



IDS Next Corporate Profile

About IDS Next



- ★ IDS Next is world's leading Hotel ERP solutions provider with decades of unmatched domain expertise
- ★ Product suite that increases hotel revenue, decreases cost and enhances guest experience
- ★ Technology stack that is future proof, robust, and scalable

We cater to



Large Independent Hotels



Group & Chain Hotels



Resorts & Boutique Hotels



Mid-Size Hotels



Budget & Small Hotels



Restaurants / F&B Outlets



Clubs



Bars & Pubs



Who we are?



Check-in & Check-outs in a day

300,000



Hotels served

4800+



Rooms handled daily

275,000



Destinations

475



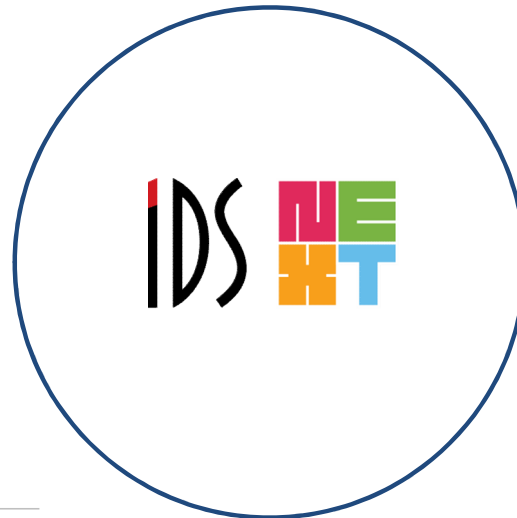
Largest hotel – by rooms

740



Countries Present

41



POS Machines

3500



Users in a day

300,000



Customer Retention

95%



Technical Support within SLA

91%



Bill Generated (KOT) in a day

525,000



Hotel Chains

120



Product Suite



Hotel Operations

- ▶ Fortune Next ERP
- ▶ iAlert



Hotel Intelligence

- ▶ Pulse 247
- ▶ Strategix
- ▶ Central MIS



Guest Experience Management

- ▶ Easy Dine
- ▶ Easy Check-in / Check-out
- ▶ Stay Ahead *



Partner Ecosystem

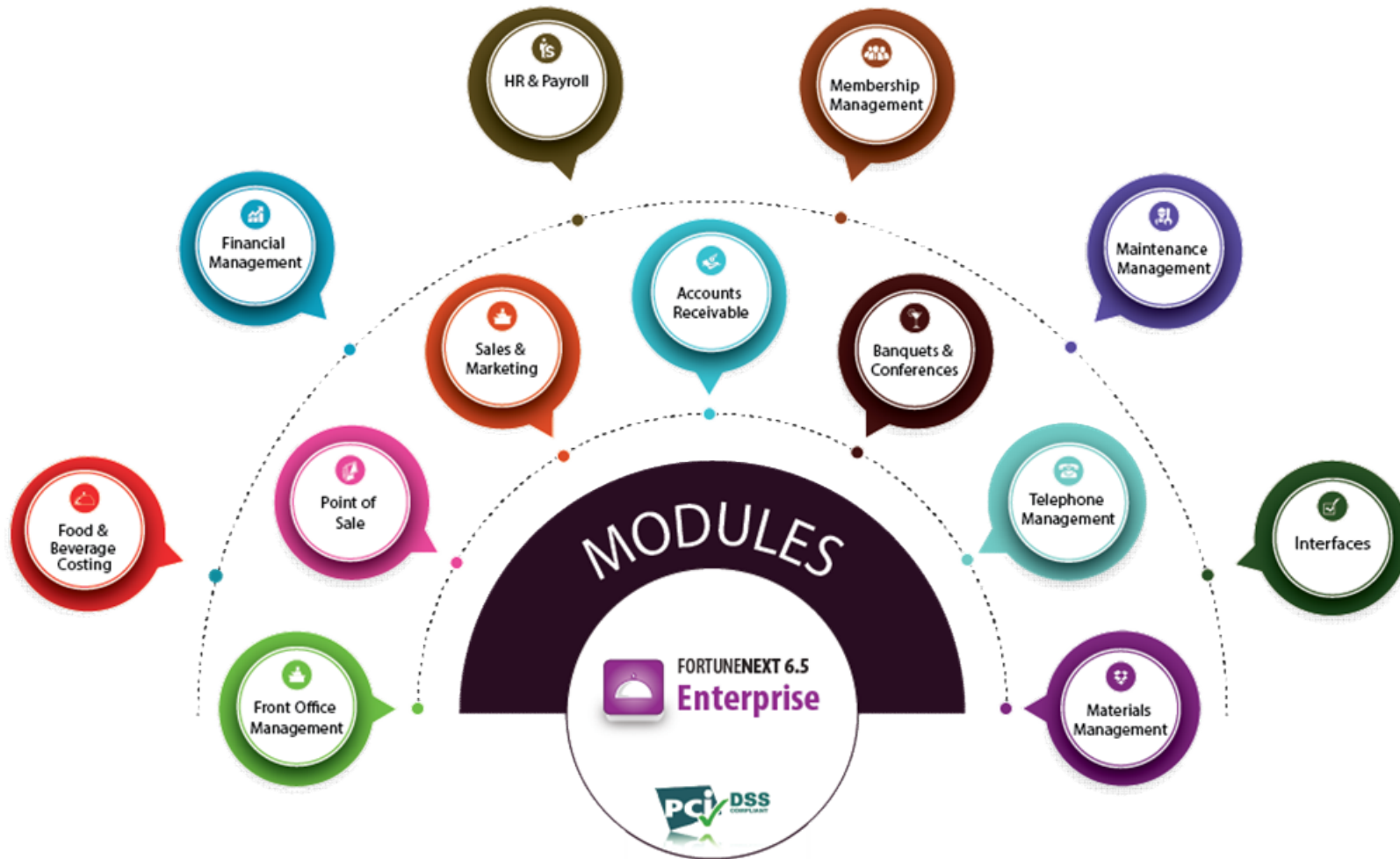
- ▶ Reputation
- ▶ Revenue
- ▶ CRM, Loyalty + more



