

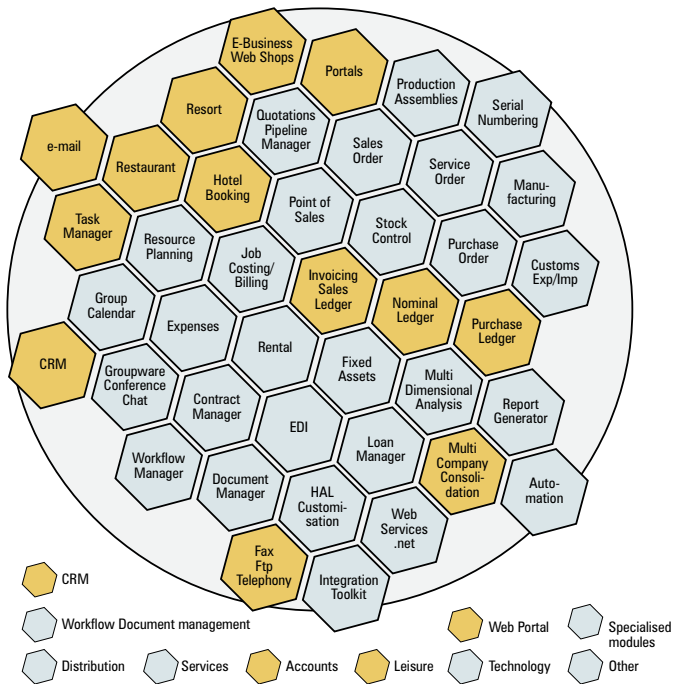
# *Hotel Management*

## *Challenging the Establishment.*

HansaWorld 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.

For small luxury hotels to multi-property estates.





Hansaworld Honeycomb – ERP, CRM, e-Business, Accounts – All in One Integrated Solution

### 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.

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.

### 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
- corporate account
- agency
- season
- day of the week.

Subject to appropriate security controls, specific staff can be given authorisation to override any pricing, with full traceability.

### 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 other companies.

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.



### Room Cleaning and House Maintenance

Use Hansaworld'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

Hansaworld has a touch screen point of sales system for bars and restaurants. Swipe card log in is used for speed and security. Bar tabs can be accessed from any terminal.

Handheld devices can be used to take restaurant orders which can then be printed immediately in the kitchen.

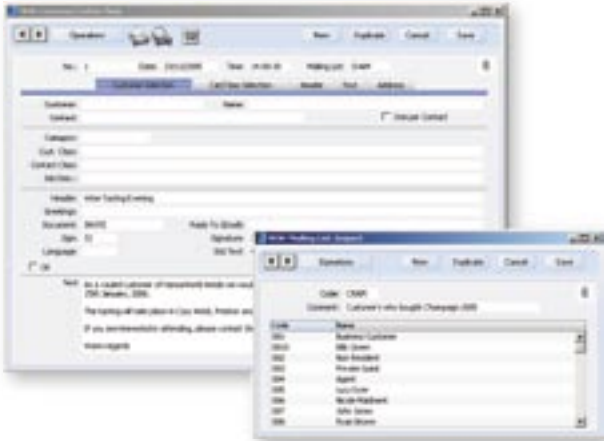
There is a simple facility to split a tab between multiple guests and the system can accept payments in a mixture of cash, credit cards or charged against a room. Stock levels are updated automatically and the guest sales history is stored for later use in marketing and reporting.



## 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.

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.



## Sales and Marketing and Customer Relationship Management

HansaWorld 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 Champaign 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.

## Technology

HansaWorld'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.

## Interfacing Technologies 1 - Switchboards

Switchboards can be interfaced to HansaWorld 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 HansaWorld 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.

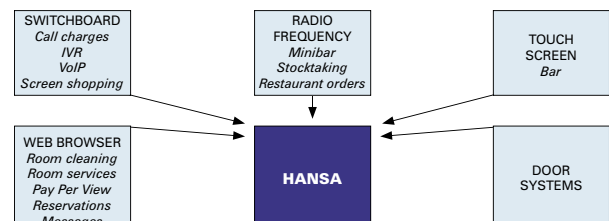
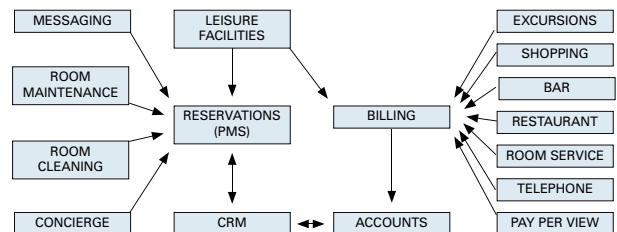
## Interfacing Technologies 2 - Minibars

HansaWorld 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

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

- 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.



# Hotel Management

## All in one

With HansaWorld software, your front office and back office are totally integrated so that they function as a single, powerful tool for all employees. There are more than 45 fully featured modules covering the key business areas of most organisations, allowing you to concentrate your data in one database. Having a single datafile improves the consistency of your data, and lowers the total cost of ownership by reducing the cost of upgrading. Users can choose to run the HansaWorld client software on any Windows operating system, from 2000 to XP, Pocket PC, Mac OS X and even Linux GUI solutions. The HansaWorld server can be run on Windows XP and 2003, Mac OS X, Linux, Unix and IBM OS/400. The preferred hardware for servers is an IBM eServer (xSeries, pSeries, iSeries or zSeries) or xServe (or G4 in smaller installations).

With the HansaWorld Portal and e-business solutions, you can extend the community of users beyond your own employees, by giving customers, prospects and other partners carefully controlled access to data via a web browser.

## Contact your partner

To learn more about HansaWorld ERP and CRM solutions contact your local HansaWorld office or distributor or a Certified HansaWorld Business Partner. HansaWorld offices and/or distributors are located throughout Europe, South America, South Africa and the Middle East. A list of HansaWorld offices and distributors can be found at the Country link on our website, [www.hansaworld.com](http://www.hansaworld.com). Details about local Certified HansaWorld Business Partners can be found at the Countries link at [www.hansaworld.com](http://www.hansaworld.com).

## Company profile

HansaWorld is a major international software company specialising in business applications. The group employs around 300 staff in a strong network of daughter companies and distribution partners in Europe, Latin America, Africa, Asia and the Middle East.

HansaWorld'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 e-mail, several webshop solutions and PDA support. In addition, HansaWorld can help to build a corporate portal. HansaWorld 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 HansaWorld is available for Windows 2000-XP, including Windows CE, Mac OS X and Unix, including Linux and OS/400. HansaWorld is IBM eServer proven, running on xSeries, pSeries, iSeries and zSeries.

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