

**Stay relaxed –  
everything is  
under control**

**Suite8 for independent hotels**



# The fine art of hospitality – driven by cutting edge management technology

The warm embrace of a comfortable bed after a long day, the feeling of being well looked after – there are certain things every guest demands and other things that only a few desire. Hospitality is a fine art, consisting of high-quality service and extensive behind-the-scenes work. With over 20 years' experience in the hotel industry, we know what you need to take your property to the next level: more satisfied guests, reduced costs and increased efficiency.

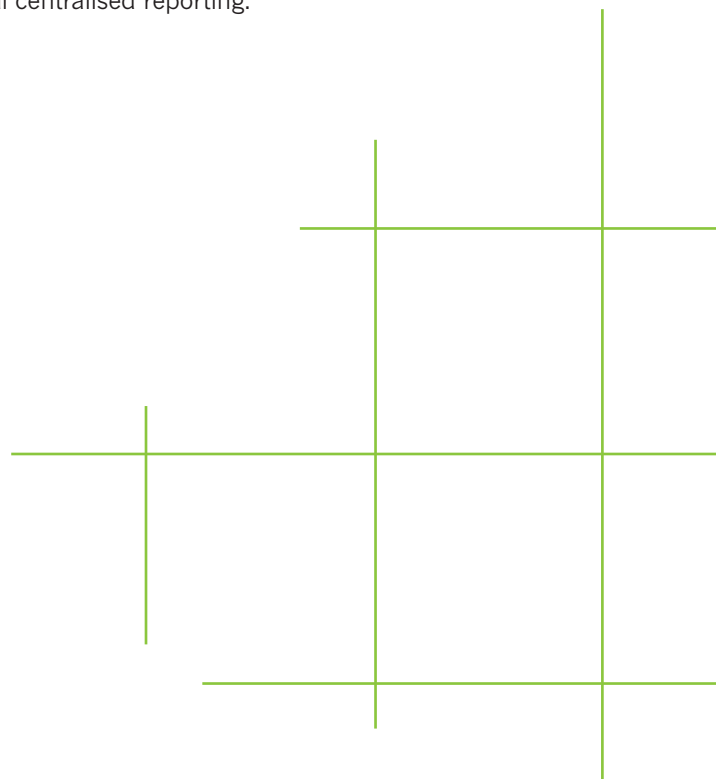
**Meeting and exceeding all guests' expectations** is crucial to success. MICROS-Fidelio Suite8 puts the focus on the guest, giving your team the information they need to deliver personalised service. Thanks to its high degree of integration every staff member has the same data at their fingertips: from guest preferences and the rooms needed for a conference, to the number of vegetarians attending a reception. You can assign any number of employees to a task and keep an eye on their progress.

**Just as every property has its own flair**, every business has its own specific needs. Suite8 offers you a wide range of configuration options in order to perfectly fit your individual business. This easy-to-install system combines user-friendly modules for Customer Relationship Management, Property Management, Conference & Catering Management, Materials Control, Online Booking and more into one simple and superbly effective solution.

**Suite8 is fully customisable.** You can define your data – screens, reports and functionality – so that it best fits your needs. The underlying software is being developed in Germany using the latest technology from globally recognised partners such as Oracle®. We provide future-proof technology based on open standards because we understand that you want to keep growing. Suite8 comes with over 600 interfaces for third-party software such as

telephone management systems, point of sales, electronic fund transfer and door locking. The system is also compatible with your Microsoft® Office Outlook® and Excel applications, but our programmers have designed it with a familiar user interface.

**Perfect for any size of business.** To meet our various customer demands, Suite8 is available in a Professional or a Small Business Edition. The solution is highly scalable and supports single and multi-site environments. Our Hotel Connector lets you link several hotels. This allows the exchange and synchronisation of guest profiles and individual reservations in connected hotels as well as availability checks. Moreover, you can benefit from optional centralised reporting.





