

Berggruen Hotels Selects IDS NEXT as its Technology Partner

11 properties of 'Keys Hotels' to use IDS NEXT's Robust ERP and Suite of Solutions to Enhance Productivity and Profitability

▶ Customer Brief

Berggruen Hotels was founded in 2006 with the intent to set up a leading and quality brand of mid-market hotels and upscale resorts in India under the brand name of "Keys Hotels". The company has a portfolio of 14 premium hotels including 8 managed hotels. Its hotels are located at Trivandrum, Bangalore, Ludhiana, Mahabaleshwar, Pune, Aurangabad, Chennai, Goa, Mumbai and other places. Keys Hotels is a rapidly growing group and has a strong pipeline of hotels to be opened in 2014 in locations like Cochin, Vizag, Amritsar, Shirdi, NCR besides others as well.

▶ Business Challenge

Keys Hotels was working with multiple vendors for their requirements, such as point-of-sale, material management, financial accounting and property management system. This was a hurdle for their plans to scale up in 2013.

To keep up with their aggressive growth initiative, Keys wanted a fully integrated hotel management software which could seamlessly manage both front and back office requirements. They also desired flexibility in the software so that they could access specific tailor made reports, and engage in analysis for speedy decision making.

The software was needed for accurate guest profiling, guest requirement analysis and enhance sales and guest satisfaction. They also wanted a software capable of handling big hotels at the same time be cost efficient so that it can be installed in smaller hotels which are managed by Keys.



"In keeping with our long-term growth plans, Keys Hotels wanted a property management software which was widely in use and accepted pan India. We also wanted efficient support from the software vendor through both onsite and offsite support mechanism and training for speedy resolution of issues. This was critical in evaluation of the software purchase decision."

Solution

IDS NEXT did a detailed analysis of the requirements at Keys Hotels and created a customized bundle of offerings. We suggested FortuneNext 6i Professional, an enterprise class solution that could help Keys streamline their daily business across departments. The FortuneNEXT report engine also allows them to access and create customized reports for quick decision making.

Keeping in mind the need for a centralized solution, IDS NEXT also provided Keys Hotel with a host of solutions such as Central Reservation System and Central Financial Reporting System. Besides, RoomsTonight and MIS dashboard were provided through the RezNext platform. Guest Dynamix our Feedback and Loyalty Management solution as also provided and customized integration with Salesforce.

FortuneNEXT 6i Professional Modules Deployed at Keys Hotels

- Front Office Management
- Point of Sale
- Accounts Receivable
- Sales and Marketing
- Banquets and Conference Management
- Telephone Management
- Material Management
- Food and Beverage Costing
- Financial Accounting System
- HR and Payroll
- Maintenance and Management
- Mobile POS Interface



Features of FortuneNEXT 6i Professional

- IDS NEXT Report Writer option simplifies the report generation process
- Greater data security with PA DSS Compliance
- Interface to RezNext, IDS NEXT Mobility Solution and Envy Dine
- Robust application architecture
- Automated initialization of bills for each financial year
- Night audit feature that requires no shutdown [... and more](#)

"We want to be top of the line in terms of technology implementation and hence selected the latest IDS Fortune Next 6i version for implementation. Going forward we would wish to move to IDS NEXT cloud computing solution as soon as this versions is launched."

- **Bikas Chadha, Chief Financial Officer, Berggruen Hotels Pvt Ltd**

► Business Impact

For a rapidly growing hospitality group like Keys, FortuneNEXT 6i Professional Property Management System offers numerous benefits:

■ Centralized Solution

FortuneNEXT 6i Professional offers a robust set of front and back office modules and integration to a host of other add on solutions. This enables the head office to access real-time information at individual hotel level and group level, and plan better with this information.

■ Greater visibility into hotel processes

Powered by modules like Central Reservation System and Central Financial Reporting System, the Keys head office will now have accurate visibility into occupancy at individual hotel and can centrally manage financial aspects of the group, flag issues, take remedial action and launch schemes to grow occupancy.

■ Efficient automation and management of all operations

FortuneNEXT 6i Professional enables individual hotels to seamlessly automate operations –front and back office, optimize use of manpower and focus more on delivering quality guest service.

■ Guest history options helps understand guests better

FortuneNEXT 6i Professional has a robust guest history. This can be leveraged to plan loyalty programs and manage guest feedback. Information from the property management system can be channeled to Guest Dynamix to create loyalty schemes and grow property occupancy levels.

■ Cost Centre wise profit and loss report helps the hotel improve profitability

With FortuneNEXT 6i Professional, Keys management can quickly access centralized cost centre wise reports to determine profitability and take positive corrective action.

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 25+ years, we have earned the trust of over 3200 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 include, Business Outcome Services, Software Development, Mobility Solutions, Total Technology Solutions and 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, spas, cruise liners and restaurants.

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