

# Hotel & Restaurants Management System

## Location

New York, United States

## Industry

Resort & Hospitality

## Services

- Business Analysis
- Software Development
- Offshore Development Center
- Mobile Applications Development
- Infrastructure Preparation & Support
- Maintenance & Support

## Technologies

- J2EE, EJB, Entity EJB, Java Financial Charting, JSP, Hibernate, IBM DB2, IBM Web Sphere Application Server, WebServices / SOAP, AMF, SSL, SSH2, .NET, Clustering Unix – application, database, POS terminals, merchant transactions – support VISA, MasterCard, American Express and more other
- .NET, DHTML, Adobe Flex, CSS, Adobe Charting, Adobe Flash Player, TouchScreens/Unix, PDA/Windows Mobile, PC/Mac – Adobe Flash Player and DHTML.

## Challenge

- Hardly control clients' requests flow and bills management
- Management problems in its big hotels which had many restaurants, bars and huge list of hotel services

## Results

- *Became able to cut down the number of service personnel*
- *Direct profit increased by 27%*
- *New commercial placement modules became us 14% more profitable*

## Company

Worldwide brand (WWB) asked Iksanika to develop hotel and restaurant management solution.

## Problem

WWB thought that product which it used for hotel and restaurant management was antiquated, because WWB had a lot of problems in its big hotels which had many restaurants, bars and huge list of hotel services. Also WWB found some decrease in the registration of some payable provided services. Many WWB hotels have great success because there are beautiful views from the windows of restaurants, bars, entertainment places and hotel rooms. As WWB hotels are frequently overloaded their service staff could hardly control clients' requests flow and bills management.

## Solution

As a result of WWB and Iksanika's analytics and development team collaboration and after deep analysis of situations and business requirements, Iksanika has used its experience in development of complex solutions, and used its framework which has ready solutions. Based on these solutions Iksanika has developed quick and scalable complex application (CA). CA has two big parts: global and local. Global works on high level: manages highlevel entity like hotels and restaurant. Local: is for management inside hotel & restaurant. CA has modular Service Oriented architecture and has big plus – scalability and changeability.

Local part of CA has some more parts: TouchScreen, PDA, printers, hotel & restaurant management tool which contains all data from the clients, service personnel and management team. TouchScreen should be established on restaurant desk, bars, kitchen and at hotel like a remotely call device. At the restaurant the client has a possibility to make an order and send his request. After this local servers send notifications to the service staff: to a waiter, a barman, a cook and to the management system and at the same time these notifications can be printed. Client shouldn't wait for a waiter to make an order – the waiter just brings ready order to the table. The same case works for hotel operations.

Global part of CA has management tools that can collate full information from all local parts and can receive financial information, operating information, feedback from the clients. It also allows to analyze the market and to manage each item at the local hotel and restaurant with the help of the menu on touchscreens and activities on each PDA and printers.

*«Out joint efforts resulted in the reduction of time that was spent on serving a client. Also we became able to cut down the number of service personnel, broadened the range of services as the product let us offer new services for our customers. We didn't have to wait long for the result. Our direct profit increased by 27% and our new commercial placement modules became us 14% more profitable.»*



— Robert Sullivan, CEO

## Technologies

These are the technologies that were used in the project:

Server part: J2EE, EJB, Entity EJB, Java Financial Charting, JSP, Hibernate, IBM DB2, IBM Web Sphere Application Server, WebServices / SOAP, AMF, SSL, SSH2, .NET, Clustering Unix – application, database, POS terminals, merchant transactions – support VISA, MasterCard, American Express and more other.

Client part: .NET, DHTML, Adobe Flex, CSS, Adobe Charting, Adobe Flash Player, TouchScreens/Unix, PDA/Windows Mobile, PC/Mac – Adobe Flash Player and DHTML.

## Benefits

As a result of collaboration between WWB and Iksanika, WWB got global management tools which are agile and easy to change and extend according to new business requirements. This solution decreases expenses on maintenance and support. WWB got many revenue increases: decrease in service personnel at hotels and restaurants; new advertisement module brings to WWB hotels & restaurants new worldwide brand to advertise its products; each service worker has PDA which provides big benefits: provides a quick response for clients, each request from the client is collected by new solution and guarantees the client high service, because the errors of the service staff are analyzed on the management level. Solution is easy to integrate with existing hardware environment such as POS terminals, PC, Mac. Solution works through the internet and this gives more other benefits.