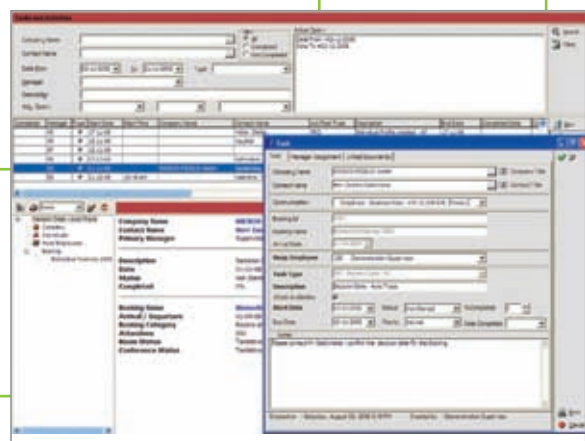
## Customer Relationship Management



“The philosophy of Suite8 to implement a comprehensive CRM module at the heart of a property management solution perfectly reflects our philosophy to place the well-being of our guests at the centre of all our services.”  
A German Suite8 hotel customer



**Business card scanner** – turns cards into valuable electronic information with automatic profile check and creation.



**Create Tasks & Activities** – increase efficiency and keep track of progress with the Automatic Trace function.

# Finely focused – meeting individual needs through integrated hospitality IT

Knowing your guests' preferences is the first step to exceeding their expectations. Do they play golf or run? In for the trade show or away for the weekend? Spa or casino? English or French newspaper? Imagine your guests' pleasant surprise as they are greeted by name when they call to make a reservation for that special event you informed them about. Suite8 makes it possible.

**Taking care of your guest's needs** – that is the idea at the heart of effective Customer Relationship Management. Suite8 makes active selling and personalised service easy. The comprehensive CRM module is the core of the Suite8 solution. Every single department in the hotel has access to, and works with, the same guest profiles – making profile handling an automatic part of the everyday business. Enhanced functionality such as Computer Telephony Integration enables you to address guests directly by name when they call. Their profile opens automatically, giving you all the information you need at your fingertips. On the other hand, you can also call a guest using Voice over IP at the click of a button from the guest profile.

**Stay on top of every aspect of your business.** Suite8 allows you to attach correspondence and activities to guest profiles, thereby giving you access to all relevant information. Furthermore, the document management system gives you the possibility to manage a “paperless office”. The Task & Activity function lets you keep track of what the team is doing to make sure deadlines are met. Automatic traces can be initiated for follow-up activities and automated reminders. Stay informed even on the road by exporting these activities from Suite8 to your MS Outlook and accessing the information via your mobile device. The convenient Mailing function offers a multitude of queries to send out targeted, personalised letters or e-mails for special promotions, and also allows you to analyse the mailing success – such as how many reservations were received and can be traced back to a specific promotion offer.

## Top functionality – more information – greater guest satisfaction

- **Link profiles and display relations** – connect family members, colleagues and companies, create clear organisation charts
- **Correspondence lookup** – access everything linked to a profile: confirmation letters and reservation e-mails, for example
- **Guest satisfaction questionnaire function** – analysis, keep results
- **And much more**

# Feel assured – you're in control of every aspect of your business

Every guest is unique, but, they all share one wish when it comes to hotels – they want to enjoy their stay. You know that customer reservation and handling is critical to business. We know what you need to get the job done right. The MICROS-Fidelio Suite8 solution sets the de facto industry standard for Property Management Systems (PMS).

### Keep your guests happy from the very beginning:

Streamline your bookings, check in and check out with the Reservation Navigator. Get all the information you need to keep things running smoothly on one screen. With our customisable grids you can navigate arrivals, in-house guests, departures, financial accounts and waitlist. Thanks to the automatic storage of all reservation details on a per-day basis during the reservation process, you benefit from perfectly accurate statistics.

Other valuable features designed to make your business run more smoothly include waiting list reminders, multiple guest handling, party management, guest transportation, guest locator, package detail and much more. The confirmation letters option allows you to automatically send out customised and personalised letters and e-mails in any language you define. Suite8 also features a highly effective Room Rack, which gives you a complete overview of all your rooms at a glance.



