Standard ERP

Hospitality

End to end solution

Graphical Property
Management Software
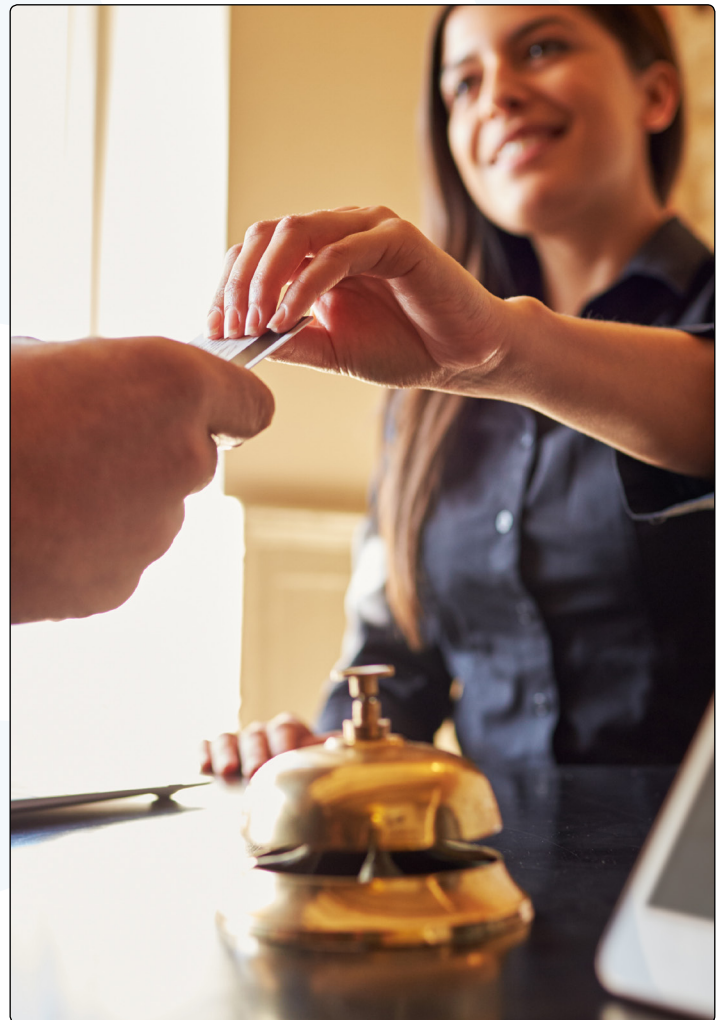
Graphical Restaurant Management

Integrated CRM to maximize
revenue per guest

Manage staffing with shift patterns
and strong hourly reporting

Built-in, multi-property, central
reservation system

Resort, excursion, event and
activity management

Integration with 300+ Booking
and Travel Sites

The World's Best Integrated Business Platform

Hospitality

Standard ERP is designed with a unique approach to hotel management, with front desk, bar and restaurant, accounts, sales, marketing and CRM, inventory, purchasing, online reservations, booking sites and more, all integrated and available in a single application.

Front Desk

From the graphical resource planner, users can review the day's check-ins and check-outs, view a graphical display of reservations and room availability, and use drag and drop to allocate rooms to specific guests.

Reservations can be managed across multiple establishments with the ability to filter by room location. The status of each room can be analyzed with user-defined classification codes, such as reservation requests and room types, allowing the user to manage not just smoking/non-smoking rooms, for example, but those with specific facilities and amenities such as wheelchair access and additional beds or saunas and hot tubs.

A comprehensive range of reports are available, such as a newspaper report (how many to order and where to deliver) and a guest service facility which allows wake up calls to be ordered, instructions to be sent for housekeeping and special requests for front desk staff. Nationality statistics reporting assists in structuring your marketing more appropriately, as will reports by booking reason (personal versus business trips for example). Occupancy reporting provides statistics per room type and date range and room statistics reporting provides a daily breakdown of occupancy rates and average room prices.

