

Enterprise and Hospitality

End to end solution

Graphical PMS

Graphical restaurant table booking

Integrated CRM and mailshots to maximise revenue per guest

Manage staffing and shift patterns with strong hourly reporting

Built-in multi-property central reservation system

Resort, excursion and activity management

Task management for events to credit control



SOFTWARE
SATISFACTION
AWARDS 2008



The World's Best Integrated Business Platform

Enterprise and Hospitality

Enterprise offers a unique single application approach to Hotel Management: Front Desk, Bar and Restaurant, Accounts, Sales, Marketing and CRM, Stock and Purchasing, and Online Reservations - all your business needs in one application.

Front Desk

A single interactive work window allows you to:

- find check-ins and check-outs for the day
- check room availability and create new reservations
- view a graphical display of room availability and reservations
- use drag and drop to allocate rooms

Each room can be assigned to a location, and the front desk window can filter by location, so you can handle reservations across multiple resorts and multiple room types. Rooms can be analysed by multiple user-defined classification codes, for reservation and reporting on - allowing you to manage not just smoking/non-smoking rooms, but those with specific facilities such as wheelchair access or jacuzzis. You can also set how many extra beds can be added per room.

A range of reports are available including a Newspaper report (how many papers to order and where to deliver them) and a guest service facility which allows wake up calls to be ordered, instructions to be sent to housekeeping and special requests for Front Desk staff. Nationality statistics reporting will assist you in structuring your marketing more appropriately, as will reports by booking reason (holidays versus business trips and the like). Occupancy reporting gives occupancy statistics per room type and date range. Room Statistics reporting provides a daily breakdown of occupancy rates and average room prices.

Pricing and Billing

Manage private guests and corporate accounts. You can choose to bill immediately or on account. The system supports multiple folios

for each reservation allowing bills to be split. It is possible to set up unlimited tariffs which can vary by:

- guest type (by nationality, or for tour guides etc.)
- age (discounts for children)
- corporate account
- agency
- season
- day of the week

There is also detailed functionality for the handling of different packages, and the ability to prevent use of a specific package (eg half board) on the web reservation system.

For handling of cancellations, you can apply different percentages of the total reservation that are chargeable depending on how close to the booked dates the cancellation occurs. Equally you can set different prepayment amounts per customer type and how close to the reservation dates the booking is made.

Subject to appropriate security controls, specific staff can be given authorisation to override any pricing, with full traceability. Also folio entries can be redistributed, giving easy control over billing to companies for business items and to the individual for personal costs.

Conferencing and Group Bookings

Reservation quotation allows you to check availability for group bookings and to create multiple room reservations with a single click. Groups can be families occupying one or more rooms, or large parties. Bills can be created for individual guests, agents or

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other companies. Enterprise allows simple generation of quotation covering letters.

The reservation system can also be used to book other hotel facilities, from conference rooms and sports facilities to equipment such as projectors and computers. Invoicing can be made separately for such reservations, or charged to a specific room.

An allotments feature allows you to allocate rooms particularly to agencies, portals and any other resellers. You can choose rooms by type and location, for any date range, and automate the allocation - while retaining the ability for manual overrides.

Reporting includes a Channel Statistics report that allows you to assess the performance of each type of reseller.

Room Cleaning and House Maintenance

Use Enterprise's workflow capabilities to keep track of whether a room needs cleaning or is ready for check-in. Rooms can be brought in and out of service, and routine or ad hoc maintenance tasks can be allocated to house staff, either on general to-do lists or with specific dates in their calendar.

The housekeeping report gives an overview of the rooms to be prepared including sheet changes and any special instructions from the Front Desk.

Interfaces are available to switchboards and web television so that cleaners can update the room status.

Restaurant and Bar

Enterprise has a touch screen point of sales system for bars and restaurants, which works equally well for facilities that form part of hotels as for stand-alone bars and restaurants.

Restaurant bookings can be made from the restaurant or from the front desk - indeed the reception staff can be prompted to offer such bookings on check-in.

Swipe card log in is used for speed, or you can use fingerprint login for enhanced security. Bar tabs can be accessed from any terminal. Also handheld devices can be used to take restaurant orders, which

can then be printed immediately in the kitchen - even in a different language from that used in the front-of-house.

