

Case Study

Devaragam Launches With IDS NEXT Software

Hotel Chooses a Software that is Stable, Reliable and User Friendly

▶ Customer Brief

Located in the holy town of Guruvayoor, Hotel Devaragam is a fine confluence of traditional Kerala architecture, and modern comforts. The hotel has well furnished standard, deluxe, superior and suite rooms offering a pleasant view, either of the surrounding greenery, or overlooking the serene atrium water body. One of the popular hotels in Guruvayoor, Devaragam has a thematic restaurant "Sapthaswaram" and a banquet hall "Varnam".

▶ Business Challenge

A standalone hotel started a year back, the management of Devaragam wanted to distinguish itself from competition by delivering high quality guest service and was on the look out for a software that was robust and could deliver on business intelligence. A number of hospitality properties they had heard of were using software from IDS NEXT. After reviewing multiple vendors, the management found that IDS software offered the most comprehensive set of modules to manage their hotel, and offered 24/7 technology support. After significant thought and disucssion Hotel Devaragam decided to adopt software from IDS NEXT.



"The Hospitality technology market has loads of software vendors. A hotel needs to choose their software with care. Stability, reliability, customization and good technical support is what a hotel needs to look for before they freeze on a software vendor "

**- Mr. Satish , Director,
Devaragam**

► Solution

The management of hotel Devaragam wanted a software that could automate all sections of their hotel operation, enhance efficiency, reduce their dependence on staff and constantly give them visibility into what was happening in the property. They spent much time evaluating a number of software, and also understanding the features of IDS NEXT's software. After much evaluation they decided to adopt Fortune Enterprise 4.1

Initially the hotel had to train its staff on the use of the software and since the staff did not have a technological background they were rather hesitant. However, with time things changed. The staff got familiar with the software and now have realized that it is extremely beneficial as it compliments the business requirements.

Key modules IDS FortuneNEXT Enterprise deployed at Hotel Devaragam

- 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



“One of the biggest benefits of FortuneNEXT Enterprise is that the software streamlines hotel operations, provides indepth insights into hotel functioning and facilitates faster business decisions. The software is also user-friendly and the staff took to it soon”.

- Mr Satish, Director, Hotel Devaragam

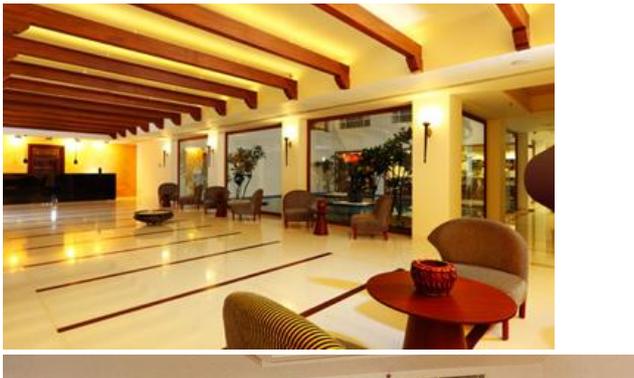
► Business Impact

With the installation of FortuneNEXT Enterprise 4.1, Hotel Devaragam has seen tremendous benefits. The biggest advantages were noticed in the purchase department.

Inventory module, materials & restaurant management helped the hotel plug revenue leakages and thus increase their bottom-line. With significant automation, guest satisfaction also increased visibly.

- Guest satisfaction increased by 40%
- Cash flow in the hotel was optimization
- Productivity increased by 35%
- Additional value by 40%
- Automation also increased customer retention by 25-30%

“FortuneNEXT Enterprise 4.1 is a software with tremendous potential. There is much we can use the software for in the hotel and we only just explore and implementing its many features” said Mr Satish, Director, Hotel Devaragam



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/>