

Hospitality innovation at its best: Full-stack Cloud ERP Solutions

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In hospitality, technology solutions should be about more than just digitising operations. Instead, it's about having insights into the customer needs, the foresight to chase trends and the efficiency to provide unrivalled service.

Synchronisation between departments

A hospitality business comprises multiple departments working together to bring luxury to its customers. Each department uses different software to manage inventory, housekeeping, and reservations.

An ERP system can build better data connectivity from different sources and consolidate it in a single platform, creating a unified view of the business. This enables businesses to communicate better with staff and improve their efficiency.

Data management accuracy

Cloud ERP solutions can also eliminate scattered data and ensure real-time



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data access across departments and locations. Businesses have a single source of truth about their performance and market data and a holistic view of all processes.

As a result, data management becomes far easier, enabling the administration to spot workflow weaknesses and identify where bottlenecks could occur.

Reduced technology overhead

Multiple disconnected systems manage different parts of the business's operations; this means each solution will require separate infrastructure and IT requirements.

An integrated system can eliminate the need for such extensive

requirements. When using cloud-based ERP solutions, the need to invest large sums of money for constant upgrades, business scaling and new tools is significantly reduced as businesses can easily maintain such systems with automatic roll-outs and enhanced security.

Efficient multi-venue management

Contemporary hospitality businesses have multiple venues, branching out into different cities globally. Owing to the heavily connected nature of today's world, even single hotels may have to interact and communicate with other subsidiaries.

A cloud ERP system can help business owners

manage, monitor and maintain operations across all their venues from a single workplace and view information from any location in real time. The staff can easily handle multiple locations with a seamless information flow.

Enhanced service

The reduction of human errors, smooth operations and higher responsiveness to inquiries ensure a good experience for the customer, reducing the likelihood of booking mix-ups, long wait times and even price irregularities across locations.

The central database allows hotels to deliver personalised experiences, including offers, messages or facilities.

Mobile and contactless operations

A cloud-based system can be available on mobile phones and deliver contactless operations.

The hotel staff can track their responsibilities, view data on the go, and constantly be in the know. Guests can have luxurious experiences with minimal touch points, maximum safety, and instantly available services.

IDS NEXT's cloud solutions provide enterprise resource planning solutions for diverse businesses, including hotels, restaurants, leisure, and wellness centres. They also promise security standards and legal compliances with Azure Private Cloud, PA-DSS certification and country-specific statutory compliances. Today, the company is the leading smart hotel software provider across Southeast Asia, the Indian Ocean, the Middle East, Africa, and Oceania, serving 6,000+ customers in 50 countries.