Items can be classified in many different dimensions, and associated with any number of these classifications - enabling fast searching for data entry.

There is a simple facility to split a tab between multiple guests and the system can accept payments in a mixture of cash, credit cards or charged against a room. Stock levels are updated automatically and the guest sales history is stored for later use in marketing and reporting.

Intelligent printer handling allows users to design their own Receipt stationery.

You will also find all the features normally expected of a strong restaurant point of sales system, including:

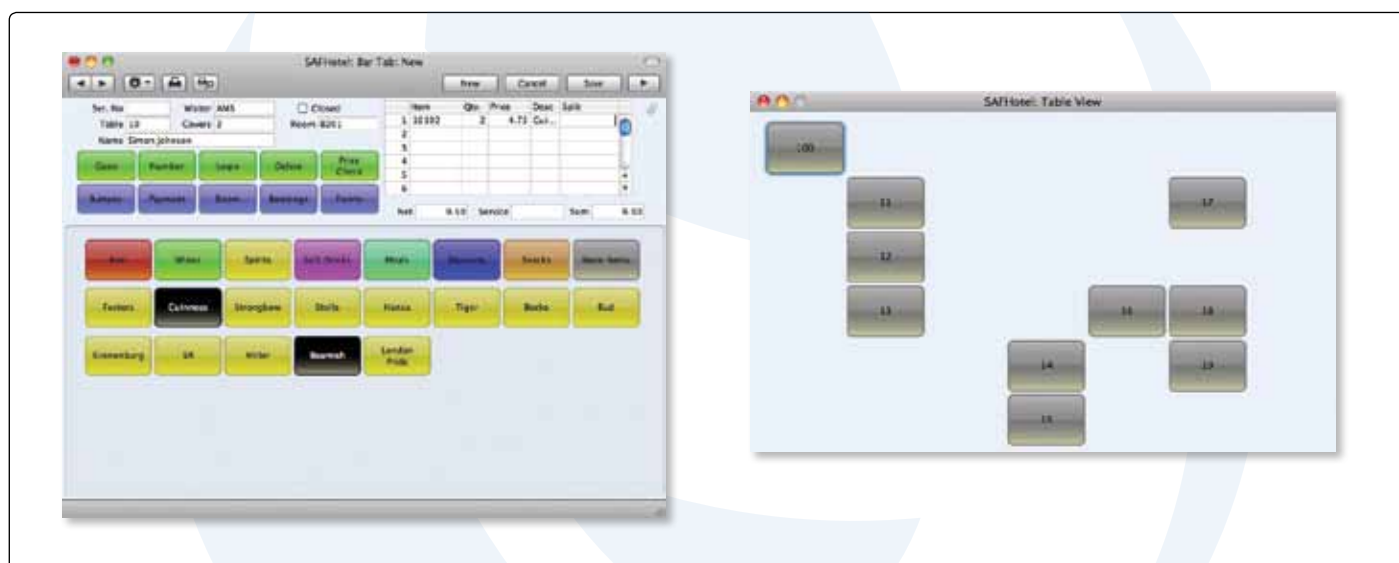
- fast price lookup
- simple voiding, with associated reporting
- automated handling of user-defined service charge percentages
- end of shift cashier counting and associated reporting

Tables can be set up in a graphical view, and entries made per table by clicking on the relevant table in the table view.

Daily sales reporting allows you to review sales by shift, in time slices defined by the user, so you can better plan the shift patterns and whether even to open the restaurant at specific times.

Accounts and Management Information

Using a fully integrated package allows real time management reporting. As soon as a customer pays their bill the accounting system is updated. Detailed data analysis is possible. For example, you could look at your profitability by customer, booking source, customer type, board basis etc. Fast links allow you to view and further analyse reports in Excel.



In particular, using a single integrated accounts solution gives you:

- simpler handling of yield management (in conjunction with detailed discounting rules)
- real-time figures throughout the hotel
- traceability between each part of the system

Hotel and bar management reporting gives you access to information such as number of rooms let, spend per head and per time of day, occupancy levels, room rates, duration of stay.

Refer to Enterprise and Accounts for more details on the integrated accounting.

Sales and Marketing and Customer Relationship Management

Enterprise can be configured by each user to retain various elements of profiling data on guests and corporate customers. Marketing campaigns can then be quickly constructed against these profiles.

