

TCA  
**Innsist**<sup>®</sup>  
On Demand



An On Demand Hotel Information System

**TCA** software<sup>®</sup>  
solutions

# TCA **Innsist**<sup>®</sup> On Demand

An on-line hotel management system that increases the profitability of your hotel business by centralizing your properties' operations and providing real time information for a better decision making.

## **For Hotels looking to:**

- A ready-to-use software that doesn't need a complex configuration to work properly by internet avoiding huge investments on servers and databases into the properties.
- An always updated application to use the latest functionality available without any additional fees.
- An on-line hotel management system with functionality in: Front Office, Internet Booking Engine, and Business Intelligence; designed for basic operational needs but prepared for the heaviest workloads.
- Free eLearning materials to help the hotels keep all their employees always well-trained.
- Free Technical Support to ensure a proper hotel operation.

## **Products & Services**

- **Innsist On Demand Front Office:** Manage all the hotel's rooms and guest operations.
- **Innsist On Demand IBE:** Integrate reservations automatically from your website.
- **Innsist On Demand BI:** Keep track of your hotel's income and occupancy at any time wherever you are located.
- **GDS/CRS Integration:** OTA(Open Travel Alliance) compliant integration to receive reservations from Global Distribution Systems and Central Reservation Systems leaders world wide.
- **Interfaces:** Innsist On Demand connects with 600+ Guest Service Systems used into your hotels.
- **Free eLearning Training Material:** Keep your staff always well-trained solving a turnover issue.
- **Free 24/7 Technical Support:** Make sure to run a proper hotel operation.



# Innsist On Demand – Front Office

## Hotel Information System

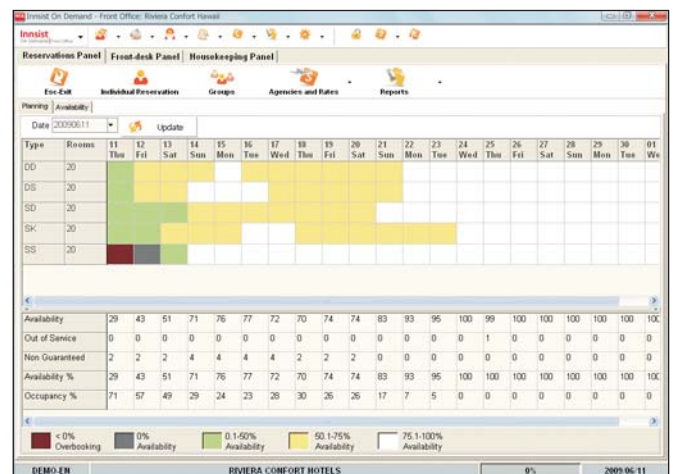
Innsist On Demand – Front Office is an administrative system that covers the areas of: Reservations, front-desk, housekeeping, night audit and telephony.

### Reservations

All reservations are easily handled with Innsist On Demand – Front Office, showing all hotel's availability on the screen in order to allow an easy way to do individual and group reservations, knowing at every time the hotel's occupancy by room type in a given period of time.

### Functionality

- Reservations Panel
- Individual Reservation
- Group Reservation
- Agencies and rates
- Deposits
- Reports:
  - Reservations
  - Groups
  - Production and forecast
  - Deposits

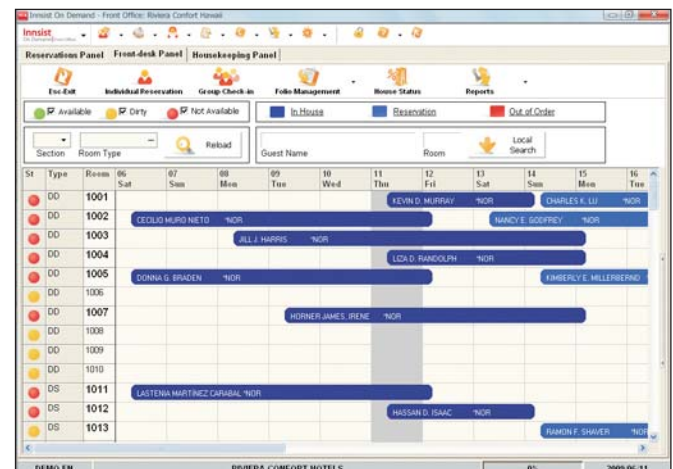


### Front Desk

It is easy to make an individual or group check-in, see account statements, extend a guest stay, check-out a guest, and much more from the Front Desk Panel. Additionally, this module shows the house status which contains all in-house information, as well as guests arrivals and departures.

### Functionality

- Front-Desk Panel
- Individual Check in
- Group Check in
- Rooms pre-assignment
- Guests Folios
- House Status Panel
- Graphic representation of rooms status
- Reports:
  - Guests
  - Registry cards
  - Guests accounts
  - Folios
  - Arrivals and Departures
  - Shift closure

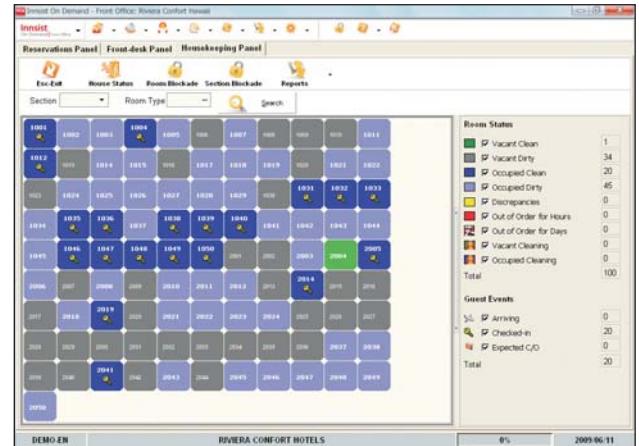


## Housekeeping

The Housekeeping Panel displays all the hotel rooms, making their management easier, and allowing the user to do several tasks on them, such as: change room status, block rooms (by room number or section), rooms displays filtered by room status or different events like guest arrivals, expected check-ins/check-outs, and more.