Integration with 300+ Booking and Travel Sites

Expedia, Booking.com, TripAdvisor, Orbitz - you name it and Standard ERP's seamless integration with Siteminder's channel management service provides a single dashboard to administer your offers and presence on booking sites. Use this dashboard for real-time data to analyze the performance of each room and your establishment on each channel. Make all of your rooms available for reservations across all of your preferred channels and, when one is reserved, the booking and room availability updates in real time for all sites.
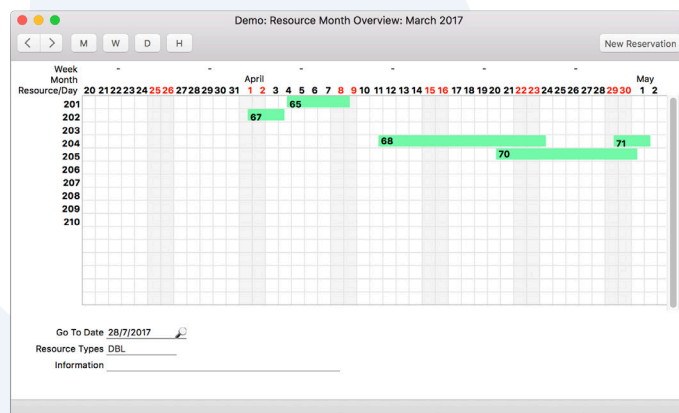
Eliminate the need for multiple data entry, reduce overbookings, increase your visibility and maximize revenue. Managing your online presence, from booking and billing to social media and marketing while running your establishment can make for a lot of work. Siteminder's integration with Standard ERP gives you the tools to streamline your online booking process, increase your profit margins and manage your room inventory and dynamic rates.

Pricing and Billing

Manage private guests and corporate accounts and choose whether to bill immediately or on account. The system supports multiple folios for each reservation which allows bills to be split. Create as many tax setups as necessary, such as:

- guest type (e.g. by nationality, or for tour guides etc.)
- age (e.g. discounts for children)
- corporate account
- agency
- season
- day of the week

Control your booking site presence, web reservations, different packages and pricing, all within Standard ERP. Manage your billing and finances with Yodlee, an integrated service that aggregates your accounts to accurately track your billing, banking and expenses. Once a guest pays their bill, Yodlee can automatically generate a receipt and link it to the invoice. Ensure invoices are issued efficiently with automatic emailing, a feature that sends guests their bill electronically upon check-out.

For cancellations, you can apply percentages of the total reservation to charge based on how close to the booked dates the cancellation occurs. Likewise, various prepaid amounts per customer type and how far out from the desired dates a reservation can be made can also be set.

Subject to appropriate security controls, specific staff can be given authorization to override any pricing, with full traceability. Also folio entries can be redistributed, giving easy control over billing to companies for business items and to the individual for personal costs.

Conferencing and Group Bookings

Easily generate cover letters and quotations with Standard ERP. Reservation quotations allow you to check availability for group bookings and to quickly create multiple room reservations. Groups can be families occupying one or more rooms, or large parties. Bills can be created for individual guests, agents or external companies.

The reservation system can also be used to book other hotel facilities, from conference rooms and sports facilities to equipment such as projectors and computers. Invoices can be issued separately for such reservations, or charged to a specific room.

Allocate rooms to specific booking agencies, portals and any other reseller. You can choose rooms by type and location, for any date range, and automate the allocation - while retaining the ability for manual overrides.

Reporting includes a Channel Statistics report that allows you to evaluate the performance for each type of reseller.

Room Cleaning and House Maintenance

Use Standard ERP's workflow overview to track which rooms need cleaning and which are ready for check-in. Rooms can be brought in and out of service, and maintenance tasks and routines can be assigned to staff, either on general to-do lists or with specific dates booked in their employee calendar.

The housekeeping report gives an overview of the rooms to be prepared and includes any special instructions from the front desk, such as sheet changes, etc. Interfaces are available for switchboards and web television making it easier for cleaning staff to update each room's status.