For example, you may want to create a mailshot to all guests who purchased a bottle of champagne and invite them to a wine tasting evening, or send guests who stayed in one of your hotels between certain dates an invitation to book a room for the same time the following year. Mailing lists can be built up and information sent by fax and email.

Enterprise also has a unique, integrated task management system. This is perfect for managing everything from conferences and banqueting to preventive maintenance. Each user has their own Calendar and To Do list, with tasks in them which can be linked to any other record(s) in the system, and the ability to create sub-tasks for complex event management and the like. Users can set Alarms to prompt themselves of their tasks, by pop-up window, email or even SMS.

Webshop

Enterprise offers a real-time web reservation system. This is not linked to the Property Management System, it is part of the PMS - meaning that you remove the risk of data conflicts between the web reservations and front desk. Guests can make bookings for any

date ranges for rooms and for associated events, treatments and excursions, and the web system can then go on to take payment. You are given extensive, style-sheet based control over page design.

The web solution is a complete website, not just for bookings, so you can provide pages on all aspects of your hotel and facilities.

Resort

Enterprise's Resort module provides management for all manner of events and excursions. Set up Event Types such as a hot air balloon adventure, and associate key pieces of information with the event type such as minimum and maximum number of persons to run the event, age limits, and pricing details (including whether associated with a room package). Next create the Schedules for each Event Type, setting up rules for how often the event will be run, between what times, and between which dates. Enterprise provides batch routines whereby you create the actual events from the Schedules, and then you can go in and edit any of them. Associate Resources set up in the Hotel system with the Events, from vehicles to rooms, and Events will flow through into the graphical scheduling system.

You can even set up Enterprise to prompt front desk staff to offer event bookings on check-in.

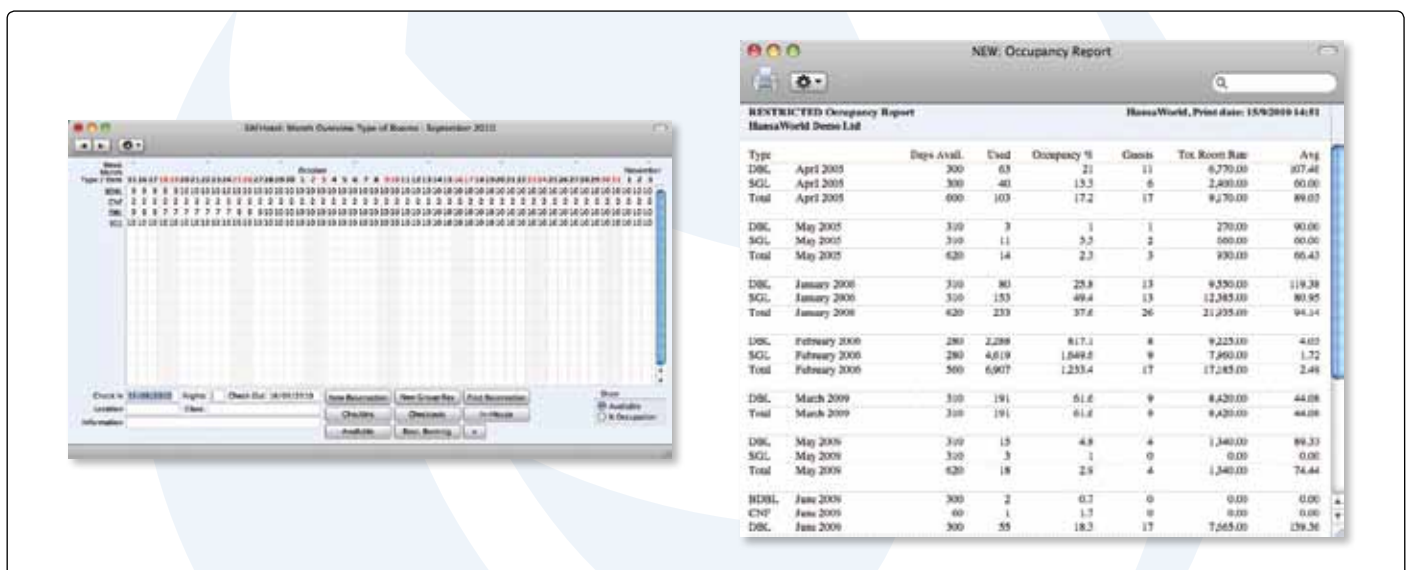
Technology

Enterprise's client server technology allows you to connect multiple locations to the central database. This would allow you to have a central reservations team or to have an off-site accounts departments. Employees can even work from home or while out on the road. The software is cross platform and supports any mix of Mac, Window and Linux operating systems on the same network and also works on handheld devices.

