



IDS Softwares launches first of its kind customer support services *Steps forward towards 360° client servicing*

Bangalore, April 18, 2011: IDS Softwares Pvt. Ltd., leading provider of ERP and total technology solutions for the hospitality industry has announced the launch of its 24x7 Technical Support Centre (TSC) at the company's headquarters in Bangalore. Through its continuous investments in products, technology and services, IDS is raising the bar in the industry.

IDS has invested in creating this TSC which will operate 365 days a year and is handled by specialists with hospitality and technology domain expertise thus aligning itself with the 24x7 hospitality industry. This support will be offered to customers at no additional costs and the investment is for the pure benefit of the customer.

"The IDS TSC is an excellent initiative and will definitely enhance the customer service experience. The best part is that it is a 24x7 service! As you know, hotels never sleep and require support anytime, which will now always be available! It is great that IDS is moving forward with its new initiatives, product offerings and services. This is a positive step forward by IDS and we are proud to be associated with such an organization," said **Ajeet Verma, Corporate IT Head, Sarovar Hotels Pvt. Ltd.**

The first phase of operations of the TSC will include 24x7 support services to all customers within South India and IDS will progressively expand support services to its global customer base. The process driven centralized centre will include services such as:

- Remote Access assistance besides assistance via phone and e-mail.
- Logging of customer complaints against a prioritized framework allowing the critical issues such as a system crash or freeze to be rectified immediately.
- Option to resolve issues/ complaints themselves via a Self-Service option which would enable one to log a complaint and look for resolution by means of the online Knowledge Base.

Sharing his views on the newly launched support centre **Mr. Binu Mathews, President and COO at IDS Softwares Pvt. Ltd.** said, "Creating happy hotels is our motto here at IDS and the launch of the TSC underlines our ongoing efforts to exceed customer expectations. The round-the-clock support service being offered by the TSC is the first step to many new initiatives at IDS to enhance our customers experience with us."

If you would like to know more please feel free to direct any queries to us and we would be happy to coordinate interactions with **Mr. Binu Mathews, President and COO at IDS Softwares Pvt. Ltd.**

About IDS Softwares

IDS Softwares Pvt. Ltd. is a global leader in providing total technology solutions for the Hospitality and Leisure industries. With a track record that spans over 23 years, it has earned the trust of over 2500 customers globally and a presence in South and South East Asia, Africa, the Middle East and the Oceanic region. Its suite of products is one of the largest installed software in India with over 1700 installations. IDS solutions are also part of the curriculum of India's premier hotel management schools creating the highest number of skilled users in the country.

IDS' products address multiple aspects of the industry such as Property Management, Club Management, Central Finance Management, Customer Relationship Management, Materials Management, Maintenance, Payroll, Service Level Management, Restaurant Management, Central Reservations, Rate management, Loyalty & Rewards Management and Business Decision Support tools. The range of products has been designed to support operations of varied magnitude, and can meet the requirements of Independent and Chain Hotels, Resorts, Clubs, Restaurants, Cafés, B&Bs, and Serviced Apartments. The FortuneNEXT suite of products from IDS offers the only single database Property Management System exclusively designed for the demanding requirements of high-growth markets.

IDS Softwares' clients include Sarovar Hotels & Resorts, ITC Fortune Group, Royal Orchid Hotels, Pride Hotels, Ramada Hotels, ETA Star, Ramee, Sterling, Choice Hotels International, Swissôtel, Aitkens Spence, John Keels Group, and many more.