FortuneNEXT Enterprise Helps Airways Hotel Smile To Profitability

Airways Hotel Leverages 24x7 on-call support service to enhance business processes

▶ Customer Brief

Airways Hotel is a 25 year-old hotel in Papua New Guinea. It is part of a reputed hospitality chain in the Pacific and a business leader in industry trends. A winner of accolades at the World Travel Awards 2010, its uniqueness has made Airways Hotel the World's leading Airport Hotel in 2010. Located in Port Moresby, it overlooks the Bootless Bay and Owen Stanley Range.

▶ Business Challenges

Airways Hotel already had a technology solution that automated operations. However their solution was outdated and had numerous bugs that impacted seamless operations of property.

The hotel had limited access to technology support since they were not a large subscriber of the service. The Airways Hotel also grappled with issues like application interface problems, which stalled night audits, affecting their operational efficiency.

> "I must appreciate the sense
> of belonging and pride the staff working at IDS take to make things happen. We developed personal relationships with the customer support staff that is where IDS scores a point over the rest. I have the liberty of calling an IDS associate at 3 a.m. IST (Indian Standard Time) to expect help and have received assistance. Personal touch is the key difference."
>
> **– Kevin Yaxley, Executive Director, Airways Hotel**

▶ Solution

Airways Hotel evaluated alternate solutions and implemented IDS FortuneNEXT Enterprise. Our solution integrated all hospitality functions – from front office to payroll – creating a single, centralised system of operations. It even simplified front desk management, payroll, and inventory management.

This resulted in

- No lost interfaces, and therefore, no operational delays
- Inventory and payroll linked to finance and accounting, for better financial calculations
- Smart features, such as iAlert, to allow efficient communication with guests
- Informative financial reports to aid decision-making

Key Modules of IDS FortuneNEXT Enterprise deployed at Airways Hotel

- 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

Additional Features Helped the Hotel Stay Future-ready

- Strong reporting and control functions
- Compliance with local regulatory requirements
- Plug-and-play interfaces for third-party products to enable seamless hotel automation
- Easy-to-maintain technical build, supporting faster updates, and greater security
- 100% application uptime and complete scalability
- No unique hardware investments
- 24x7, live, multi-lingual support, and free user training

"It is commendable that IDS was open to modification should users request a feature which will enhance efficiency"

- Kevin Yaxley, Executive Director Airways Hotel

▶ Business Impact

After deploying our solution, Airways Hotel began seeing positive impact on key operational areas,

✓ Easy and efficient handling of guest queries, quick access to guest history (such as number of visits) for relevant details, expedited-check out processes, and efficient guest messaging enhanced guest management

✓ Improved monitoring (and control) of costs with weekly F&B cost tracking, informative reports and tools to guide revenue management, and data to support financial plans resulted in an increase of 15% in the room rates. Revenue and cost management became easy

✓ Reports on market and enterprise productivity measures, insights into Hotel's performance in different sectors, data to support assessments linked to critical decisions, and business intelligence to guide strategy – all boosted sales and marketing efforts

✓ A document centre to give front-desk personnel easy access to information, SMS alert engine, and drag-and-drop check-in and check-out tool, enabled smart work. This resulted in reduced time taken to complete tasks and gains in operational efficiency

✓ User-friendly features, touch screen versions at point of sales to post guest orders, easy communication of guest requirements to bars and restaurants, and reports to aid menu engineering. All these have reduced errors and set the productivity curve soaring.

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 24 years, we has earned the trust of over 2800 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/**