### Functionality

- Housekeeping Panel
- Room blockade
- Section Blockade
- Room status with totals
- Room events with totals
- Easy change of room status
- Reports:
  - Room catalogue
  - Housekeeping report
  - Discrepancies



## Night Audit

Invisist On Demand – Front Office provides all processes needed to verify the hotel's operations correctly. The system will give access to information related to guest folios, rates reviews, audit sheet, daily income and hotel occupancy, point of sales facilities' transactions, events log, and much more.

### Functionality

- Change of Currency
- Check-out return
- Rent charge
- Date change
- Reports:
  - Folio balances
  - Rate review
  - Audit Sheet
  - Daily of income and occupation

ROOMS INFO			ARRIVALS, DEPARTURES AND IN HOUSE INFO			
	Current	Tonight	Rooms	Persons	VIP	
Total Inventory	100	100	Expected Arrivals	7	11 0	0
Occupied Rooms	65	72	Arrivals	20	25 0	0
Available Rooms	35	28	Expected Departures	0	0 0	0
Out of Order Rooms	0	0	Departures	22	31 0	0
Out of Service Rooms	0	0	Early Departures	0	0 0	0
Occupancy %	65.0	72.0	Extended Stays	0	0 0	0
Occupancy % w/o Out of Order	65.0	72.0	Walk-ins	2	3 0	0
Average Rate	71.98	72.74	In House	0	0 0	0
			Complimentary	0	0 0	0
			In House	65	86 1	5
			In House Tonight	72	100 1	5
			Groups in House			5
			Occupancy % Tonight			72.0
			Average Rate Tonight			72.74

## Telephony

Functionality regarding guest's messages, phone call charges, wake-up call services, and several information related to the telephone department.

### Functionality

- Phone calls manual charges
- Extensions
- Wake-up call service
- Reports:
  - Calls listing
  - Extensions listing
  - Messages

## Innsist On Demand – IBE

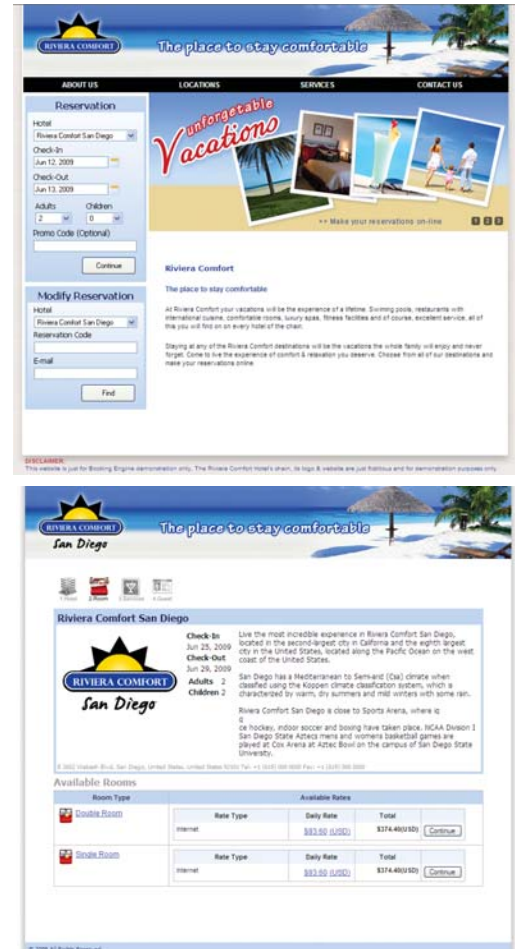
### On-line Reservations from your website

An Online Reservations System automatically integrated to Innsist On Demand – Front Office allows the hotel to offer online reservations, with real-time room availability, through its website.

#### Functionality

4 step reservation:

1. Select the hotel, dates of stay, number of people, and promotion code
  2. Select room type
  3. Choose a promotion
  4. Guest information and payment method
- The information registered by the user is shown at all times in order to facilitate any changes or modifications
  - Manages user accounts in order to speed up future reservations
  - Gives you the option to change the user profile at all times
  - Adaptation of the Booking Engine to the hotel website
  - Ability to configure design and images
  - Rooms pictures
  - Hotel map printed at the confirmation stage of the reservation
  - Rates available in different currencies



## Innsist On Demand – BI

### Hotels' Income and Occupancy reports

Internet income and occupancy reports for all your hotels.

#### Functionality

##### Occupancy reports

- Occupancy percentage
- Rooms occupancy
- Walk-ins
- Adults occupancy
- Children occupancy
- Persons per room

##### Income reports

- Income totals
- Average rate per room
- Average rate per person

# Benefits using Innisist On Demand:

## Profits

- Receive integrated reservations world wide
- Your ROI in less than a month!
- Keep always updated with a better control of your income and hotels' occupancy to improve your decision making

## Guests

- Customers service improvement
- Keep track of your guests' preferences

## Costs

- Stop spending a lot of money!, no huge investment needed, just pay only what you need.
- Free eLearning training and support.
- Avoid costs regarding servers and database into your properties.
- Get free products updates.



**TCA** software®  
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