

## PAX Xotels helps budget hotels in handling operational bottlenecks

Developed by IDS NEXT, PAX Xotels is a compact and user-friendly property management system to help budget hotels in handling operational bottlenecks such as lack of skilled manpower, high attrition, revenue leakage and pilferage, etc.

The economic downturn has impacted the hospitality industry and the guests' buying capacity in a big way in recent days. And this has led both business and leisure travelers to become extremely cost conscious and they are increasingly turning towards budget



Pradeepa Shetty, VP, Channel Sales, IDS NEXT

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hotels. This trend definitely indicates that the demand for budget hotels is rising. But, the big question here is: are

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these small or budget hotels really capable enough to handle this demand?

Budget hotels do face several problems like, lack of skilled manpower, high attrition, revenue leakage and pilferage. They even have budgetary constraint while selecting a property management system. Keeping all

these issues in mind, IDS NEXT has developed PAX Xotels, a compact and user-friendly property management system to help budget hotels in handling these operational bottlenecks.

Pradeepa Shetty, VP, Channel Sales of IDS NEXT spoke on this market segment and various aspects of PAX Xotels in an interview with **TNH**. Excerpts:

**Q What is the average market size unorganized or small and budget hotel segment that might want to use PAX Xotel? What was the idea behind coming up with such a compact property management**

**system for this section of the industry?**

Unorganized or small and budget hotel segment plays a

major role in the Indian hotel industry. As per studies, around 70% of the Indian hotel industry comes under unorganized sector.

Like other big players in the industry, hotels under this particular segment also aim to become efficient & highly profitable by automating the entire operations including

the online room sales options and attracting a growing number of guests.

There is no single national hotel software vendor in India to address requirements of this particular segment. IDS NEXT, being a global player in this domain and with largest market share in India planned to provide a compact yet powerful property management system along with requisite infrastructure to help hotels in this segment to sell rooms online. IDS NEXT will enable owners of small hotels to monitor and control business while on the move

Already, over 100 IDSnext trained full service channel partners spread across India are carrying the PAX Xotels property management solution backed by IDS channel sales & support manpower based out in each zone. More channel partners are going to be enrolled in tourist, pilgrimage and business towns of India in coming days to extend local support to budget hotels.

**Q Do they really need a PMS?**

Yes. Growing competition in the industry is pushing budget hotels to provide better guest experience to attract repeat guests and maintain better image. Automating each area of operation will ease the pressure on the hotel staff/management and help them focus on improving the guest experience.

As more and more guests are booking their hotel rooms online, it is critical to have online room sales channels con-

nected to PMS system to sell room through online channels. Through Rexlite dashboard IDS NEXT is going to provide two-way connect to traditional online travel agents, web booking engine, non-traditional room sales channels and mobile channels.

The idea behind creating PAX is to enable budget hotels enjoy the power of superior automation in a cost effective manner by implementing a property management system that is quick to deploy and easy to use. Our main focus is that, the hotel should be able to go live quickly with our PAX property management system in place.

**Q How exactly PAX Xotels can help budget hotels?**

PAX Xotels effectively automates front office and restaurant operations. The product comes with many useful interfaces like Tally Accounting System, door lock, Plutus online credit card settlement, EPABX System, scanner and web cam.

Also, it provides a web based dashboard, called Rexlite that enables hotel owners to monitor hotel statistics, allot inventory to connected channels and manage rates in connected online channels. Additionally, it allots inventory to own web booking engines and mobile room booking channels like RoomsTonight. PAX Xotels provides technology infrastructure to effectively automate operations and increase revenue through online room sales. **by TNH DESK**