



Hotel Kodai Peak Case Study

How mycloud helped Hotel Kodai Peak experience a 20% growth in business

Business Challenge

N-Hospitality is a global management consulting organization based in Dubai focused on servicing the hotel, travel & tourism sector. In 2013 they acquired Hotel Kodai Peak, located in the highly competitive tourism region of Kodaikanal, Tamil Nadu, India. Having acquired the property, their biggest business challenge was competing with branded properties and well known independents in the area.

N-Hospitality has its central reservation office in Dubai and sales staff had to call, email and fax reservations to the property," says Mr. Nesar Khan– Managing Director, N-Hospitality. Service and responses were slow, because of the manual process and staff was spending more time on managing paper work rather servicing guests.

Management wanted to ensure the hotel operations were managed properly and they wanted technology that would provide the sales team and top

management with anytime anywhere access and real-time data. This total insight would then enable management to devise better rates and marketing activities.



Quote

Why Hotel Kodai Peak loves us

We travel a lot and want to be able to see how the occupancy is at anytime. We wanted technology which could connect our Head Office to property and also help us manage multiple properties.

Having adopted mycloud we have not only streamlined our operations but we have also seen a 20% jump in occupancy.

Nesar Khan –MD, N-Hospitality

At the same time N-Hospitality was working on an online strategy that would help them reach more guests and differentiate the Hotel Kodai Peak from the competition, making the communication process transparent and faster which would help them expand their business and increase profitability.

mycloud offer

 mycloud provides a comprehensive cloud solution, specifically developed for small & mid size hotels, property management companies and chains. mycloud is accessible via the internet, so hotels do not have to install any software and do not need any additional hardware equipment apart from a simple desktop with a browser. The mycloud subscription model differs from traditional hospitality systems, as it is free to start, no capital expenditure is required and properties have choice of selecting subscription plans based on usage. With mycloud, hotels do not need IT staff and do not have to spend anything on maintenance.

The mycloud solution for Hotel Kodai Peak

Hotel Kodai Peak implemented mycloud Property Management System, Point of Sale, Web Booking Engine and Accounts Receivable solution. mycloud was deployed within days and within two months the hotel was using over 80% of system features. Together the solution creates a powerful combination of knowledge and technology to drive hotel operations and bring efficiency in guest service. "mycloud was particularly well suited to Hotel Kodai Peak's needs, the costs associated with the cloud platform make good business sense, versus the exorbitant costs for some systems," Nesar said.

With mycloud, the central office in Dubai can access real-time information 24 hours a day. The hotel staff are more relaxed and have time to focus more on serving their customers, and not on managing paperwork, numerous different technologies and manual registers.

The Business Result

"mycloud is the only software system we found that caters to multiple-property companies without the high technology overhead. All of our other regional offices are able to see what the head office sees, and we can access this information, anytime and anywhere", Nesar said.

After implementing mycloud, Hotel Kodai Peak has been able to streamline and optimize staff time and communication, and cut back on the need for external IT resources and consultants. Now, N-Hospitality management can focus on growing the hotel business and acquiring more properties, and not worrying about staff confusion and duplicated efforts among managers, sales offices and employees.

"It has allowed us, with the same amount of staff, to grow our company and plan for future growth," Nesar said.

In addition to improving the guest experience, mycloud produces revenue reports for Hotel Kodai Peak in real-time, providing valuable data that N-Hospitality marketing executives never had access to in the past. Before, revenue reports were produced manually, off-line in excel. Now, the system offers powerful revenue forecasts, which helps sales team optimize Average Room Rate and occupancy.

mycloud significantly contributed to Hotel Kodai Peak's revenue and occupancy growth. In the second quarter of 2014, occupancy increased by 20%. With Hotel Kodai Peak's marketing team access to real-time information, they could quickly create and publish different pricing structures based on occupancy trends, and also sell other service packages.

www.mycloudhospitality.com