Restaurant and Bar

Standard ERP has a touch screen point of sales (POS) system

for bars and restaurants, which works equally well for hotel facilities as it does for standalone bars and restaurants. If your internet connection is lost or disabled, the system will continue operating normally and sync all recorded data once connectivity is restored.

Restaurant reservations can be made from the restaurant or from the front desk, making it easy for reception staff to offer such bookings upon check-in.
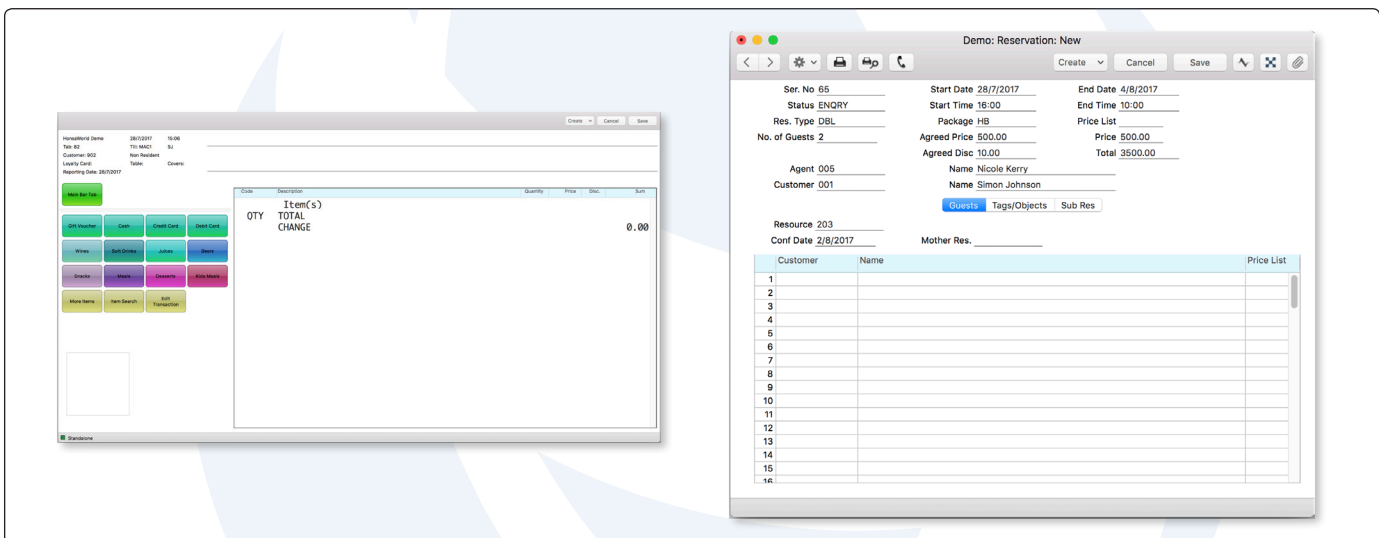
Swipe card login can be used for efficiency and fingerprint login for enhanced security. Bar tabs are accessible from any terminal and handheld devices can be used to take restaurant orders, which can then be printed immediately in the kitchen - even in a different language from that used in the front-of-house.

Items can be classified in many different dimensions, and associated with any number of these classifications - allowing for fast searching and efficient data entry. Split tabs between multiple guests and accept payments in a mixture of cash, credit cards or charge it to a room. Inventory levels are updated automatically and the guest sales history is stored for marketing and reporting purposes.

Any feature you would normally expect in a restaurant POS system is available in Standard ERP, including:

- fast price lookup
- simple voiding, with associated reporting
- automated handling of user-defined service charge percentages
- end of shift cashier counting and associated reporting

Tables can be set up in a graphical overview, and entries can be made per table by selecting the relevant table in Table View.

Daily sales reporting allows you to review sales by shift, in time slices defined by the user, so you can better plan shift patterns, or to determine the most optimal operating hours for the restaurant.

