



iHost Hospitality

Corporate Profile

iHost Hospitality Pty Ltd

Head Office: Level 1, 570 St Kilda Rd, Melbourne, VIC, 3004 Australia
Branches: Melbourne | Sydney | Kuala Lumpur | Kathmandu | Munich

Solutions for hospitality and leisure
10 years | 40 countries | 400 customers

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About Us

A dynamic, professional team delivering value-add integrated software and consulting for accommodation, spa, salon and leisure management, with a focus on delivering rapid Return on Investment to customers. iHost Hospitality is by over 400 customers in more than 40 countries with majority customer base located across North America, Asia and Pacific, UK and Middle East.

Established in 2000 by executives in hospitality and leisure, iHost Hospitality has offices in Melbourne & Sydney, Kuala Lumpur, Kathmandu and Munich. iHost Hospitality comprises of a service-driven team and strives to be the leader in best of breed solutions and services to its core markets, with superior software and global alliances that fulfill market need. The iHost team has an extensive depth of experience in information technology and consulting within these industries covering all facets from property management and chain-hotel solutions, to salon, spa, and sport solutions, for single and multi-chain environments.

Product Portfolio

Value-add integrated products around core applications of a hotel or leisure business focusing on automation and workflow.



Email, fax and SMS integration tool for hospitality applications such as property management systems, central reservation systems, sales & catering systems, dining and spa systems, providing communications to customers using html and dynamic personalization.



Online e-forms and e-surveys providing content-rich and personal drive-through of interaction and messages between a hotel, restaurant or spa and the customer. Useful for guest feedback, pre-arrival, fast-action and meeting customer expectation.



An end-to-end campaign management tool to enable customer subscription and opt-in/out for newsletters, campaigns and tracking of campaigns as needed for various departments and uses. Enabling on-premise and cloud based access.



Spa and leisure management solution with 2-way real time integration for property management systems and other required connectivity, covering a full gambit of operational and customer need.

Dining management including seating and capacity planning with optional property management system integration for hotels & resorts.

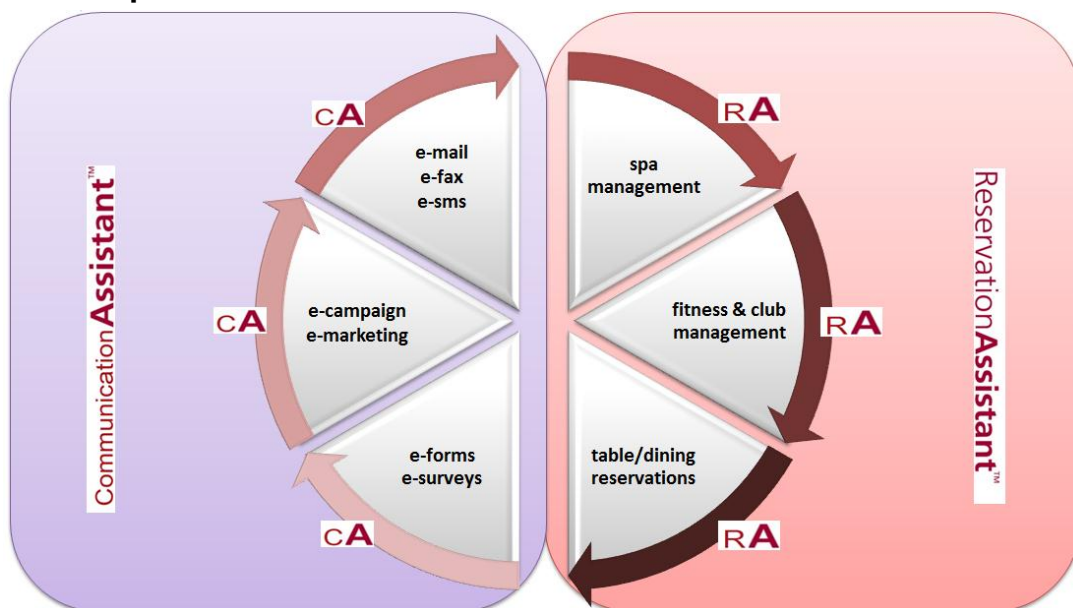


An on-premise and cloud based real-time payment gateway capable of integrating with property management systems, point of sale systems as well as spa/golf and leisure management. Also DCC (dynamic currency conversion) capable.



Salon and small day-spa management solution for the non-accommodation sector. A complete suite from online bookings through to point of sale, customer care and loyalty & added modules.

Core Product Competencies



CommunicationAssistant

Products designed to provide a hotel or leisure business a full suite of tools in which to communicate with its customers and guests.

