



“The succession planning module helped us introduce a well-structured succession initiative within the company. The process is built around the system to bring a more exciting angle to the initiative.”

Muna Al Mazam, Talent Manager, Jumeirah Group

Business Challenge

Founded in 1997, the Jumeirah Group aims to be a hospitality industry leader and are regarded as among the most luxurious and innovative in the world. With flagship properties such as the Burj Al Arab and the Jumeirah Beach Hotel, their hotels and resorts have won numerous international travel and tourism awards.

To sharpen the company's talent agenda and ensure a steady talent pipeline, Jumeirah wanted to establish a framework for learning, succession planning and a more structured, paperless and easy to access performance management process.

How SumTotal® Helped

Jumeirah implemented the SumTotal Talent Expansion® Suite which combines talent, learning, recruitment and workforce management in one unified platform.

The suite enabled Jumeirah to re-engineer their talent processes, empowering their employees to deliver their Stay Different promise to Jumeirah's guests.

SumTotal has continued to support this vision providing vital assistance via the SumTotal Support Portal and ongoing guidance via their dedicated account management team.

Key Metrics

Dramatic increase in completion rate of appraisals from 7% to 97%

Succession Planning tools enable managers across the organisation to identify and manage high potential employees

Simplicity of design and ease of use has increased engagement and usage numbers

ABOUT JUMEIRAH GROUP

Jumeirah Group, the global luxury hotel company and a member of Dubai Holding, operates a world-class portfolio of hotels and resorts including the flagship Burj Al Arab Jumeirah. Jumeirah Hotels & Resorts manages properties in Dubai and Abu Dhabi, UAE, and Kuwait in the Middle East; Frankfurt, Istanbul, London and Mallorca (Spain) in Europe; the Maldives and Shanghai in Asia. Jumeirah Group also runs the luxury serviced residences brand Jumeirah Living™ with properties in London and Dubai; the new lifestyle hotel brand Venu™; the wellness brand Talise™; Jumeirah Restaurant Group Dubai™; Wild Wadi Waterpark™; The Emirates Academy of Hospitality Management™; Jumeirah Sirius™, its global loyalty programme; and isme by Jumeirah™ an app based rewards programme in the UAE. Future openings include luxury hotels in China, Indonesia, Jordan, Malaysia, Oman, Russia and the UAE.

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