Distribution

- ▶ Sky Res
- ▶ GDS & OTA Connect
- ▶ Web Booking Engine

Product Suite – Hotel Operations



Flavors



FORTUNENEXT 6.5 Enterprise



FORTUNENEXT 6.5 Professional



FORTUNENEXT 6.5 Express

Product Suite – Hotel Operations



iAlert

- ★ Simplify and accelerate the process of seamless communications with guests and staff through FortuneNEXT iAlert, the SMS Alert engine
- **Highlights –**
 - With features like quick auto installation, FortuneNEXT iAlert, the web based SMS Alert Application can be accessed anywhere via internet
 - Efficiently helps user engage in SMS campaigns during events like food festival, new promotions, new facilities launched and many more
 - Users can automate the process of SMS sending to guests on their birthdays and on other special occasions, too
 - Users can send SMS alerts to their staffs on VIP guest arrival and guest complaints etc that requires them to respond immediately
 - Allows users to analyze SMS trends through a dashboard
 - Most importantly, it ensures instant message delivery with no queue mechanism
 - Multiple SMS gateways, so that users have the freedom for choosing different gateways for different operations e.g. One gateway for Bulk SMS, another for single SMS

Product Suite – Hotel Intelligence



Pulze247

- ✓ For property owners and senior management to keep an eye on every aspect of hotel operations
- ✓ Informed decision can be taken with all vital data in hand
- ✓ Consolidated data from all departments of all hotels in the chain, represented for detailed analysis



Central Data Mining & MIS

- ✓ **Analytics** – to initiate measures and respond
- ✓ **Dashboards** - executive briefing books, scorecards, detailed drill-down
- ✓ **Reporting** – MIS Reports, Cost reduction analysis, finance reports



Product Suite – Guest Experience Management



Easy Dine

- ✓ Mobile based e-menu and order taking application for fine-dining restaurants
- ✓ Help restaurants maximize revenue and enhance dining experience of guests
- ✓ Steward can view all tables' status in real-time, view menu, take order, add/edit modifiers, add open table, mark NC KOT, repeat an order
- ✓ Orders placed are automatically sent to KOT

Easy Check-in / Check-out



- ✓ Hoteliers now can drastically reduce the guest check-in time by leveraging our Easy Check-In app.
- ✓ Pre-registration card with photo and signature on the mobile / tablet
- ✓ Syncs with FortuneNext6i in the Wi-Fi zone
- ✓ Checkout guest from anywhere



Product Suite – Guest Experience Management



Stay Ahead (December 2017 Launch)

- ★ Mobile platform for guests to manage their end to end post booking experience
- ★ Guests can pre-checkin, raise service request, order room service, upgrade room, etc
- ★ Hotel's own platform to engage with guests to offer them a memorable stay
- ★ Improves guest experience, generates ancillary revenue, improves service level



