

## IDS NEXT's Technical Support Centre Completes One Year

*Supports over 2600 customers across India, 24/7*

**Bangalore, India 24, April 2012** — IDS NEXT, leading provider of ERP and holistic technology solutions for the hospitality and leisure industries, announced the successful completion of one year of its Technical Support Centre. The 24/7 central support hotline is the first of its kind in the Indian hospitality landscape, and was set up with a vision to address customer queries and sustain mission critical operations.

“At IDS NEXT, we are deeply committed to customer satisfaction. When we invested in the creation of our Technical Support Centre, we set out with the sole aim to enhance customer satisfaction. The services of the Technical Support Centre are available to over 2600 customers across India.” said Deepali Aley, Manager – Technical Support Centre. While most hospitality technology providers offer support based on annual maintenance fees, the IDS NEXT 24/7 Technical Support Center comes at no additional cost and as a value-add to its customers.

“The team began with 10 specialists, and has doubled its strength in the last 12 months to keep pace with the rapidly expanding needs of our customers.” said Deepali Aley. “We currently offer support in all the major languages in the country, and our key differentiator is the fact that we are available when our customers need us, regardless of what time of day or night it is.” she further added.

Year on year, IDS NEXT's portfolio of offerings has been on the increase. From the initial comprehensive enterprise class ERP, the company now offers solutions to every hospitality segment. Today, their portfolio has also expanded to Total Technology Solutions, which includes hardware, trained manpower and consultancy. “Hotels are operational 24/7, and with increasing automation, technology plays a critical role in backing up hotel functioning. Unlike other service providers, we at IDS NEXT acknowledge that our clients may need us any time and we need to be at hand when required. Since inception we have engaged in streamlining the way issues are logged in and resolved, and the value of this unique Technical Support Centre can be seen from the response of our happy customers.” says Deepali.

“We plan to extend our 24/7 technical support to international clients as well, and for this we are streamlining support through a host of initiatives including creating a ‘Customer Knowledge Centre’. This Centre will contain audio visual materials like self help videos, podcasts, presentation decks and other documents that will help customers resolve issues faster, often without even talking to our support personnel.” said Deepali.

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### **About IDS NEXT**

IDS Softwares Pvt. Ltd. “IDS NEXT”, is a global leader in providing ERP and total technology solutions for the Hospitality and Leisure industries. With a track record that spans over 25 years, we have earned the trust of over 3000 customers globally with a strong presence in 40 countries across South Asia, Middle East, Asia Pacific and Africa. IDS NEXT's clients include a host of prominent hotel chains including Sarovar Hotels & Resorts, ITC Fortune Group, Royal Orchid Hotels, Pride Hotels, Ramada Hotels and others.

## Press Release



IDS NEXT's portfolio of capabilities include Strategic Consulting, Business Outcome Services, Custom Design and Development, Total Technology Solutions and a range of next generation software products that addresses the hospitality industry, such as independent hotels, chain hotels, business hotels, resorts, clubs, service apartments, limited service, spas, cruise liners and restaurants.

For further information please visit <http://idsnext.com/>