



Orange Lake
RESORTS

Turning Document Challenges into Efficiency

Overview

Founded in 1982, Orange Lake Resorts is a leading vacation ownership company and the home of Holiday Inn Club Vacations®. With a growing network of resorts across top U.S. destinations, it provides families with spacious accommodations and memorable travel experiences. Orange Lake Resorts is committed to delivering quality vacations through flexible ownership options and exceptional hospitality.

The Challenge

As a growing vacation ownership company, Orange Lake Resorts relied on document-heavy processes like deeding properties, employee onboarding, and legal contracts. However, managing, storing, and retrieving documentation became overwhelming, pulling focus from customers.

Buried under paperwork, labor costs soared due to inefficiencies. With properties nationwide transferring documents to headquarters, transit delays created major ripple effects, slowing operations.

They needed a solution that integrated with Ultipro, their existing HR system, while fitting within strict budget and time constraints to prevent downtime and business disruptions.

Industry

Hospitality

Year Established

1982

Members & Owners

365,000+

Villas Owned

8,873

Employees

4,000+

Locations Served

30

A Paperless Path to Productivity

“onPhase has been such a tremendous savings on labor. Having these solutions in place makes life so much easier.

Subash Ghamandi - Senior Innovations Manager
Orange Lake Resorts

The Solution

onPhase Document Management enables Orange Lake to provide employees instant access to the documents they need, when they need them. It also enhances their system with fluid features like full-text search, automated document routing, and powerful auto-indexing. These tools streamline record management, reducing manual updates while ensuring documents remain secure, organized, and easily accessible.

The Results

By implementing onPhase Document Management, Orange Lake gained several key benefits.

Using OCR and scanning hardware, forms were instantly stored in the electronic repository, saving time and preventing disorganization, siloed departments, and lost documents. IT also leveraged the system to track internal user licenses and other records.

A surprising advantage was real-time cross-communication between software and databases. Once a document was scanned, records linked instantly, providing authorized employees with immediate access.

Orange Lake recognized that manual processes would hinder growth. The company now plans to expand onPhase into Accounts Payable to establish a fully paperless workflow.

Results at a Glance



Automatic scanning and storage eliminated disorganization and silos, keeping documents and departments connected.



Established real-time up-to-date cross communication between onPhase and databases.

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