



Manali Based Manuallaya Uses IDS Next Hotel ERP for Over a Decade

About Manuallaya – The Resort Spa in the Himalayas

Located in the lap of serene and scenic Manali, Manuallaya is a 5-star Resort Spa in the Himalayas. This exotic standalone property offers 53 rooms and celebrates its Silver Jubilee in 2014. The resort gives its guests a fantastic view of the Beas Valley and the majestic snow clad peaks of the Rohtang pass. The property’s Kullu architectural design adds an enriching local flavour, and two natural rivulets on either side of the resort enhance the ambience.

Manuallaya offers a wide variety of business and leisure facilities. Its modern banquet halls are perfect venues for meetings, seminar, cocktail parties, dinner and other activities. Its coffee shop, Cafe Jardin serves breakfast and mini lunches. Manuallaya also houses D’ Jong, a Tibetan-cum-Chinese restaurant and Khibber, the restaurant that serves Indian cuisines. Additionally, the resort’s ‘Library Bar’ is a perfect place for people who like browsing through a book while enjoying their favourite drink. The ‘Library Bar’ boasts of a collection of over 4000 books and a wide range of alcoholic beverages too.

Additionally, Manuallaya’s spa offers a variety of treatments and massages. It also has a fully equipped fitness centre, squash court, billiards, table tennis, all-weather skating rink and dedicated kid’s play area.

Manuallaya tried out other hotel management softwares before migrating to IDS Next’s FortuneNEXT Enterprise Hotel ERP in 2003. One of the key reasons to adopt FortuneNEXT Enterprise was the need for a robust software that could enhance operational efficiency. It is now over a decade the sprawling Manuallaya has been using IDS Next’s FortunenNEXT Enterprise Hotel ERP and is impressed with its usefulness.



“As Manuallaya grew on all fronts of our business, we wanted to adopt a robust Hotel ERP. After weighing several options, we decided to go for IDS Next Software as it offered a complete solution covering all the areas of hotel operations.”

**- Mr. Puneet Bhambi
General Manager,
Manuallaya – The Resort Spa
in the Himalayas**



► About FortuneNEXT Enterprise Hotel ERP

FortuneNEXT Enterprise Hotel ERP is an ideal hotel management software for large and independent hospitality properties. It was the right-fit solution for a property like Manuallaya which is vast and offers its guest a growing number of services. This seamlessly integrated Hotel ERP offered Manuallaya the required modules to function smoothly and serve guests faster.



Key Modules of FortuneNEXT Enterprise Hotel ERP



► Operational Benefits to Manuallaya

According to Mr. Puneet Bhambi, General Manager at Manuallaya, the property realized many operational benefits while using FortuneNEXT Enterprise Hotel ERP. “From reservations to guest check-in and check-out, the complete process is very smooth and quick. We have also done away with errors that usually creep in resulting in delays for our guests. The Point of Sale module enhances guest experience as well as quickens the service delivery,” Mr. Bhambi said.

Mr. Bhambi also goes on to add, “The ERP’s elaborate guest history feature helps us to surprise our clients on their birthdays and other special occasions. Additionally, the complaint logging feature reduces the time for resolution significantly and increases satisfaction levels.”

While affirming FortuneNEXT Enterprise Hotel ERP as one of the most user-friendly hotel management software, Mr. Bhambi says, “Considering the average available staff skill sets here, it’s very simple to operate on. FortuneNEXT Enterprise enhances our staffs’ ability to do a lot more productive tasks.”

► Enhanced Decision Making Capabilities

This is another important area where IDS Next Hotel ERP has helped Manuallaya. "MIS reports available in the system have helped tremendously to boost revenues and cut down costs. We use the sales module to track business generation from a particular source and then take a decision on incentivizing productivity. Also, the Food and Beverage Costing options help in controlling food costs," Mr. Bhambi added.

"I know IDS Next Hotel ERP since 2002. I must say, the software has only grown bigger and better thus far. This software effectively simplifies all the areas of our hotel operations including - Front Office as well as back of the house. On a scale of 10, I would rate IDS Next Software at 9."

**-Mr. Puneet Bhambi
General Manager, Manuallaya – The Resort Spa in the Himalayas**



About IDS NEXT

IDS NEXT, is a global leader in providing ERP and total technology solutions for the Hospitality and Leisure industries. With a track record that spans 27 years, we have earned the trust of over 3500 customers globally, and have with a strong presence in 40 countries across South Asia, Middle East, Asia Pacific and Africa. IDS Next's clients include Ramada Hotels, ETA Star, Ramee, Sterling, Choice Hotels International, Swissôtel, Aitkens Spence, John Keells Group, Sarovar Hotels & Resorts, ITC Fortune Group, Royal Orchid Hotels, Pride Hotels, and many more.

Our portfolio of capabilities includes software development and mobility solutions. We also offer a range of next generation software products that address every segment of the hospitality industry, including independent hotels, chain hotels, business hotels, resorts, clubs, service apartments, limited service hotels and restaurants.

For more about us visit: <http://www.idsnext.com/>