ReservationAssistant

A software suite enabling management of guest bookings for activities, spa, dining and transportation property-based as well as from web, mobile devices and 3rd party solutions.

iHost Hospitality has over the last decade become known for its two camps of core competencies being Communication Assistant and Reservation Assistant. These form the majority of applications provided and the team within iHost live and breathe these daily to over 400 hotels and resorts, spas and salons across 40 countries from 5 branch offices globally.

Professional Services

Long before establishing iHost, each team member has stem from a long history within the hospitality, travel and leisure sectors spanning hotels, clubs, spa and fitness as well as dining management. As a collective whole, we are seasoned industry experts having served, check in, managed, delivered, upgraded and cleaned in all areas of the business, enabling us to have insider knowledge of the customers we serve.

In fact, over many years, our team members have worked at the front line in MIS/IT, front office, reservations, telephony, dining, finance, night audit, reception, management, cost control and purchasing, spa, and concierge in hotels & resorts. These span small to medium hotels as well as international chain hotels, covering 3, 4 and 5 star levels of service and guest experience.

Hotels and resorts in which we have been privileged to work for include the following:



Due to the nature of our work, we each have rich experience in project management, installation, end user training, customization, development and ad-hoc development, user acceptance testing, interface configuration and go live. This is what we do day in and day out working with each customer staff member as the cornerstone of our work.

In addition, we have provided professional consulting services to hotels and resorts, spas, fitness and club environments covering a wide range of focus areas from an information technology and operational perspective in the areas described below:

Core IT Services Competencies

Property Management Systems	Central Reservation Systems	Customer Relationship Management Systems
Opera, Fidelio v8, Fidelio v7, Fidelio v6, protel, Hogatex, Epitome, CMS, LanMark, SiHot, CLS, Guest Centrix	Synxis CRS, Fidelio CRS, Opera ORS,	Serenata NetHotel, Fidelio CIS, MS CRM 3 & 4
Web Booking and GDS	Payment Gateways	Revenue Management Systems
Synxis, HotelBANK, Amadeus, Sabre, Opera WSS, BookHotel, RateTiger	ServeBase, 3C Integra	Amadeus City Optimis, IdeaS, RateTiger
Sales & Catering Systems	Spa Software	Finance / Accounting
Delphi S&C, Amadeus CCM, ESP2000, Fidelio S&C, NetHotel Sales, Daylight, Sage ACT! MS CRM 3 & 4	Reservation Assistant, Gumnut, Salon Iris, IFCA, SpaSoft (intermediate), CSS/Concept (intermediate)	SunSystems, Oracle Financials, Fidelio Back Office, ProlIFIC, MYOB, QuickBooks
Point of Sale	Dining Management	F&B / Materials Control
Micros 9700, 8700, 3700, 2700, Infogenesis, Infrasy, Reservation Assistant, Vectron	Reservation Assistant, ResPak, OpenTable	Micros Materials Control, Fidelio F&B, Check EAM, Check SCM, Crunchtime
Reporting	Interfaces	Operating Systems and related
Vision, iReports, Hyperion, Google Analytics, MS OLAP, MS Excel	HTNG (hotel technology next generation), Micros OXI, FIAS, xml/OTA	Windows 2000, 2003, 2008, MS SBS, Citrix, Terminal Services, ADS, XP, 7 and Vista, Novell 3 and 4, Apache web server, Microsoft IIS 6 and 7, MS Exchange 2003 and 2007, Lotus Notes/Domino, VMware and ESXi, Suse Linux, Ubuntu, Debian, web services and SOAP/xml, html and ASP, Web 2.0, Sybase SQL, MS SQL 2000 to MS SQL 2008

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Profit from our experience



iHost Hospitality work with hotels, resorts, serviced apartments, salons, spa/wellness centres, and fitness clubs, along with other businesses. On account of core competencies and strengths, and strong corporate relationships & vendor alliances, iHost has worked alongside a number of major international clients and leading corporations.

iHost Hospitality continues its tradition of servicing clients with local experience, technology expertise & superior service. Whether an independent or multi-national client, iHost Hospitality work closely with its customers from project inception to go live, and provide a comprehensive support and help desk for products and services.

Customer and iHost locations





Where are we

iHost Hospitality have a long established presence in the hospitality and leisure industries covering a vast area geographically. Besides our offices in Melbourne and Sydney Australia, Kuala Lumpur Malaysia, Kathmandu Nepal and Munich Germany, we have a close relationship with our business partners and affiliates. These include networking and associated partners in Vienna and Hartberg Austria and Chicago USA.

In addition to physical presence, we can also be contacted at:



<http://www.facebook.com/ReservationAssistant>



<http://www.twitter.com/trustihost>



<http://www.linkedin.com/in/craigchait>



http://www.serenata.com/en/main/products/mail/mail-video_133/

Contact Us

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