Accounts and Management Information

Using a fully integrated system provides the tools for real-time management reporting while enhancing the decision making process. As soon as a customer pays their bill the accounting system is updated with detailed data analysis. For example, you could look at your profitability by customer, booking source, customer type, board basis, etc. Fast links allow you to view and further analyze reports in Excel. Additionally, Standard ERP's accounting features offer:

- simpler handling of yield management (in conjunction with detailed discounting rules)
- real-time figures throughout the hotel
- data traceability between each part of the system

Hotel and bar management reporting gives you access to information such as number of rooms rented, revenue per guest and per time of day, occupancy levels, room rates, and duration of stay.

Sales and Marketing and Customer Relationship Management

Standard ERP can be configured to retain various elements of profiling data on guests and corporate customers. These profiles can then be used to create quick and easy marketing campaigns. For example, you may want to create a mailshot for all guests who purchased a bottle of champagne and invite them to a wine tasting event, or send an invitation to guests that stayed in your establishment within a certain date range to book a room for the same time the following year.

With a unique, integrated task management system, Standard ERP offers the perfect mechanism to manage everything from conferences and banquets to services and maintenance. Each user has their own calendar and task list, with activities that can be linked to any other record(s) in the system, and the ability to create sub-tasks for complex event management and the like. Users can set alarms to remind themselves of their tasks, via pop-up window, email or even SMS.
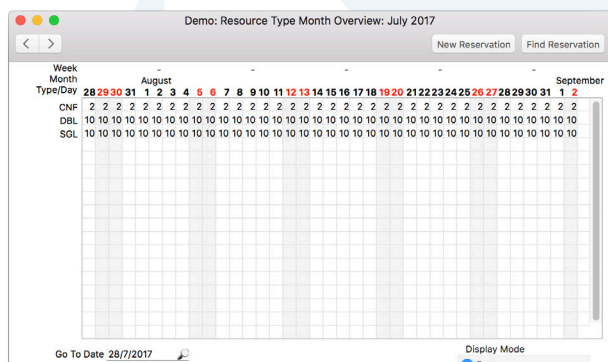
Webshop

Standard ERP offers a real-time web reservation system and booking service management. Guests can make reservations for any date range, whether it be for hotel and guest rooms or event venues, treatments and excursions; Standard ERP facilitates both booking and payment. You are provided extensive, style-sheet based control over page design. Standard ERP offers a complete web solution, meaning you have the ability to build pages for all aspects of your hospitality establishment.

Resort

Standard ERP's Resort module allows for all types of guest activity management. Set up event types, such as a hot air balloon rides, hikes, boat tours, spa treatments, etc. Associate key pieces of information with the event, such as minimum and maximum number of participants, age restrictions, pricing and room packages that include certain activities. Next, create schedules for each Event Type, setting rules for how often the event will take place, with date range and time. Run batch routines the actual events, from Schedules, can be created and subsequently opened and adjusted. Associate resources, set up in the Hotel system, with Events, from vehicles to rooms. All of this data is then illustrated in the graphical scheduling system for precise resource management and can be used by front desk staff to make offers upon booking and check-in.
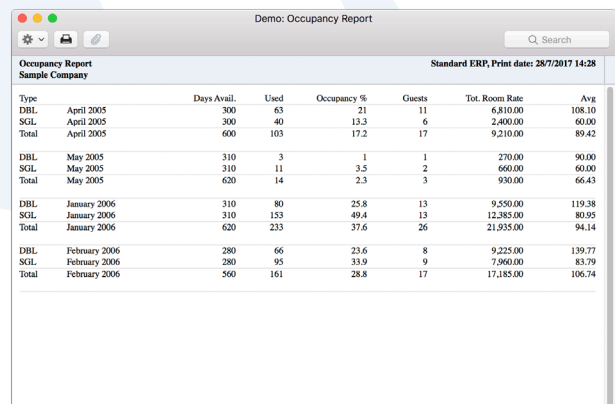
Technology

Standard ERP's client server technology allows you to connect multiple locations to the central database. This would facilitate, for example, a central reservations team or an off-site accounts departments. Employees can work from home or on the go. The offline mode is particularly useful for hotels and restaurants running over unreliable internet connections with high latency. Standard ERP is compatible with almost any device and is cross platform, supporting any combination of Mac, Window and Linux operating systems.