**Give more. Get more.** Creating win-win situations for your guest and your hotel is easy with access to the comprehensive guest information provided by Suite8.

The defragmentation tool helps optimise the allocation and occupancy of rooms. With the user-friendly drag and drop function reservations can easily be completed or modified and room moves notified.

**Make the most of our integrated guest, room and rate management.** For the most flexible offer creation Suite8 lets you define an unlimited number of rates, various age groups for children's rates and different promotions, such as early booking discounts or length of stay (3 for 2). This allows you to simply link new promotions to existing rates instead of having to create new rate codes.

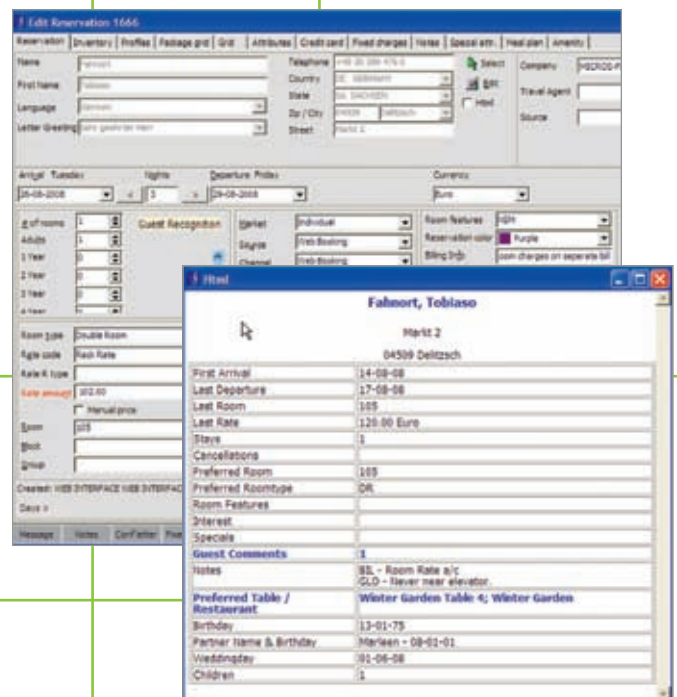
**Every department and every employee can access** the information you define on the guests' profile. Everyone knows what needs to be done – front desk, catering,

maintenance – from broken light bulbs and early check ins to which rooms need to be cleaned. The Housekeeping module allows you a complete view of the property status helping you to organise your room attendants, and search according to numerous options such as clean or vacant rooms and arrivals expected. Lost & Found allows the recording and targeted searching and tracking of items. With our unique Voucher Management tool, vouchers can be printed, read from bar codes and redeemed against a guest invoice.

**Get your property into shape for the future.** Thanks to full integration Suite8 automates processes, helps reduce mistakes, boost sales, optimises occupancy rates and in essence significantly increases your guests' satisfaction.

## Class-leading functionality for more efficiency and smooth operation

- Accounts receivable
- Flexible billing and invoicing
- Rebate function
- Log book for internal information exchange
- Travel agent module for calculating, processing and paying travel agent commissions
- Completely integrated resort management



**Guest recognition** – better service via fast access to detailed profile information such as preferred room and interests.

# Precision planning – manage every aspect of even the most complex projects

Your guests need to do more than just book a room, so take advantage of every opportunity to increase revenue.

From wedding receptions to corporate conferences, the Banquet Department is a key profit driver. Our Conference & Catering Management module allows you integrate all your event activities and easily view the current status of every event. All the key information is displayed at a glance.

