



WINDSOR ARMS HOTEL

Integrated Solution Cuts System Costs and Enhances Guest Experience

SUMMARY

Problem: Multiple interfaced technology solutions resulting in disjointed information, higher operating costs and great difficulty in using guest data to deliver superior customer service.

Solution: ResortSuite PMS, SPA, CATERING, and F&B

Implementation Cycle: 1 month

Payback: 4 months

Value: 70% decrease in annual IT costs

"The ResortSuite solution centralizes a guest profile for ease of use and clearer visibility. Our department functions more independently. The system interface is very user-friendly, and the logical flow of data input enables accuracy and minimal training time."

Agata Kusiba
Spa Manager

70% decrease in annual IT costs

Client Profile

The Windsor Arms Hotel is one of only three hotels in Canada to be awarded membership by the prestigious *Small Luxury Hotels of the World*. A favorite among visiting celebrities, this Toronto landmark features 28 of the most exclusive suites in the city. With an uncompromising reputation for excellence in guest service and luxurious accommodations, the Windsor Arms Hotel includes a spa, fine dining room, bar, tearoom, and event facilities.

PROBLEM

The Windsor Arms Hotel wanted to move from multiple existing interfaced software systems that were fragmented, costly and not guest-centric to a fully integrated and reliable solution that would enhance the hotel's ability to provide superb guest service and improve specific operational areas:

Guest Information Gaps

The existing interfaced systems did not allow staff and senior management to retain and share valuable guest information across the property. Significant resources were being expended to aggregate guest information and ensure guests received premium service.

Debit and Credit Processing Limitations

Debit card transactions could not be processed through the Property Management System, causing disjointed payment procedures and obvious inconvenience for guests.

Fragmented Information Flow

Staff were often required to manually transmit information to other areas of the hotel or within their own department, adding time-consuming processes and often causing communication breakdown.

System Interfacing Limitations

In addition to the restricted flow of information, IT was faced with the challenges of learning and maintaining several unique applications, working with many vendors to rectify any system malfunctions, and incurring excessive annual support and maintenance costs.

Nominal Performance Analysis

Senior Management was unable to obtain critical financial, marketing, operating, and guest information in a timely, reliable and concise manner, preventing them from effectively analyzing their operation and making well-informed business decisions.



Guest Itinerary for:
Jane Smith

Reservation # 52815

The Room we have reserved for you is AB.

Your reservation is for 2 adults for 2 night(s), arriving Sat, Feb 21, 2009 and departing on Mon, Feb 23, 2009.

Room Reservation

Spa Reservations

February 21, 2009

Jane Smith

Milk & Honey Soak	9:10 am	- 9:25 am	10 BODY	CApplagate
Personal Prescription Facial	9:40 am	- 10:40 am	05 FAC/MAS	CApplagate
Mojito Sugar Scrub	10:50 am	- 11:20 am	12 VICHY	MBrown
Sweet Hands Manicure	11:30 am	- 12:25 pm	03 MANICURE	MBrown

Dining Reservations

February 21, 2009

Jane Smith

Dining Room	7:00 pm	2 Guests
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www.resortsuite.com

ResortSuite's single and multi-faceted guest profile, accessible from any hotel terminal, allows the Windsor Arms Hotel to deliver an exceptional and unique level of guest service in the most efficient, timely and cost-effective manner.

SOLUTION REQUIREMENTS

Single Guest Database and Profiles

Provide hotel staff the ability to log, access, and share complete guest information [i.e. preferences, contact information, transaction history]. Use this information for guest service, support and financial reporting.

Integrated Debit/Credit Processing

Process debit/credit card transactions efficiently from any point-of-sale terminal in the hotel.

Deploy Integrated Technology Solution

Implement a single technology platform to deliver a consistent, reliable, and scaleable system infrastructure.

Enterprise Reporting

Generate property-wide, real-time business intelligence to enhance guest service and improve management decision-making.

SOLUTION

The ResortSuite solution was implemented at the Windsor Arms Hotel to support the Property Management, Food & Beverage, Spa and Group Sales & Catering operations.

ResortSuite was deployed on a central Oracle database platform and Microsoft Windows 2003 Terminal Services for dramatically improved system manageability, reliability, performance, interoperability and IT costs.

ResortSuite's single and multi-faced guest profile, accessible from any hotel terminal, allows the Windsor Arms Hotel to deliver an exceptional and unique level of guest service in the most efficient, timely and cost-effective manner. For example, ResortSuite will alert staff when a guest has a particular preference or is assigned a V.I.P. status, and a complete guest itinerary may be automatically generated from any department in the hotel which includes, the guest's room reservations, spa bookings, dining reservations and activities.

ResortSuite's integrated debit/credit card processing capability facilitates a single high-speed transaction process; again, improving guest service, reducing errors, and lowering operating costs. It also permits end-to-end auditing of all debit/credit transactions.

Each ResortSuite module includes enterprise-reporting features that generate hundreds of real-time reports that span cross-functional areas within the hotel. This provides an unprecedented level of clarity for guest service, marketing, sales, management, HR, finance and operations departments.

RESULT

Overall, the Windsor Arms Hotel now has a single technology platform that supports all of their operations in a highly integrated way. ResortSuite has dramatically lowered the hotel's ongoing IT and support costs, improved internal communication among staff, equipped senior management with reliable business data, enabling a deeper understanding of their guests, and further improving the service level.

Enablez Inc.
171 East Liberty Street, Suite 207
Toronto, ON M6K 2P6
Tel: 416.259.0715
Fax: 416.352.5511

ResortSuite 
Know your Guest.