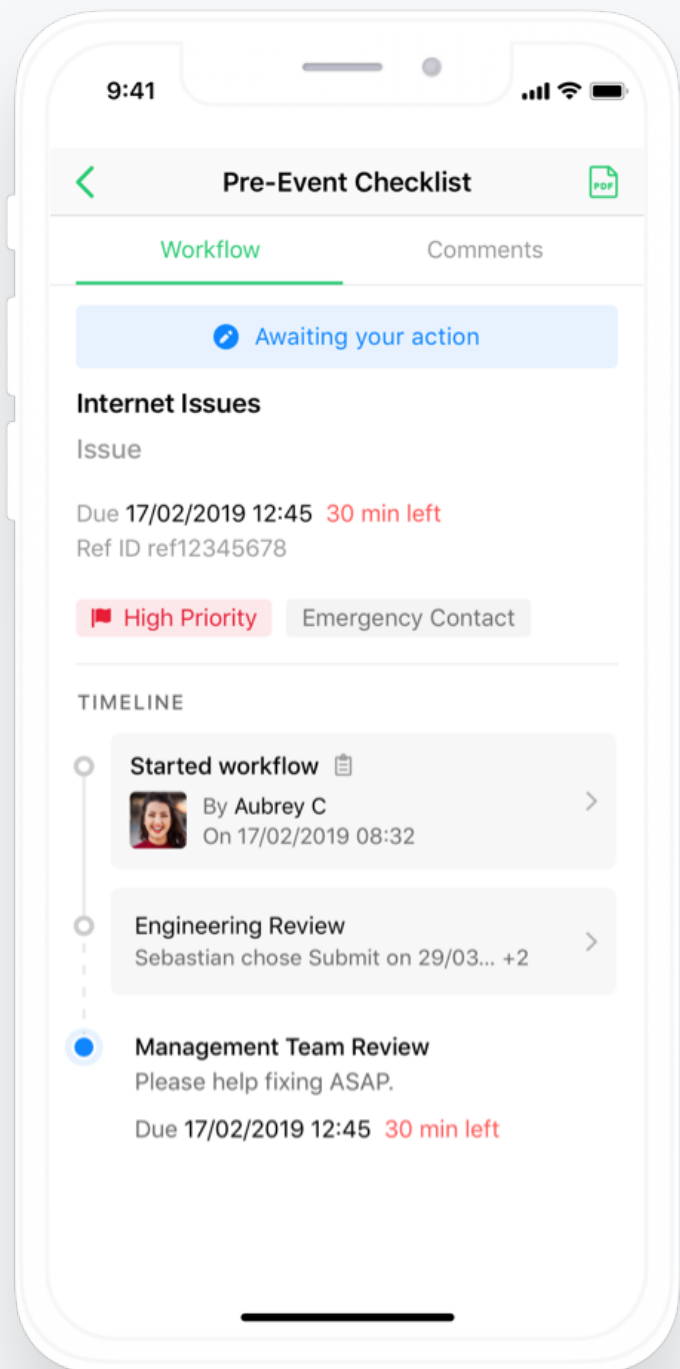
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Previously, the task would be a part of a message or an email and would go unnoticed because it would be pushed off screen by newer messages or be forgotten about as the person responsible would fail to note it down. Using Eko’s Tasks has reduced cost of error, ensured accountability and helped us resolve operational issues faster than ever.

**Yann Gouriou**

CEO at Unicorn





In addition to that, Eko's Workflow feature has helped the operations department streamline workflows such as leave requests and press releases by allowing them to approve or deny items through their mobile phones, with senders being notified of the result instantaneously.

“Our communication flow is smoother and anything shared on the chat can be controlled by the easy-to-use Admin Panel. There is better quality collaboration going on because absolutely everyone is on the same platform. Eko really has improved the way we work”, says Yann.