

Hotel Cortez, Bolivia

Hotel Cortez (www.hotelcortez.com), located in Santa Cruz, Bolivia, has been one of the most renowned hotels in the country for thirty years and enjoys an international reputation. Reflecting its commitment to excellence, Hotel Cortez is the first and only hotel in Bolivia to receive ISO 9001:2000 certification.

A new era: HansaWorld Enterprise

Before HansaWorld Enterprise, Hotel Cortez used a local software product that was not capable of integrating the hotel's many departments and services. They have now implemented more than 15 HansaWorld Enterprise modules, from Hotel and Restaurant to Assets, covering all the basic accounting and stock processes. The provided data backup options are made use of for keeping all the information stored and safe. On a daily basis, 22 users log in to the system.

Hotel Cortez uses the HansaWorld Enterprise Hotel module to run its reservation system, starting with creating provisional reservations and bookings and ending with check-out and invoicing the guests or guest groups. The same logic for reservation applies to the conference and ball rooms.

The integrated restaurant module allows Hotel Cortez to add purchases to room bills without retyping the information. During weekend special offers to the public, mixed payments can be received.

For daily communication, the employees of the hotel take advantage of HansaWorld's integrated email system. Being able to attach internal records or reports to emails helps ensure everyone is always fully informed and up to date.

Making use of HansaWorld's Price List feature, the hotel has implemented a flexible structure allowing them to control pricing precisely, depending on the type of customer and the season.

The power of integration can be felt throughout the organisation, for example the Assets module gives Hotel Cortez total control of its operations, with the accounting department always having up to date information about all transactions and the persons in charge.



Hotel Cortez has found in HansaWorld Enterprise the software solution to connect its front and back office operations.



The Implementation

The HansaWorld consultancy team co-operated closely with hotel personnel throughout the implementation of the system. Carlos Zambrana, System Administrator and Project Leader for Hotel Cortez, remembers, "Both teams worked closely together to accomplish the interrelation level in the program that was defined at the beginning".

During the implementation, HansaWorld Bolivia carried out several ad hoc programming projects. Customisation was needed for the Hotel module and to design additional reports. "We plan to keep requesting custom programming, should this be necessary to satisfy the needs of our clients, external as well as internal," Zambrana comments.

The instruction and education stage included both personalised training sessions and focus area classes for groups of users, concentrating on the specific requirements of each department.

Benefits and Results

According to Carlos Zambrana, the most important benefits of using HansaWorld Enterprise for the hotel when compared to its previous system are:

- Timely accounting information
- More efficient attention to guests
- Speed in the execution of tasks and reports generated by the system.

Looking Into the Future

One of the short term plans of Hotel Cortez is the implementation of the Payroll module - a HansaWorld module specific to the Bolivian market. With this the integration of all the hotel business processes will be complete.

"Upgrading Hotel Cortez to the new version of HansaWorld Enterprise is another step we will take to ensure that we have access to the latest functions and registers that will be helpful in providing ever better results," added Carlos Zambrana. Hotel Cortez will be migrating during the first months of 2007.

About HansaWorld

HansaWorld is a business solutions provider with nearly 20 years of experience in the international software market. It is our ambition to stay ahead of change and constantly offer customers more efficient ways of running their businesses. With more than 67,000 installations world-wide, we have the experience to be your future proof software partner combining global knowledge and local representation.