



IntelliPro

Delivering Excellence

New Hotel Channel Manager System

Case Study



The Client

Having a long lasting relation with IntelliPro (7+ years) and fully satisfied with the complete Channel Manager system for Hotels developed / maintained and supported by IntelliPro team, the client came up with the requirement of upgrading the system, adding new features to it and revamping of system with latest trends and technologies prevailing in current market.

IntelliPro Approach

IntelliPro team is already having vast experience in hospitality domain - the approach this time was to develop and upgrade the existing system in such a manner that fulfills client's new business scenario. We also conducted a comprehensive survey for feedbacks and modifications required in the existing system from all the hotels (end users) using the existing system.

Business Scenario

The existing system - having a strong foothold in hospitality industry with almost 1000+ hotels and 50+ OTAs (Online Travel Agents) connected and very large amount of data collected over years, the client wanted to upgrade existing system that allows hotels and end users to interact with the system that is super fast, having very rich UI, UX with the wow factor and many other internal features and operations evolved in hospitality domain with the time, along with migration of entire data collected over years from old system to new system.



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Benefits

- The main benefit of upgraded system is that users can perform any kind of operation very fast with very rich UI and user friendly UX.
- Features like multiple rate plans etc. in the new system, now allows hotels to manage their business more easily and attract more customers.
- Continuous and large number of hotel subscription (not only in specific region but internationally) which increased client's ROI tremendously.
- End hotels were able to manage their business and multiple property(s) from single point which slashed their considerable time taken earlier for updating various OTAs.
- Increased hotel booking to large extent by integrating online booking feature into their existing website and in turn increased revenue and their ROI.
- Allowed client to have an accurate and real time information on inventory which improved customer satisfaction level.

Tools/Technologies

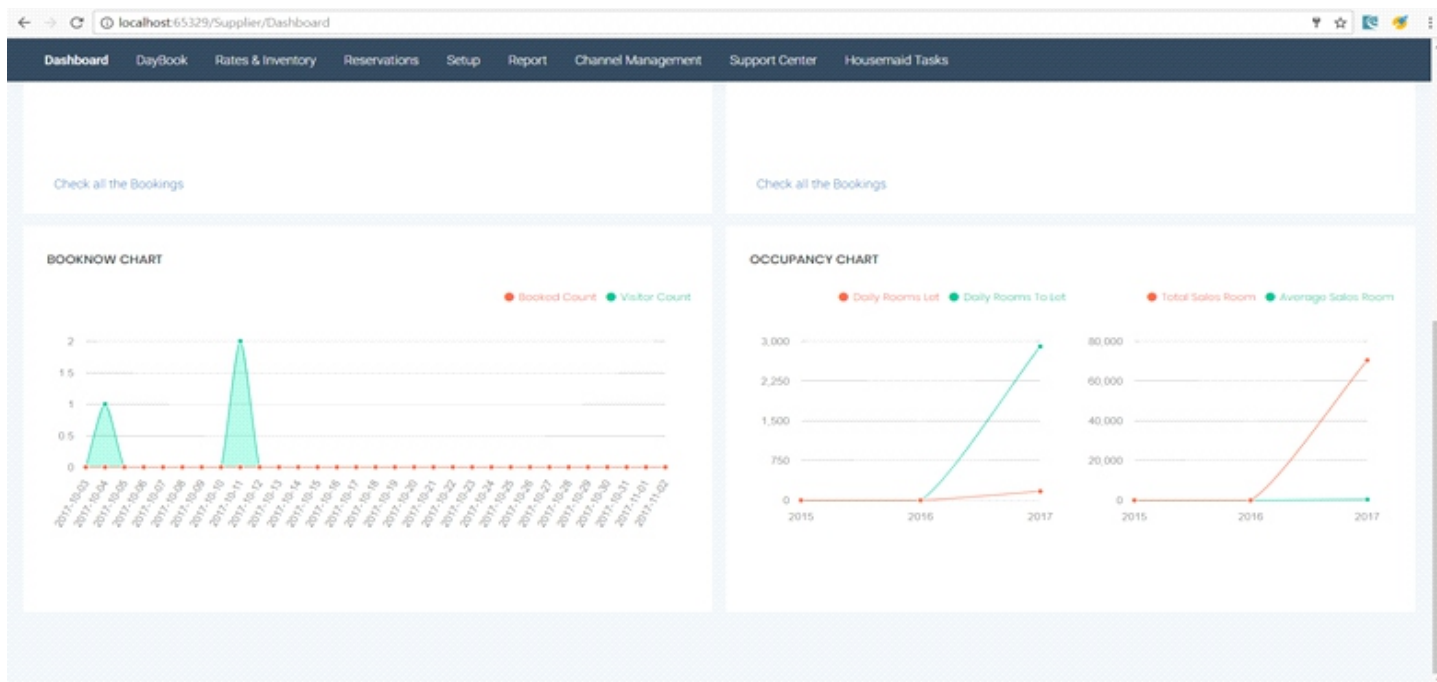
- MVC.NET.
- C#.
- WCF.
- AJAX/ WebAPI.
- jQuery.
- AngularJS 1.x.
- MS SQL Server.
- Winform.
- Windows Service.
- PetaPOCO ORM.
- Watin.
- Selenium.
- FluentValidation.
- LightInject.
- NRecoPDFGenerator.