Stay Ahead Features



Enhanced Guest Experience

- Guest creates a digital profile
- Guests pre-checkin
- Checkout request
- Payment integration: gateway, UPI, Wallets
- Request hotel services
- Mobile as room key



Guest Engagement

- Send promotions / deals to guests
- Track campaign effectiveness
- Chat with guests
- Chatbot
- Rate guests



Revenue Generation

- Upgrade room
- Automatic extend stay offer
- Buy paid services / products
- Order room service
- Browse and book activities / POI
- Sell hotel branded products



Service Level Improvement

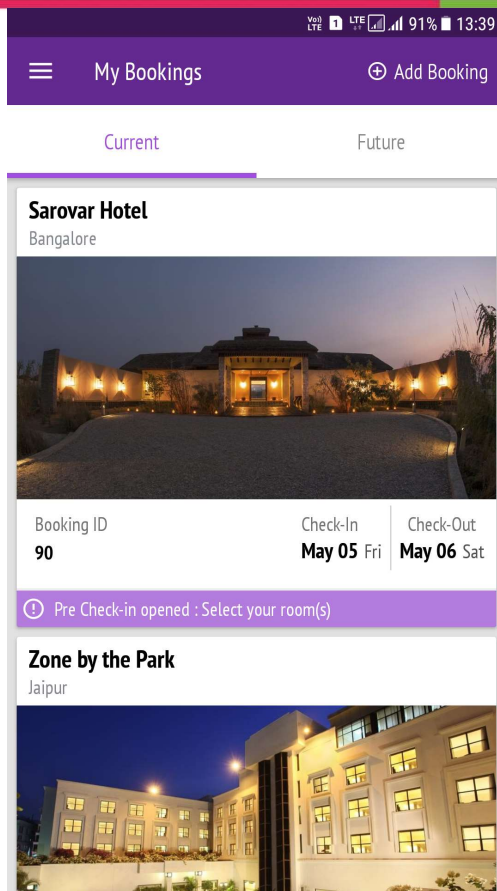
- Guests rate every service
- Hotels see real-time feedback from guests
- Hotels view, track, act, re-assign guest requests
- Auto escalation of service requests



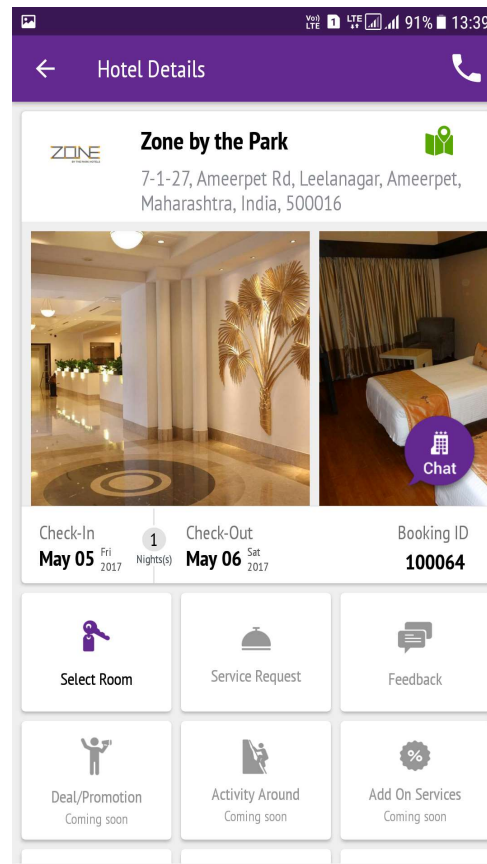
Alerts / Insights

- See Stay Ahead pre-checkin, checkout
- See services / products purchased
- Get notifications for guests' key activities
- Rich guest insights widget during chatting

