Case Study

DUSIT BUNCHA RESORT - KOH TAO

Dusit Buncha Resort – Koh Tao is on the most northern end of Koh Tao, at the quite end of the island, lies Dusit Buncha Resort Koh Tao - a masterpiece of luxurious architecture, classy living, perfectly blended in the natural beauty of its environment.

About

We are mindful of the environmental impact that mankind has on the small 21km² island Koh Tao.

For this reason we did build with the nature rather than against to minimize the threat that we pose to that unique Eco system, too preserve the beautiful natural world for generations to come.

Dusit Buncha Resort is the first Resort on Koh Tao that uses a solar cell system for almost all the bungalows to save electricity. They have a **wide varieties of accommodation** to suit all needs and budgets. We offer stylish range of accommodation, fantastic food, and a great panoramic sea-view with sunsets to match.

Challenge

Since the hotel is situated in far island so for better operational purpose they were looking for software which is does not require server to be installed as they rely on Solar power so they were looking for easy yet reliable solutions.

They approached mycloud and signed up.

The system was live within 4 days and have been using system efficiently plus they can oversee and control as they can login far away from island as well.

- **Easy integration**
- **Automation**
- **Meaningful analytics**
- **Anywhere login**

Approach

The mycloud team initially spoke to senior management and presented the system and its features, however the management team wanted the people who would be using the system every day to take the decision.

The mycloud team worked closely with users and the management team and switched the old system to mycloud in two phases to ensure both customers and users did not feel any pressure. The PMS was taken live first while the mycloud team and hotel management configured the POS, social media, marketing and e-distribution aspects before setting the complete system live.

Within 4 days they were able to access the system efficiently and it is now major part of their day to day hotel operation.

Results

Once the hotel had decided to go live, the mycloud team engaged extensively with hotel users in customizing each module as per the hotel's needs. mycloud lets hotel configure every feature and option along with building custom MIS.

PMS, e-distribution, social media listening, marketing to manage campaigns were all connected. To ensure the hotel was completely green on technology, all communication and paper formats were digitalized so email could be used. The hotel now has all the essential reports needed to make informed decisions, and management can control the processes of all of the Group's properties from anywhere.

As required by hotel management, adopting mycloud was divided into two parts:

Team:

Having struggled with the server based application they wanted easy yet reliable solutions so they approached mycloud for cloud based application and now team find it easy to understand and perform day to day activity.

Management:

The mycloud system is being continuously updated to enhance to enhance whatever management requires. It also provides features which only big enterprise solutions offer. The hotel's feedback is that their operations are better, rate parity issue have resolved and they have happier guests and hotel users.

Quote

"Our experience with myCloud Hospitality is splendid. It saves working time, user friendly interface and great support team".

Kannika Akarasilpwong
Managing Director
Dusit Buncha Resort- KOH TAO

Contact:
www.mycloudhospitality.com
sales@mycloudhospitality.com
+1-415-390-5039