NOVEXSYS

NOVEXSYS, LLC Consumer White Paper

Affordable, robust solutions are available when hotels are forced to replace their PMS

The Chandler Inn Hotel discovers that a PMS deployed as Software as a Service (SaaS) is a viable and cost effective solution when compared to traditional server based PMS solutions.

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Summary
The Chandler Inn Hotel (an independent 55 room boutique hotel in Boston's hip and historic South End) received news from their PMS vendor that the current PMS software would no longer be supported after December 31, 2008. The only option available from the previous vendor was to upgrade to a different product. The costly upgrade would also require the purchase of new workstations and servers. The hotel leadership decided to search for other options.

Gretchen Chauncey, the General Manager of the hotel, began the task of selecting a new PMS for the hotel. Virtually all of the traditional systems that Gretchen researched had the functionality that she required. They also carried a large up-front expenditure for software licensing and required purchasing new workstations and servers to support the new software. All of these traditional solutions also required costly investments in on-site training of the hotel staff. In turn, she realized that the extensive training was required because of complex functionality in these systems that she didn't need and would probably never use.

The hotel management identified several key factors they would focus on when making their final system selection.

- Minimize Software/Hardware Costs
- Reduce Reliance on Contract IT Support
- Reduce Training Time and Costs
- Eliminate Scheduling Constraints
- Reduce Complexity of the Software for Users

Overview of The NOVEXSYS Property Management System
NOVEXSYS has taken advantage of SaaS technology to provide the system of the future… user friendly software where hotels pay fees based only on services used. The solution is built on the Microsoft® .NET Framework, is scalable, and stable. All maintenance services are centrally managed by NOVEXSYS. These services include local and off-site backups of servers/databases, software updates to server software, disk space upgrades, server scaling, and server performance monitoring.

Client PCs communicate to the NOVEXSYS servers with secure encrypted internet connections utilizing security certificates. User access to the software has multiple security levels. NOVEXSYS is web based software that can run on any PC that has a Windows® 2000, XP, or Vista operating system. The client software has a very small footprint. Anytime the software is updated, the new version is automatically downloaded to the client PCs at no additional cost. Every PC is always on the most current version!

NOVEXSYS software is easy to use and easy to train. The ability to provide a No Travel Install™ is a unique feature that helps reduce implementation costs for customers. In fact, most NOVEXSYS clients chose to use the No Travel Install™. Software installation and training are accomplished with web collaboration tools. The NOVEXSYS PMS can be remotely installed, trained, and deployed very quickly.

Support is provided via a web based ticketing system and an emergency number is provided for critical issues. Tickets are opened by either sending in an email to our support address or by submitting the issue on the web based tool.   There are no annual maintenance/support fees. The affordable monthly usage fee covers server maintenance, software upgrades, and customer support.

How NOVEXSYS Solves the Chandler Inn Hotel's Issues

- *Software/Hardware costs*
  There is no need to purchase new equipment because the software can run on existing hardware. NOVEXSYS is a hosted solution so the property does not have to worry about supporting servers, ensuring that backups happen, or about having to upgrade servers in the future. Gretchen considers not having the cost and worries of maintaining of a server as a key factor in their decision to select NOVEXSYS as the solution to help manage their hotel.

  Software costs are reduced when compared to other solutions because there are no large investments in software licensing, upgrades, and annual support contracts with NOVEXSYS.

- *Reliance on contract IT support*
  Small to mid-sized hotels usually don't have the luxury of an in-house IT department so they have to rely on outside support for their hardware needs. NOVEXSYS reduces that reliance by reducing the amount of hardware needed on-site to implement the hosted solution. The Chandler Inn Hotel now uses contract labor to maintain their PCs and their internet connection. Gone is the headache of maintaining and upgrading a server.

- *Training costs*
   The option of a No Travel Install™ greatly reduces the cost of an implementation because travel is not required. The Chandler Inn Hotel found that most solutions required excessive training which is a sizable percentage of the total project cost. NOVEXSYS minimizes this cost with the ability to do a No Travel Install™. This type of installatopm is made possible through web based collaboration tools and ultimately, the ease of use of the system. The hotel was able to train front desk agents in a few hours. Administrative users generally receive 4 hours of training.

  Simple user interfaces result in simplified training requirements and less resistance from users when dealing with the change in systems that will impact their daily work and interaction with guests. Gretchen said, "I was very pleased to learn, after the night audit training, that one employee said that he would be happy to train other desk clerks on the new system".

- *Scheduling restraints*
  Setting a firm schedule for a hotel, well in advance, can be a challenge in small to mid-sized hotels due to staffing constraints and variability of anticipated business. Gretchen found the flexibility of remote training and conversion assistance to be her top reason for selecting the NOVEXSYS solution. She was

able to react to the business demands of the hotel instead of having to shuffle schedules, priorities, and people based on the demands of a set training and conversion schedule.

- *Software support*

  The NOVEXSYS support process allows users to get support without having to sit on hold or play telephone tag with support team members. The Chandler Inn Hotel can easily open tickets by using a web based ticketing system or as simply as sending an email to NOVEXSYS support. NOVEXSYS technicians can respond to questions and issues and the hotel will receive updates in email from the ticketing system. Gretchen says, "I don't have to worry about my staff sitting on hold and dealing with guests at the same time. Customer service at the front desk is improved just through guest perception alone. My guests see a front desk agent that is focused solely on them."   There is also an emergency phone number available for dealing with critical issues that directly impact a hotels ability to do business.

Conclusion

  The Chandler Inn Hotel ultimately found that NOVEXSYS offered a very affordable solution that could be implemented without disrupting the entire hotel operation. It had the essential functionality they needed to operate the hotel and allowed for flexible scheduling of training and cut over. This allowed them to continue to operate the hotel without impacting their normal pace of doing business. The hotel was able to sign the contract, configure the software, receive training, manually convert their data, and go live in 2 weeks. Something Gretchen did not think was possible with traditional PMS solutions.