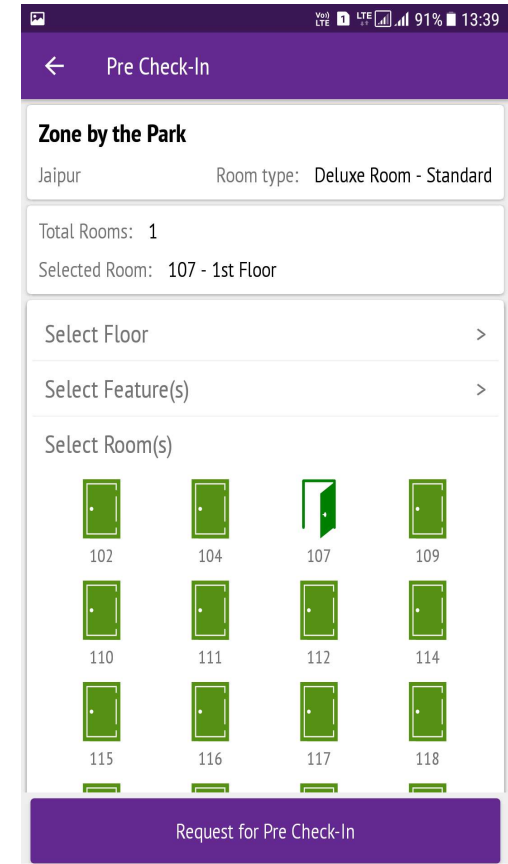
Stay Ahead Features



All bookings in one place



Guest can perform all actions during stay



Browse rooms, select to pre-checkin



Stay Ahead Features

View Bill

Zone by the Park All values are in INR
Jaipur

Booking Id : 100079 Total Room : 2

Check-In 2 Check-Out
May 10 WED 2017 Night(s) May 12 FRI 2017 Total : INR 1600

Bill Summary

Room No: 116

Coffee	150
Chicken Club Sandwich	300
Strawberry Cake	350

Room No: 208

Tea	100
Egg Fired Rice	200
Chicken Curry	500

Request to Checkout

View outstanding bill

Service Request Room No 108

House Keeping

- ☐ DND
- ☒ Clean my room
- ☐ Require additional Pillows
- ☐ Require hard bed
- ☐ Additional water glasses
- ☐ Require Shower cap

IT Department

- ☒ WIFI password
- ☒ WIFI not working
- ☐ AC not cooling

Complaints

- ☐ Coffee maker not working
- ☒ AC noise
- ☐ Bed lamp not working
- ☐ TV not working

Submit

Raise hotel service request

Chat with Sundar Online

Hi Jaipur ZONE 11:51 AM

Hi Sir 11:52 AM

Welcome to our hotel 11:52 AM

I need a pillow 11:52 AM

Rated

★★★★★

Feedback

Sundar was excellent, he helped me a lot.

Type a Message

Chat with hotel, rate experience

Product Suite – Distribution



Sky Res

- ★ Web-based Central Reservation System for hotels in a chain or group
- ★ It centralizes and organizes reservation, inventory and guest information related data in once place for easy access and management
- ★ Enables a hotel's CRS agents to accept bookings for multiple properties in one go
- ★ Enables the CRO to assign travel agents, corporate offices, and sales offices separate logins to receive bookings based on allocation



Product Suite – Partner Ecosystem



Distribution

MaxiMojo

Sabre



reznexT
DISTRIBUTION. GO IT RIGHT.

Busy
ROOMS



SITEMINDER

Res-Avenue®

Technology Partner



CRM



Online Reputation Management



Revenue Management

IDEAS™
BookingSuite

Loyalty & Rewards



Business Intelligence



Leisure



POS

Pine Labs

Time Share



IDS Differentiators



Domain Expertise

Over three decades of unmatched domain know-how that goes into building our Hotel PMS and other hospitality technology solutions



Tech Support

Round the clock support via Live chat, Email, Telephone. Sales force CRM enables customers to log cases and track for closure. DRP for call center to another international location



Regular Product Updates

Periodical product updates ensures our clients work on latest tools and technologies. Remote patch deployment helps our clients download software updates automatically



Superior Technology

Robust Hotel PMS and allied products comes with all modules integrated with each other to streamline operations with ease



IDS Differentiators



Compliance

- ★ Our ERP follows HTNG 2010A protocol and POS Connect follows HTNG 2013B protocol
- ★ PA DSS Compliance: Our PMS automatically disposes off credit card info after a predetermined timeframe with other Security certification

Disaster Recovery

The ability to handle failure allows IDS to meet two requirements that are typical in most data center environments:



- ★ High availability: Ability to provide end users with access to a service for a high percentage of time while reducing unscheduled outages
- ★ High reliability: Ability to reduce the frequency of hotel system failure



IDS Differentiators



Data Migration

In case of Hotel PMS system replacement, IDS moves data from the existing software database and migrates it to the IDS Next Hotel PMS seamlessly (conditional)



Regional Physical Presence

Our talented team members are located across India, Sri Lanka, UAE, GCC, and Africa



Easy Adoption / Talent Pool

Our Hotel ERP has been adopted by over 100 hotel management institutes as part of their curriculum across India, Nepal, Bahrain and Ethiopia. Students graduating from these institutes are already trained on IDS products.