There is also an offline mode of working, particularly designed for hotels and restaurants running over satellite or other poor internet connections with high latency.

Cloud Services

Enterprise includes an innovative technology for deploying third-party web services and other mini-applications.



HansaWorld connects a centralised Enterprise server to the third-party service, and enables your server to see the centralised server if you subscribe to the service. As a result you can add these mini-applications on a Software as a Service basis, with monthly subscription and the option to turn on and off immediately.

This technology is used for secure payment gateways, so credit cards can be processed both from within Enterprise and also from the web reservation system. SMS gateways used in conjunction with Enterprise's Business Alerts workflow feature allow users to trigger text messages on any given event, such as a reminder to the guest a set number of days before check-in.

- room cleaning - cleaners can record the status of the room as clean
- room service and other shopping - web screens might allow the guest to purchase from any of the hotel's facilities, including using room service, making ad hoc purchases (possibly from hotel shops or even off-site), and making reservations of facilities or even rooms at other hotels
- internet usage - can be costed to a room

Interfacing Technologies 1 - Switchboards

Switchboards can be interfaced to Enterprise to achieve the following:

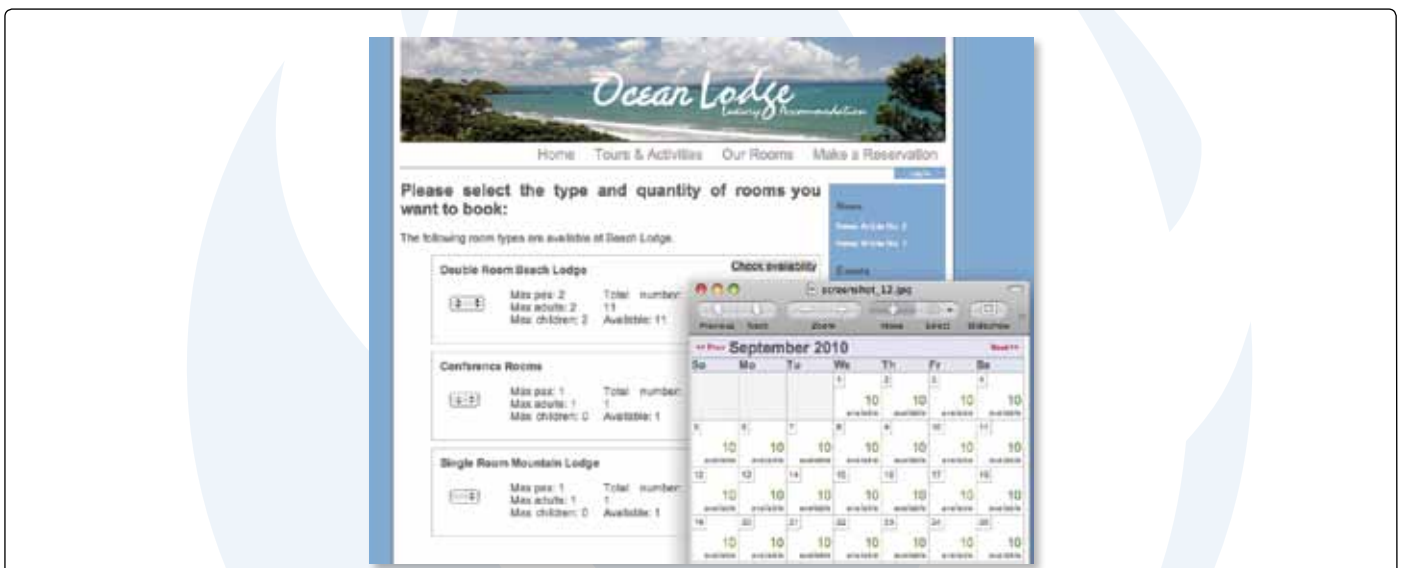
- Billing guest calls - calls made from specific extensions can be automatically stored as charges against a room bill, complete with details of number rang, tariff, start time and duration
- Automated room service - some switchboards can be configured for menu selections activated by numbers dialled. This information can be written into the Enterprise system as either an ad hoc sale for billing only, or as a specific type of restaurant tab both for billing and to issue the request to the kitchen
- Room cleaning - cleaning staff can use telephone handsets for the data entry to indicate a room has been cleaned.

