

Complexity made easy...Anytime, Anywhere

The solution is designed to make complex operations easy to use. The system aims to deliver efficiency and increase profitability for operators while keeping a strong focus on guests.

Operating a hotel property is complex, but making Complexity Easy is the business of BrilliantEZ.

INTRODUCTION

BrilliantEZ Hotel Management System (HMS)

BrilliantEZ HMS is a fully integrated Hotel Management System capable of handling all the major functions of any type of hotel property. It is designed to deliver productivity, profitability without losing focus on users need to enhance guests' experience.

Based on Microsoft Windows and SQL Server technologies, BrilliantEZ HMS inherits the scalability, security, manageability and high performance benefits offered by this platform.

BrilliantEZ HMS module incorporates Front Office, Housekeeping, Reservations, Back Office, Financial & Activity Reporting. This together with add-on modules such as BrilliantEZ Central Reservation System (CRS) and Web Reservation modules, into one central database will provide seamless integration between these disparate functional areas. At the same time it provides the property with the choice to deploy these modules independently in a phased manner, allowing a total solution to be implemented in a more financially and productively manageable fashion giving the hotelier more time to deal with the changing demands of guests.

The open architecture of BrilliantEZ HMS allows it to be interfaced seamlessly with third-party devices such as the hotel PABX (telephone management system); door locking systems, movie systems, Windows based Point of Sales systems, Internet booking engine and more.

BrilliantEZ HMS Benefits

- Simple and intuitive user interface
- Real time yield and revenue projection, and occupancy forecast
- More than 150 Crystal Reports in the library and allow for export to Word, Excel or PDF format
- Quick Night Audit Process (< 2 minutes for 400 rooms site)
- Continuing Queries allowed while database backup is in progress
- Web Booking engine integration enabled
- Tracking of Guest history and profiles
- Scalable, allowing the system to grow with your properties

RESERVATIONS

Search

Check In Date: 8/10/2005 Folio#: 003196 Search

Include Cancelled: 8/15/2005

Drag a column header here to group by that column

	Status	DocNo	Account#	Name	Group Name / Com	Room Type	Room	Check In	Balance
C	IN	003196	AG009416	MR ANTONIO	AC000195 - DISCO	SQ	607	8/10/200	€217.60
C	IN	003141	AG009349	MS KUMAHARA	AC000260 - HIS T	ST	132	8/10/200	€140.00
C	R	003138	AG009346	STEINKE, DENISE	AC000691 - LEISU	SQ	Unassign	8/13/200	€0.00
C	IN	003109	AG009321	DOUGLAS, MARGARET	AC000990 - SAVE	SQ	633	8/11/200	€153.50
C	IN	003085	AG009301	MR GEORGE WAYNE	AC000792 - TRAVE	SQ	336	8/10/200	€158.00

Reservation/Folio# : 003109
 Main Guest : DOUGLAS, MARGARET
 Sharing Guest :
 Check In Instruction
 SQ - \$95RO+VPC
 GST TO POA
 Check Out Instruction
 SQ - \$95RO+VPC
 GST TO POA
Balance = 153.50

- Reservation screen on the left are colour coded to show the various statuses of reservations
 -- Pending, Reservation, Checked-In, Checked-Out, Cancelled.
- Pre-build billing plan to improve billing accuracy & shorten check-out time required.
- Get an overview of who are making the bookings
 – Company Name, Group Name, Guest Names.
- Right Click to create, amend or copy a reservation using our user friendly reservation wizard that guides user step by step.
- Mouse over function on a reservation provides summarized overview

GROUP RESERVATIONS

RoomType	Description	Qty
MD	DELUXE MOUNTAIN DOUBLE	
MR	DELUXE MOUNTAIN KING	
ES	EXECUTIVE SUITE	
PS	PRESIDENTIAL SUITE	
SE	SPECIAL EQUIPPED	
ST	SUPERIOR HARBOUR DOUBLE	
SK	SUPERIOR HARBOUR KING	5
SD	SUPERIOR MOUNTAIN DOUBLE	
SM	SUPERIOR MOUNTAIN KING	
SS	SUPERIOR SPA HARBOUR KING	2

