

Case Study

Family Owned Hotel's Optimize Operations with FortuneNEXT Enterprise

Cochin's Landmarks, Woodlands Hotel & The Woods Manor Enhance Efficiency Through Automation

▶ Customer Brief

Woodlands Hotel and The Woods Manor are prominent family owned hotels that by virtue of their age are an integral part of the landscape in the city of Cochin. They cater to travellers across segments from business to tourist, and their offerings spread from budget to luxury business-class.

For those looking to enjoy the beaches of this coastal city, Woodlands Hotel and The Woods Manor offer a relaxing and memorable vacation. Located in the heart of Cochin, the properties are in the vicinity of major corporate addresses and bustling shopping centres, and attract lots of business travellers.

When these family owned hotels decided to leverage a hospitality software, they turned to IDS NEXT's suite of hotel solutions, FortuneNEXT and have been benefiting from the solution for over twenty years.

▶ Business Challenge

Woodlands Hotel and The Woods Manor are premier hotels catering to business travellers and tourists. The hotels offer a relaxing environment and simple hospitality experience, without superfluities. The management of the property relied heavily on manpower which made handling of large groups of guests time consuming, especially for guests.

The hotels faced challenges in daily activities including long waits at check-ins, handling guest data across multiple properties, and room inventory. Keeping track of reservations and guest check-ins and check-outs was occasionally time-consuming as the properties were not implementing technology to efficiently manage operations.



"As an IDS customer for over two decades, we have not even considered other products since our installation and look forward to our continued association."

**- Dinesh P.R., Managing Director,
The Woods Manor**

► Solution

Woodlands Hotel and The Woods Manor installed IDS's FortuneNEXT Enterprise, which is an all in one application for property management. It is designed for hotels to handle operations such as reservations, commissions, internet booking, rate management, banqueting, inventory management, maintenance management, restaurant management and complete back office capability.

Designed to manage high end needs of hotels, FortuneNEXT Enterprise offers both the hotels the benefit of centralized data integration, which contributes to increased efficiency in hotel operations and functions across various departments.

FortuneNEXT Enterprise modules deployed at Woodlands Hotel & The Woods Manor

- Front Office Management
- Point of Sale
- Accounts Receivable
- Sales and Marketing
- Banquets
- Telephone Management
- Materials Management
- Food and Beverages Costing
- Financial Management
- HR and Payroll
- Maintenance Management
- Quality Management
- SMS Alerts



“IDS NEXT solutions have helped us give more time to our guests through the automation of several business processes. Their excellent post sales support has also ensured that we face no problems with their products. Additionally, their services have been significantly enhanced since they began offering 24x7 technical support.”

- Dinesh P.R., Managing Director, The Woods Manor

Business Impact

After the installation of FortuneNEXT Enterprise, Woodlands Hotel & The Woods Manor witnessed improvement in hotel management and enhanced guest satisfaction.

- **Plugged Revenue Leakages:** Inventory and maintenance management module in FortuneNEXT Enterprise is equipped with features such as:
 - Single Screen Operations for indent and purchase
 - Auto generation of purchase requisition based on minimum maximum and re-order levels
 - View of average consumption per day, expected last days and budget
 - User defined period for tracking expired items

This enabled both the hotels to better manage purchases, reduce wastage of perishables and buy from preferred vendors only. The module allowed the hotels to access detail MIS reports that offered visibility into inventory and also provided an opportunity to plan expenditure. Controls and audit checks offered by the software additionally introduced greater transparency into income and expenditure of the hotels.

- **Guest Satisfaction:** Since the hotel properties had limited human resources, it was a challenge to offer guests a high level of personalized service. However, on the deployment of FortuneNEXT Enterprise, manual functions were automated to a great extent. The technology reduced time spent on data entry, freeing up 30% of the staff's time. The management and staff could now focus on customer interactions. In turn, the hotel witnessed 40% increase in guest satisfaction and significant customer retention.
- **Operational Efficiency:** Being intuitive, the application was quickly learned by the hotel's staff. By automating functions and optimizing human resources, the efficiency of functions across departments was enhanced by FortuneNEXT Enterprise. It also offered valuable analytics that provided graphical representations, forecasts and calculation of inventory. The Woodlands Hotel and Woods Manor also found that the data derived played a vital role in decision making.

.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 3000 customers globally, and have with a strong presence in 40 countries across South Asia, Middle East, Asia Pacific and Africa. In India, IDS NEXT is a leader in hospitality technology solutions and has the largest installed software with over 1700 installations. 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 Strategic Consulting, Business Outcome Services, Custom Design and Development, 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/>