

## Achieving Spa Reporting Excellence

For years, legacy software management systems have not been able to deliver timely, accurate and flexible reporting for spa business operators. Why? There are several valid reasons, but the main ones are:

1. Traditional reporting is driven from "generic" accounting packages that serve the needs of different types of businesses. Therefore, the specific nuances of a spa business cannot be captured by the accounting package any substantive way.

2. Reporting needs and demands between spa directors, financial and operational people often differ, resulting in a lack of concise KPIs that drive good and timely spa business decisions. This often results in status quo and "acceptance" of mediocre reporting.

If the generic accounting packages are not capturing data pertinent to the spa KPIs, is there any system that is at least capturing the raw data which can serve as the basis for the spa KPIs? The answer is quite obvious. It is the "sub-system" (i.e. the software package that used to run your spa operations e.g., ResortSuite SPA). If you were to create a "Dashboard of KPIs" it would be based on data from the sub-system (e.g., ResortSuite SPA), not on the accounting general ledger.

The beauty of this approach is that the range of information in the sub-system is exceptionally rich and the information is accurate and reliable because it is coming from the system that you rely on to run your business and which also drives the accounting information.

The last stages of achieving reporting excellence are:

- Timeliness of information; ideally in real time or as close to it as possible.
- Ease of accessibility (i.e., available whenever you want it, without having to ask for it and accessible wherever you might be).
- Information represented in multiple ways. Each one of us absorbs information in different ways. Some like to see numbers, others prefer charts of various types (e.g. in the form of a bar, pie and line charts or a table, etc).
- Creating a vast array of KPIs to choose from. Each user has his/her perspective on what is important.

Responding to the spa industry's urgent need for reporting excellence, ResortSuite has designed a revolutionary new system that is consistent with the corporate mantra, Know your Guest, which is now extended to Know your Business.

Introducing, a powerful new tool to help drive your spa business, ResortSuite Dashboard.

The main attributes of this product are:

- Information is timely - as current as fifteen minutes ago.
- Information is easily accessible over the Internet; view it from anywhere, anytime.
- Information is displayed in any form you prefer (e.g. table of numbers, charts, etc.).
- Information can be displayed for any time period (e.g. yesterday, today, this month, etc.).

- Information is aggregated as you prefer (e.g. totals by day or month or quarter or year).
- Information is extensive since it is driven from the sub-system Resort Suite SPA.
- Access to a vast array of KPIs from which you and your associates may select your favorite KPIs. Each person's KPIs can be unique, changeable and saved by the system.
- Lastly, as you use ResortSuite Dashboard and notice that a particular KPI that is not available, simply let ResortSuite know. If the raw data is available, the KPI can simply be created.



In summary, ResortSuite Dashboard is completely customizable, timely, accurate and easily accessible, bringing the spa industry as close to reporting excellence as possible. Quite a liberating feeling. Contact us for a demonstration.