Cloud Services

Standard ERP uses an unrivaled range of technologies with the versatility to extend throughout an entire company, reducing reliance on IT maintenance and costly interfacing between separate third-party applications. Standard ERP puts you in control over the server hosting your company and allows you to securely store business critical information in the cloud environment for reliable access, efficient productivity, real-time management and mobility.

Being in complete control to remotely manage your hosted server significantly reduces your cost of ownership and the need for expensive maintenance specialists. To top it off, Standard ERP's cloud hosting services provide increased flexibility with the ability to install a new client remotely, from anywhere in the world, on almost any device with a network connection. This means you'll be able to access your business on demand and on the go.

Switchboards & Business Communicator

Switchboards can be interfaced with Standard ERP for various operations and services. Outgoing guest calls, for example, made from specified extensions, can be automatically added to the guest's room bill, complete with dial details, costs incurred and duration.

Housekeeping staff can use the in-room telephones to indicate when a room has been cleaned as they go through each one. These phones can be configured with menu selections for automated room service where guests can make orders with the push of a button. Sales are recorded by Standard ERP and, in addition to automatically being added to the bill, can issue the order to service and kitchen staff.

Standard ERP's Business Communicator allows for internal communication as well, and is fully integrated with Skype. Each call to your establishment will prompt a new activity record to pop up allowing for details of each call to be accurately recorded and linked to the appropriate contact. This feature streamlines the reservation and customer service tasks and routines.
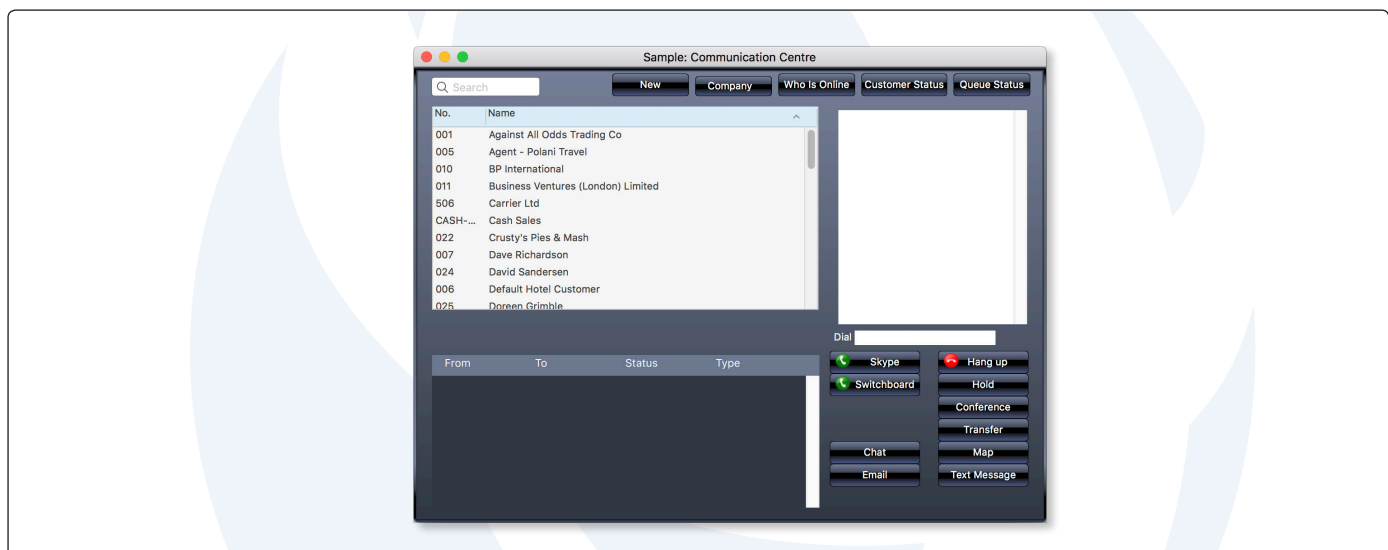
Minibars

Standard ERP can be interfaced with minibar systems and automatically record sales records. As soon as a guest removes an item from their minibar, the transaction can be recorded by Standard ERP and added to the respective bill.