Interfacing Technologies 2 - Minibars

Enterprise can be interfaced to Minibar systems that automatically write sales records as soon as the items are removed.

Interfacing Technologies 3 - Web Browsers / Web Television

Enterprise supports direct access to its database from web browsers, whether from televisions or computers. Screens can be configured for tasks such as:



Modules

- Business Alerts
- Cash Book
- Cheques
- Conferences
- Consolidation
- Contracts
- Course Booking
- Credit Management
- CRM
- Customs
- EDI
- Email
- Expenses
- Fax
- Fixed Assets
- Group Calendar
- Hotel
- Human Resource Management
- Internal Stock
- Jewellery
- Job Costing
- MRP
- Nominal Ledger
- Point of Sales
- POS Offline
- Pricing
- Production
- Purchase Ledger
- Purchase Orders
- Quotations
- Rental
- Report Generator
- Resort
- Resource Planning
- Restaurant
- Sales Ledger
- Sales Orders
- Service Orders
- Share Trading
- SmartView (Business Intelligence)
- Stock
- Task Manager
- Telephone Log
- Timekeeper
- Warehouse Management
- Webshop and CMS

Technologies

- Business Communicator (Asterisk, Skype and TAPI)
- Forms Designer
- HAL Customisation language
- Intelligent Routing
- Interfacing Toolkit
- Massive Cacheing
- SQL Shadowing
- SmartApps Designer
- Wide-area Networking

Cloud Based Services

- Address Lookup
- Credit Card Payment
- Credit History
- E-invoicing
- Electronic Bank Services
- Electronic VAT Return
- Exchange Rate Lookup
- Postcode Lookup

Company profile

HansaWorld is a major international software company specialising in business optimisation solutions. The group employs around 300 staff in a strong network of daughter companies and distribution partners worldwide. There are offices in 19 countries spanning all the major continents, allowing HansaWorld to offer international implementations with a single point of contact across many countries.

The group was founded in Sweden in 1988, by Managing Director Karl Bohlin, and is currently headquartered in Ireland. The products are available in 27 languages and work with almost all computers and operating systems. There have been more than 75,000 HansaWorld installations at a wide range of organisations, from small and medium-sized businesses to entrepreneurial divisions of larger companies.

HansaWorld is one of the leading drivers to bring a new perspective to corporate software business needs. Traditional software companies continue to push a silo approach involving developing an Enterprise Resource Planning application that is difficult to integrate with other components such as Customer Relationship Management, Email, Document Management, Workflow and vertical market solutions. HansaWorld has pioneered the approach of developing solutions that cover almost all the company's main business needs in a single, integrated solution, and by underpinning these with constant technological innovation. As a result, this Integrated Business Platform unifies processes across all departments, through advanced software-based best practices which thereby improve the flow and value of business transactions to deliver time and cost savings at every level without compromise.

HansaWorld provides local product management for each market where it actively sells Enterprise. This process covers not just translations (if required), but also localisation for statutory and commercial practices, and ongoing quality control.

Product Strategy

Enterprise's advanced and successful user interface was first developed for Apple Macintosh in 1988. In 1994, when the program was ported to Windows, it had already been proved by thousands of users. HansaWorld's experience with international sales and modern technology puts it in the perfect position to meet the challenges of the next decade.

HansaWorld provides a wide range of technologies for e-business including internal and external email, several webshop solutions and PDA support. In addition, HansaWorld can help to build a corporate portal. Enterprise is developed using C++ as its programming language, and proprietary technology for database design and for network communication. This allows HansaWorld to have the same products available for several different operating systems, each version optimised for maximum performance.

Currently Enterprise is available for Windows 2000-XP, including Windows CE, Mac OSX, Linux and AIX, Symbian S60 and iPhone.

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