



## REGNUM

 Tourism and  
Hospitality

 Türkiye

 1,000+

### KEY BENEFITS

- With the digitalization of processes, quality management became faster and fully traceable.
- Operational efficiency increased across all audit and corrective action processes.
- Decision-making processes were strengthened through an advanced KPI and reporting system.
- The reduction in paper usage minimized environmental impact and supported sustainability goals.
- Cross-departmental coordination accelerated, ensuring seamless and uninterrupted information flow.
- A sustainable digital culture was established through post-sales support and consultancy services.

## Regnum Hotels combined sustainable luxury **with digital transformation by making a difference in quality management and process digitalization through QDMS and Ensemble solutions.**

### About **Regnum Hotels**

Opened in 2014 in Belek, Antalya, Regnum Hotels is one of the prestigious investments of Öztürk Companies Group in the tourism sector. Bringing together luxury hospitality with sustainability, quality, and digitalization, Regnum Hotels has hosted international events such as the G20 Leaders' Summit and the Turkish Airlines Open, welcomed world-renowned guests, and distinguished itself in the industry with its vision for digital transformation.

### Needs

Regnum Hotels began searching for a new solution to increase efficiency in quality and process management, transform its operations into a sustainable structure, and embed digitalization into its corporate culture. Prior to QDMS and Ensemble, processes were managed manually, and data fragmentation along with a lack of traceability negatively impacted operational efficiency.

**Efficiency Improvement:** Eliminating time losses in quality and audit processes previously managed via Excel and email.

**Information and Document Management:** Managing document version control and approval processes on a centralized platform.

**Reporting and Approval Processes:** Enabling audit, action, and CAPA processes to become reportable and fully traceable.

**Process and Performance Management:** Tracking department-based KPIs and measuring process performance through Ensemble.

**Risk and Sustainability Management:** Systematic analysis of environmental, OHS, and process-related risks.

**Cross-Department Digital Synchronization:** Ensuring alignment in action management by enabling different departments to operate within a unified digital framework.

### **Bimser QDMS and Ensemble Solutions**

#### **QDMS – Integrated Management System**

Bringing quality, document, risk, and process management together on a single digital platform, QDMS enables end-to-end traceability of audit and action processes while providing centralized document version control and approval management. With comprehensive capabilities such as risk analysis, process performance monitoring, and the automated generation of management review reports, QDMS delivers a holistic approach to quality management processes.



### Ensemble – Process and Performance Management System

Ensemble links organizations' strategic objectives with their processes and makes performance indicators (KPIs) visible. By enabling the digital design of process maps and workflows, organization-wide performance analysis and benchmarking, and measurable KPI reporting that supports management decision-making, Ensemble helps drive efficiency and performance goals.

### Why Bimser QDMS and Ensemble Solutions?

Regnum Hotels selected Bimser QDMS and Ensemble solutions to initiate a new era in quality management and process digitalization. Manual document, audit, and action processes previously managed through Excel and email were replaced with an end-to-end digital quality management system. Through this transformation, audit and CAPA processes became more traceable, approval and reporting workflows were accelerated, and performance indicators began to be monitored centrally via Ensemble. Cross-department information flow was streamlined, and decision-making processes were supported by measurable data.

**At Regnum Hotels, the implementation went beyond deploying a technological system; a sustainable digital culture was established across the organization. Today, Regnum Hotels stands as one of the leading organizations in the tourism sector, differentiating itself by combining quality and sustainability with digitalization.**



With Bimser solutions, **we simplified our quality processes and increased efficiency. Digital transformation is no longer a goal for us; it is now an integral part of our corporate culture.**



**Behiye Kara**  
Quality Director  
Regnum Hotels

### Results & Benefits

Key outcomes of the project:

- 100% digitalized process management
- Centralized and traceable quality data
- Increased employee engagement
- Process-based analysis and reporting capabilities
- Time and cost savings
- Contribution to sustainability through reduced paper usage



On our journey with Regnum Hotels, digital transformation became more than just a project—it evolved into a trust-based partnership. Through our QDMS and Ensemble solutions, we take pride in bringing quality and technology together.

**bimser** | Mustafa Sarıtoprak  
Product Manager