Fast Implementation

Our trained teams prepare an implementation blueprint including database preparation, master content setup, among others and finish rollout within agreed timeframe



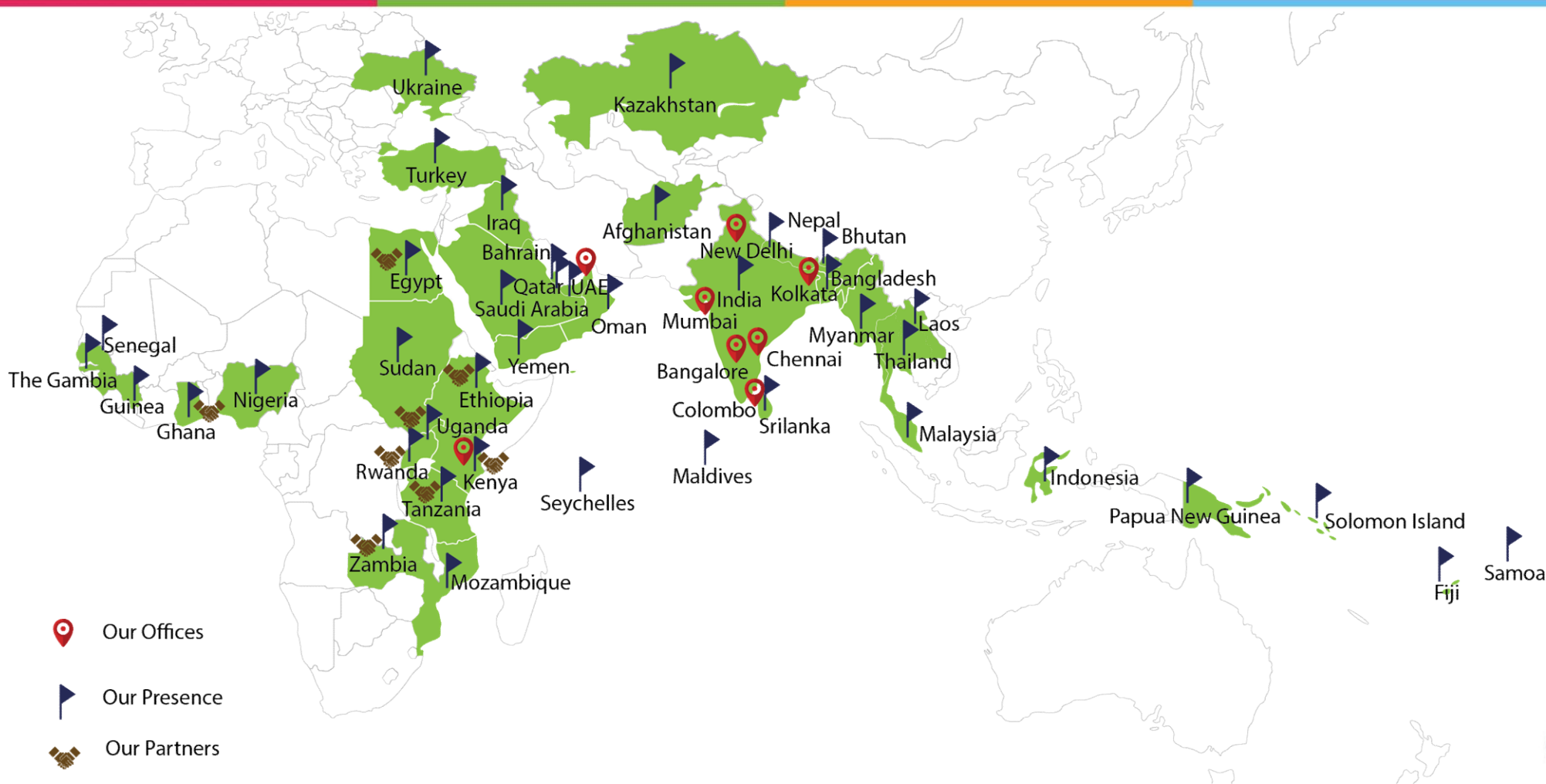
Some of Our Clients



Some of Our Clients



IDS NETWORK





THANK YOU

www.idsnext.com

Contact:

Manasseh Narh Sales Manager - Ghana
manasseh.narh@idsnext.com
Mobile: 0266000834