Select	Reservation	Status	AccNo	Name	Room Type	Room	Check In	Check Out
<input type="checkbox"/>	012148/002	Reservation	HG030819	COX, LES, MR	SS	1908	6/2/2006	6/4/2006
<input type="checkbox"/>	012148/003	Reservation	HG030820	GRAHAM, PETER, MR	SS	1904	6/2/2006	6/4/2006
<input type="checkbox"/>	012148/004	Reservation	HG030821	PICKARD, ARIANE	SK	Unassign	6/2/2006	6/4/2006
<input type="checkbox"/>	012148/005	Reservation	HG030822	UGLOW, DAN, MR	SK	Unassign	6/2/2006	6/4/2006
<input type="checkbox"/>	012148/006	Reservation	HG030823	HAMMUND FURSTER, JANE	SK	Unassign	6/2/2006	6/4/2006
<input type="checkbox"/>	012148/007	Reservation	HG030824	ARCHER, KATRINA, MS	SK	Unassign	6/2/2006	6/4/2006
<input type="checkbox"/>	012148/008	Reservation	HG030825	MULDOON, GRAHAM, MR	SK	Unassign	6/2/2006	6/4/2006

- Use the Group Reservation button to quickly create group reservations.
- Immediate creation of sub-folios meant that forecasting of rooms held, yield projection will be more accurate.
- Options to apply allotment to group reservations

GUESTS MANAGEMENT

(1) Main (2) Personal/Preference (3) Company (4) Request Note (5) Reservation/Folio (6) Billings (7) Docu

1. Status
Active HG022684
Status Normal

2. Contacts
Short code
Full Name (Ctrl+N) JUDD, BECKY, Ms
Passport 1437862657
Passport Expiry 1/13/2007
Gender Female
Nationality AUSTRALIA
Date of Birth 12/2/1981
Car Reg. No Stay 0

3. Phone Number/EMail
Tel
Mobile
Fax
EMail

4. Address
Address
Region WESTERN AUSTRALIA
City ADELAIDE
Postal/Zip code
Country AUSTRALIA

5. Guest Grouping
Mkt Seg 1 INBOUND
Mkt Seg 2 INHOUSE
Mkt Seg 3 FIT

6. Staff
Staff In Charge
Source

- Guest history database, multiple guest stay stored in database
- Ability to assign and track guest according to user defined statuses – VIP, VVIP or Blacklist
- Ability to track and view history of stay and guests spending value through drill-down features
- Document manager to keep correspondences for each guests
- View guest requests history and add notes to build valuable guest information
- In-built loyalty module

CORPORATES MANAGEMENT

(1) Main (2) Others (3) Department (4) Guest (5) Contact Person (6) Contract Rate (7) Reservation/Folio (8) Account Receivable Tra

1. Status
Active MC000005
Status Normal
Type Company

2. Company
Short code ABC002
Name ABC TELEVISION NEWS - NSW
Business Reg#
IATA

3. Phone Number/EMail
Tel
Fax
EMail
Web site

4. Staff
Staff In Charge
Source

5. Billing Address
Address Copy from Billing (X)
Region NEW SOUTH WALES - OTHER
City Sydney
Postal/Zip code
Country AUSTRALIA

6. Mailing Address
Address Copy from billing (X)
Region NEW SOUTH WALES - OTHER
City Sydney
Postal/Zip code
Country AUSTRALIA

7. Finance
Terms 7 de
Credit Limit
Billing By Company
Stop Credit

8. Company Grouping
Mkt Seg 1 GOVERNMENT
Mkt Seg 2 NA
Mkt Seg 3 FIT

- Ability to attach one or multiple ratecodes to a company
- Stop credit feature
- Commission rates setting