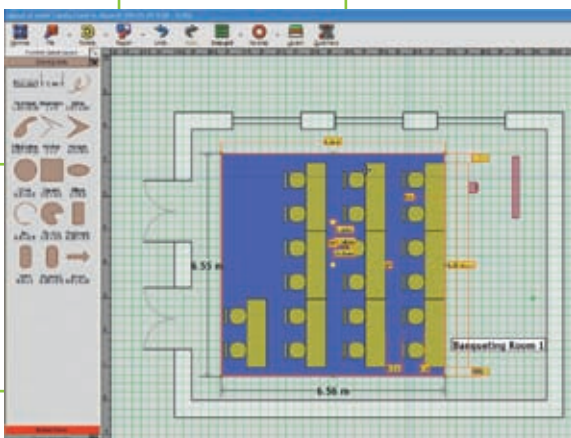
**Integration is the key to success.** Enter data only once and make it available to any member of the team. Add events, tasks, activities and book rooms as needed in a single step.

A comprehensive billing system also makes it available as an ideal stand-alone solution for conference centres.

**Check the availability** of function spaces and resources, start the booking process and manage every detail with the Conference Diary. Participants are entered into the booking master and automatically transferred from the booking level to each event. Participant badges can be

easily produced at the click of a button – as can menu cards. Add packages, resources or sub-events, and control forecasting and posting as needed.

**Keep track of every aspect** of your event management. View the technical equipment needed and external service providers or use the Room Planner to design a banquet space with 150 guests plus band and catering. Details are conveniently displayed: menus and serving times, beverage sequences, planned time for speeches requiring the service to stop, and more. And, at the end of the day compelling statistics about the occupancy of function rooms may give you guidance for appropriate corrective actions.



**Room Planner** – fast and easy creation of professional-quality drawings of hotel function spaces.



**Conference Diary** – access all event information or quickly and easily create a new booking.

## Smooth scheduling – multitask management at your fingertips

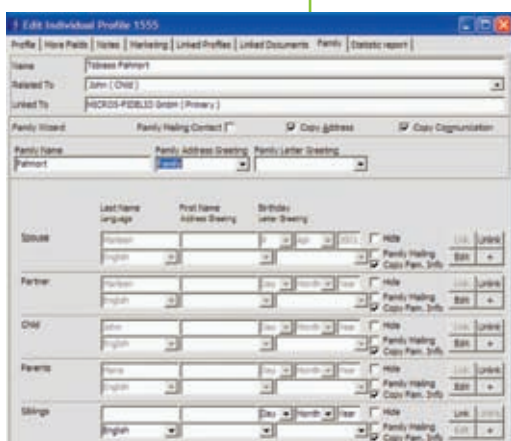
Treat your guests with a relaxing and entertaining resort experience. The fully integrated Resort & Leisure capabilities let you manage every aspect of the guest experience: from restaurant reservations and spa appointments to golf tee-off times or third-party activities such as excursions.

**Manage everything from one system.** A guest books a Thai massage in the afternoon. Suite8 ensures that a qualified employee is assigned to the task and the right room is reserved and prepared. Flight arrivals of group guests can easily be tracked and updated in one go so that housekeeping and the kitchen can be notified of any scheduled change. You have everything under control because your team is informed.

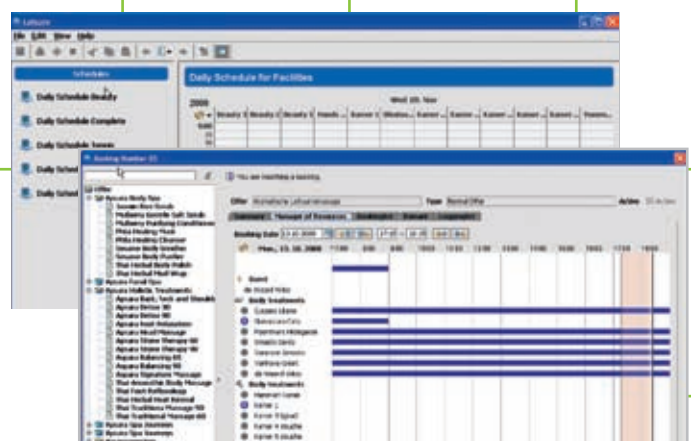
**Give them the best table in the house.** The Table Reservation System lets you allocate and reserve tables in restaurants, bars and lounges according to your guests' preferences. You can define table attributes and link

to profiles to keep track of both your resident and non-resident guests' wishes.

