

Shanghais Garden Hotel Saves Time and Money with New Reporting Solution

"In the past, it was very difficult for understand room status to share large amounts of hotel data. With help from BlueQuery Enterprise V, it is much easier to access and analyze data about key academic performance indicators, as well as share the data with parents."

- William Lee, project manager, EVS



Challenge

The challenge of managing and leveraging all of data within an enterprise hotel grows increasingly complex. In this project we need to manage many different kind of system, it includes FIDELIO, POS everyday export separate text file, Food and Beverage System, with AS 400 DB2, Oracle and SQL database server.

In the past, hotel IT officials extracted this data from different database and system. In order to distribute information to senior management, the department transferred each room status report spend more than 2 -5 days. This was quite expensive in terms of both time and money, and data sharing was too slow to meet the needs of management—who wanted their data more quickly at the each date end.

Approach

After thoroughly evaluating business intelligence (BI) vendors in the marketplace, Shanghais Garden Hotel chose Sunnet to fulfill its reporting needs. "We liked a lot of things about the BlueQuery Enterprise V offering, especially the flexibility of both a desktop and a web client," says William Lee, project manager at EVS. "Also, the web-based product features, such as slice-and-dice and ad hoc capabilities, in addition to static reporting, are ones that we will take advantage of in the near future."

BlueQuery helped EVS seamlessly integrate BlueQuery Enterprise with the department's external website, so users can securely access key reports via the Internet.

The BlueQuery Enterprise V deployment made it possible to create and share reports about the room status and also helped Shanghai's Garden Hotel meet the regulatory requirements of the sales forecast analyst.

The reports are tailored for the right audience—for example, summary information about a district for the hotel, or detailed, automatically generate day-end report or e-mail to management, such as night clerk report, night auditor report, etc.

Result

The response from end-users (Senior Management) has been very positive. Sales have 24/7 access to hotel information. Any authorized user with internet access can now retrieve and analyze the information.

Now, any authorized user, whether inside or outside the firewall, can access and analyze the information about a particular hotel or room.

With over 1,000 end-users, BlueQuery Enterprise V easily handled scalability issues. There were upwards of 150 reports scheduled within one week.

Hotel IT officials believe the real value of BlueQuery Enterprise V is in the enhanced capabilities it provides sale, I.T. administrators, and other decision makers.