IntelliPro Solution & challenges accomplished:

- To support very large scale software development - we changed entire architecture and adopted Onion framework and dependency injection in the new system. With this change the system can now support any database engine with a very minimal change of code.
- To support very large scale database and fast database operation we adopted PetaPOCO ORM.
- The entire front end part was changed as below:
 - ASP.NET Webforms to MVC pattern.
 - AngularJS 1.x with all latest supporting libraries for performing all operations client side.
 - Bootstrap4+ Angular CLI Kit for UI.
- Latest UX trends and themes that involves very less end user interaction and currently prevailing in all major hospitality solution websites.
- Support for multiple rate plans for each hotel room.
- Support for multiple room booking in single reservation.
- Multiple themes for instant booking engine system.
- Most of the operations supporting drag and drop functionality.
- Rich and very interactive media (images and videos) module.
- 100% responsive UI that support device of any screen size.
- Downloadable PDF invoices and reports.
- Support for setting various deals and promotional offer for instant booking engine.
- Support for multiple roles and rights to access the system.
- Entire year calendar view for hotel.

Screenshots

The screenshot displays the Channelmanager.com.au dashboard. At the top, there's a navigation bar with links like Dashboard, DayBook, Rates & Inventory, Reservations, Setup, Report, Channel Management, Support Center, and Housemaid Tasks. Below this, a row of eight summary cards shows key metrics: AVAILABLE ROOMS (16), TODAY'S BOOKINGS (1), TODAY'S CANCELLATION (0), BOOKINGS THIS MONTH (0), BOOKNOW VISITORS (197), BOOKNOW BOOKINGS (0), REVENUE THIS MONTH (200), and CONNECTED OTAs (3). The main content area is divided into two sections. The left section, 'TODAY'S GUESTS', includes a table with columns for RESERVATION NO, ARRIVAL, DEPARTURE, and NAME, showing a guest named Pansiniya Manish. The right section, 'TODAY'S BOOKING STATUS', shows 'NO NEW BOOKING TODAY'. The dashboard is branded with the Channelmanager.com.au logo and a user profile 'haveli (id: 1136)'.



localhost:65329/Supplier/Housemaid/HousemaidTasks

Channelmanager.com.au Search Reservation haveli (id : 1136)

Dashboard DayBook Rates & Inventory Reservations Setup Report Channel Management Support Center Housemaid Tasks

HOUSEMAID TASKS

UPDATE ENTRY

Garden Cottage

Clean Start Dirty Start

Garden Cottage 1 Garden Cottage 1

Haveli Special

Dirty Start Dirty Start Dirty Start Dirty Start Dirty Start

Haveli Special1 Haveli Special2 Haveli Special3 Haveli Special4 New Subroom

localhost:65329/Supplier/Updates/OTASheet#/D-2017-11-02

Dashboard DayBook Rates & Inventory Reservations Setup Report Channel Management Support Center Housemaid Tasks

OTA UPDATE SHEET

11/02/2017 Go Today

Choose Rooms Choose RatePlans Choose OTA Filter Reset

<< < 7 Days 14 Days 28 Days > >>

	Thu 02	Fri 03	Sat 04	Sun 05	Mon 06	Tue 07	Wed 08	Thu 09	Fri 10	Sat 11	Sun 12	Mon 13	Tue 14	Wed 15
Non AC Room	100/0 [100]	100/0 [100]	100/0 [100]	100/0 [100]	100/0 [100]	100/0 [100]	100/0 [100]	100/0 [100]	100/0 [100]	100/0 [100]	100/0 [100]	100/0 [100]	100/0 [100]	100/0 [100]
Standard	100	100	100	100	100	100	100	100	100	100	100	100	100	100
Deluxe														
Gold														
Premium Room	100/0 [100]	100/0 [100]	100/0 [100]	100/0 [100]	100/0 [100]	100/0 [100]	100/0 [100]	100/0 [100]	100/0 [100]	100/0 [100]	100/0 [100]	100/0 [100]	100/0 [100]	100/0 [100]
Standard	200	200	200	200	200	200	200	200	200	200	200	200	200	200
AsiaTravel	200	200	200	200	200	200	200	200	200	200	200	200	200	200
Traveloka	200	200	200	200	200	200	200	200	200	200	200	200	200	200
Deluxe														
Gold														
ExpediaRoom	56/0 [56]	56/0 [56]	56/0 [56]	56/0 [56]	56/0 [56]	56/0 [56]	56/0 [56]	56/0 [56]	56/0 [56]	56/0 [56]	56/0 [56]	56/0 [56]	56/0 [56]	56/0 [56]
Standard	200	200	200	200	200	200	200	200	200	200	200	200	200	200
Expedia	200	200	200	200	200	200	200	200	200	200	200	200	200	200