Web Browsers & Television

Standard ERP supports direct access to its database from web browsers, whether from televisions or computers. Screens can be configured for tasks such as:

- housekeeping - cleaning staff can record the status of each room as clean.
- room service and shopping - web screens can allow the guest to purchase from any of the hotel's facilities and amenities, including room service, purchases, and reservations of facilities, or even rooms at other hotels.
- internet usage - WiFi access can be charged to a room on demand.

Modules

- Additional Consolidated companies
- Additional Multi-user companies
- Additional Single user companies
- Assets
- Business Alerts
- Business Intelligence
- Calendar
- Cash book
- Checks
- Email and Conferences
- External Email
- Consolidation
- Contracts
- Course Booking
- Credit Management
- CRM
- Customs
- Data Integrity
- EDI
- Expenses
- General Ledger
- Hotel
- Human Resource Management
- Integration
- Inter Company
- Internal Inventory
- Inventory
- Jewelry
- Job Costing
- KPI

- Limited Access
- Loans
- MRP
- Payables
- Point of Sales
- POS Offline
- Pricing
- Print Servers
- Production
- Productivity
- Purchase Orders
- Quotations
- Receivables
- Rental
- Report Generator
- Resource Planning
- Restaurant
- Resort
- Sales Orders
- Service Orders
- Share Trading
- SmartView
- System
- Task Manager
- Telephony
- TimeKeeper
- User Settings
- Warehouse Management
- Webshop and CMS
- World Bank Reporting

Technologies

- Additional Language Interface
- Business Communicator Asterix
- Business Communicator Intelligent Routing
- Business Communicator TAPI
- Database Accelerator
- Database Maintenance
- HAL
- Local Mailbox

- Real-time Interfacing Toolkit
- Remote Backup
- Massive Cache
- Multiple Additional Language Interface
- Native SQL
- SQL Shadowing
- Tapi Gateway
- Wide-area Networking

Internet Services

- Address Lookup
- Credit Card Payment
- Credit History
- E-invoicing

- Electronic Bank Services
- Electronic Sales Tax Return
- Exchange Rate Lookup
- Postcode Lookup

Certified HansaWorld Business Partner

Company profile

HansaWorld is a leading software house providing a full suite of Enterprise Resource Planning and Customer Relationship Management products that delivers the flexibility required by today's businesses.

The group employs more than 300 staff with a strong network of subsidiary companies and distribution partners on all continents. This network enables us to offer international implementation in over 30 languages with country specific localizations. The products are easy to use and available on all smartphones, tablets and desktops including Mac, iPhone and iPad.

HansaWorld continually invests in Research and Development to provide innovative and future proof products to our customers.

As recognized innovators for over 25 years, HansaWorld shows continued technological leadership in the international business software industry.

More than 550,000 companies trust us with their business critical information.

Product strategy

Standard ERP's advanced and successful user interface was first developed for Apple Macintosh in 1988. In 1994, when the program was ported to Windows, it had already been proved by thousands of users. HansaWorld's

experience with international sales and modern technology puts it in the perfect position to meet the challenges of the next decade.

HansaWorld provides a wide range of technologies for e-business including internal and external email, several webshop solutions and full clients for all major tablets.

In addition, HansaWorld can help to build a corporate portal. Standard ERP is developed using C++ as its programming language, and proprietary technology for database design and for network communication. This allows HansaWorld to have the same products available for several different operating systems, each version optimised for maximum performance.

Currently Standard ERP is available for Windows including Windows CE devices up to Windows 8 tablets, Mac OS X, all iOS devices (iPod Touch through to iPad), Linux and AIX, all browsers, and Google Android.

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