**Manage rate promotions,** length of stay discounts and early booking discounts. Link family members to one profile with the Family Wizard which in turn simplifies the billing. A tour operator invoice can be issued in order to simplify billing and cashiering for groups. Transponder handling allows cashless payment and controls access to certain areas.



**Family Wizard** – every family member gets an individual profile, linked to one reservation/account.



**Leisure booking** – effective spa management: easy coordination of guest services and staff resources.

# Effective e-commerce – utilise the Web as a dynamic sales tool

Your guests expect to be able to find everything they want online and find it fast – including competitively priced rooms and packages. Our Suite8 homepage module is an easy to install Web booking engine that allows you to make the most of e-commerce and communication. Reduce distribution costs and increase profits with this integrated function.

**Available 24 hours a day, 7 days a week and 365 days a year**, this module makes your hotel bookable online via your hotel website. Increased occupancy made quick and easy. Make your complete booking options available online, for example child rates, special golf or wellness packages and many more. A Rate Management Interface enables the calculation of the best available rates. Distribution made quick and easy.

**The Suite8 homepage module** is the entry level solution for the hospitality industry, making individual hotels available in the World Wide Web with scalable options to connect to Alternative Distribution Systems (ADS) and Global Distribution Systems (GDS). This advanced optional

e-commerce solution connects individual hotels with corporations, travel suppliers and portals, allowing them to conduct travel-related e-commerce: reservations, electronic requests for proposals and responses, including effective yield management.

**Take special care of your corporate clients** with online booking via their company's own Intranet using the Corporate Login function. Tailor and target your marketing based upon your key-account clients. Your guests can book rooms and function areas directly from their system for improved conference planning.



**Give your business a boost** and your guests the convenience of booking online. Whenever and wherever they want.



## Stay on top – targeted information design for improved efficiency

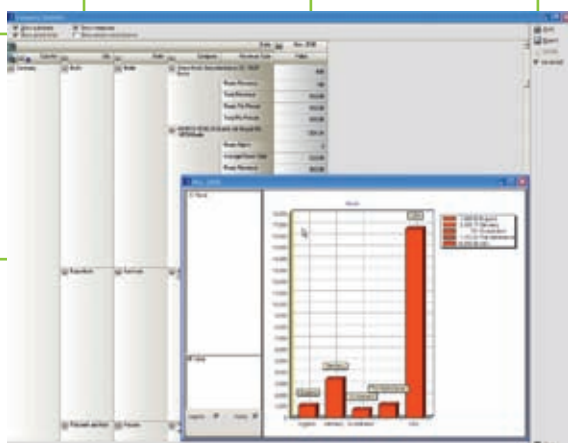
Success depends on making sound decisions. Therefore, having the right information at the right time is crucial. The reporting module of Suite8 gives you the transparency you need to make informed decisions on every aspect of your operation. Improve the entire reporting process with speed, flexibility and accuracy.

**Fast, easy, flexible** reporting with Suite8. Depending on your preferences, reports can be written using the Internal Editor, Crystal Report Writer or the integrated Cube Report Builder. The Crystal Report Generator speeds up your reporting process. The Internal Editor allows you to easily create report templates with predefined data sources, fields and functions. Reports can then be exported to typical data formats including Excel, HTML, Word, PDF and TXT for easy distribution to your team.

**According to your individual preference** conveniently sort your report by quarter, country, department – whatever you need. The flexible creation of custom OLAP

Cube Reports is fast and easy. You can also quickly change or add fields to Cube Reports and export these to Excel and HTML.

