Comsys provided Azur hotels & resorts with a multi-property solution to manage all operations for it's 10 hotels all over Egypt.

Comsys Software S.A.E - Egypt's leading Software provider for Hospitality, Retail, and Financial Software solutions.

Multi-Property Management System (MPMS), a strong and impressive software system that provides operational tools, analytical and statistical reports for decision makers to operate and manage multiple hotels and resorts at the same time.

Challenge

"Azur hotels & resorts" a rapidly growing chain, and the first management company in Egypt to introduce the "ALL Inclusive" concept, found in 1997 by a group of professionals in the travel & hospitality industry, currently managing 10 hotels in Hurghada, Makadi, and Taba with a centralized reservation and sales office in Cairo, needed a software that can help it grow and help it mange the growing market needs.

Their specific need was to manage all reservations and hotels operations from the centralized office in Cairo.

Solution

Comsys development team conducted a meeting with Azur hotels & resorts team and concluded an analysis report with the needed requirements. The solution that was proposed from the Comsys development team was a Multi Property Management Software (MPMS), the proposed solution was then approved by Azur's decision making team and a beta version was created to find and wrap all requirements needed whether the old or new requirements that should arise after running the new system.

Comsys developers liaised with Azur's team to ensure that all aspects and data flow from the hotels to the central office and vise versa were as required.

The beta version was then set at three of the hotels and the central office, and a gap analysis report was made with the cooperation of both "Comsys" and "Azur hotels & resorts" teams to finalize the requirements needed by Azur's management.

The final version was the complete solution with the requirements of Azur hotels & resorts plus extra features made to help Azur and others to easily manage and grow with their property without worrying about the operations and results.

The requirements for Azur hotels & resorts:

- Central reservation for all Hotels

- Apply different rates and promotions for each hotel

- Move guests from one Hotel to another

- View revenue for all hotels and for each hotel by itself

- View reservation status for all hotels

- View availability of the hotels by type of rooms

- Global reporting on tour operator level comparing revenues, allotments, reservations, materialization on group level

- Unified guest profile history to be available at all hotels & resorts of the group

- Consolidated financial statements for group hotels & resorts

FOR FURTHER INFORMATION PLEASE CONTACT COMSYS SOFTWARE

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Benefits and Results

In order to meet their very specific requirements, Azur Hotels & Resorts choose to work with a professional, flexible, and reliable software company who they saw confident to provide the quality and expertise that was required.

In addition, Azur Hotels & Resorts selected Comsys Software as their success partner, based on their ability to deliver on several essential criteria:

- Quality and continuity of the development and delivery

- Cost effectiveness

- Ability to offer a seamless integration with different third parties

- Flexibility in developing different client requests on the software solutions