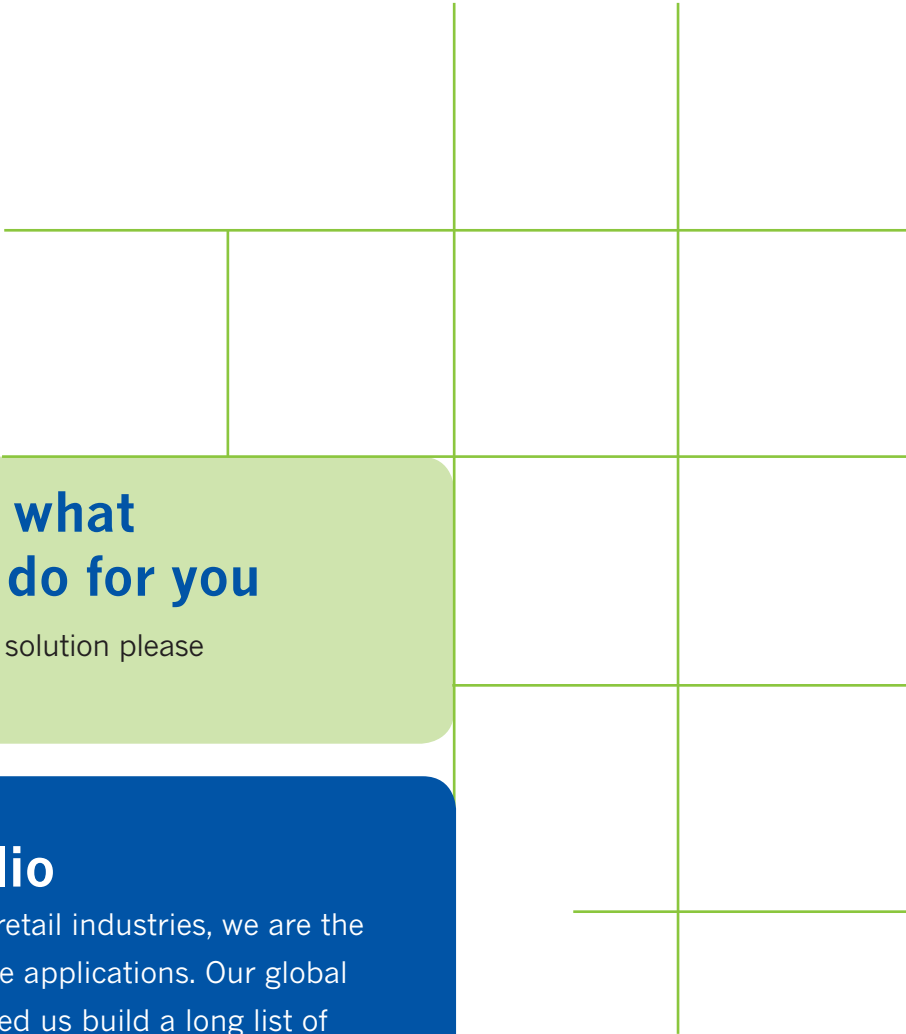
**With the Mobile Reporting** function you don't have to be in your office to be in control. Take advantage of up-to-the-minute facts and figures. Use Suite8 to implement online reporting via an Internet browser. Predefine the data you need generated by the system, and you will retrieve information via your internet-enabled PDA or mobile phone. Saving time and paper.



**Integrated Cube Report Builder** – enjoy flexible analysis for faster and easier forecasting.



**Mobile Reporting** – stay informed. Take advantage of the information you need, wherever you are.



## Find out more about what MICROS-Fidelio can do for you

For more information about our Suite8 solution please contact us at [sales-eu@micros.com](mailto:sales-eu@micros.com).

## About MICROS-Fidelio

Serving the hospitality and speciality retail industries, we are the world's leading developer of enterprise applications. Our global presence and local support have helped us build a long list of references – hotels, restaurants, conference centres, retail, stadiums, theme parks, casinos and cruise ships. We maintain an intense dialogue with colleagues throughout these industries. The result is a wide range of integrated software, hardware and business technology solutions and services. These help to optimise your operation and increase profits by providing your guests with a personalised service.

### **MICROS-FIDELIO GmbH**

Europadamm 2-6  
41460 Neuss  
Germany  
Phone: +49-(0)2131-137 0  
Fax: +49-(0)2131-137 777

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