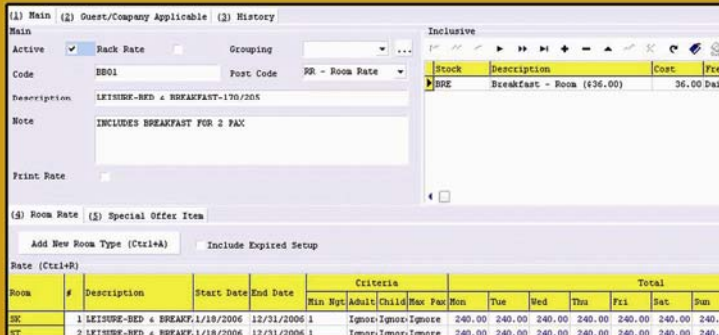
COMMISSION

Commission Rate (%) 0

Pay Commission

Charge Back

RATES / PACKAGES MANAGEMENT

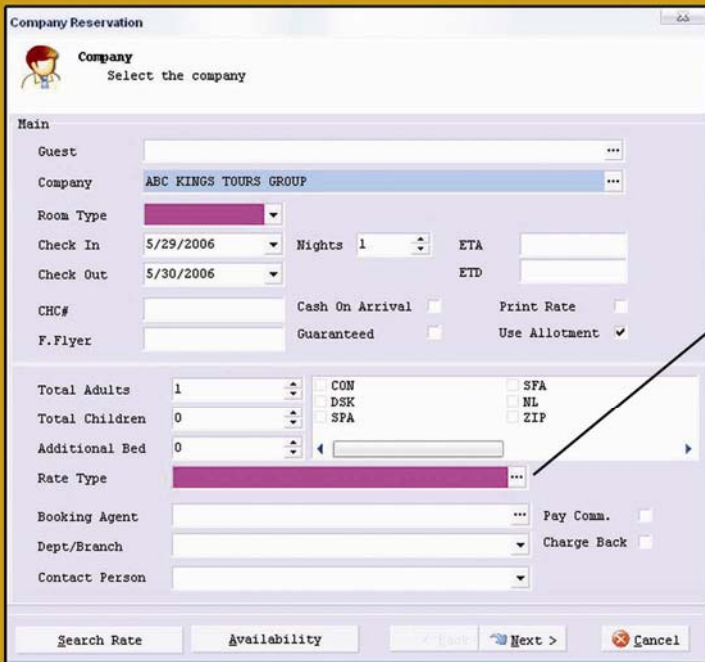


Rate Management interface showing a table of rates and their details. The table includes columns for Room, Description, Start Date, End Date, Criteria, and Total. The current rate shown is for 'LEISURE-BED & BREAKFAST-170/205' with a total of 240.00.

Room	Description	Start Date	End Date	Criteria	Total
1	LEISURE-BED & BREAKFAST-170/205	12/31/2006	12/31/2006	1	240.00
2	LEISURE-BED & BREAKFAST-170/205	12/31/2006	12/31/2006	1	240.00

Rate Management is designed to manage different rates based on:

- A. Room Types
- B. Seasonality Factors
- C. Max Pax Count
- D. Chargeable additional beds or child
- E. Inclusive requirements or chargeable requirements
- F. One ratecode can be applied to one company or a group of companies



Company Reservation interface showing a form for selecting a company and reservation details. The company selected is 'ABC KINGS TOURS GROUP'. The reservation is for 1 night from 5/29/2006 to 5/30/2006.

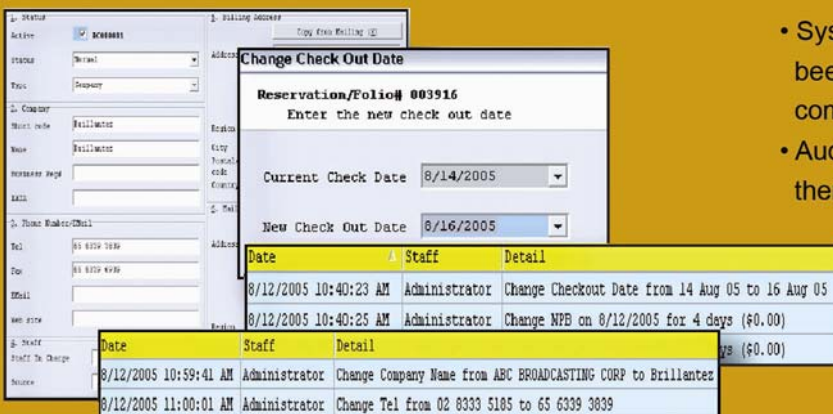


Select Rate dialog box showing a list of available rates. The list includes rate codes and descriptions such as 'ABC-TYWR SERIES', 'CORPCLB', 'CORPCL1', 'GOVERNMENT', and 'GOVERNMENT-BB'.

Once a unique rate has been established, all reservations will auto pick the unique rate assigned for each of the companies.

This allows reservation staff to make reservations quickly using the correct rate, minimising expensive errors due to wrong rate application.

AUDIT TRIAL



Audit Trial interface showing a list of reservation changes. The changes include updates to check-out dates, company names, and telephone numbers.

Date	Staff	Detail
8/12/2005 10:40:23 AM	Administrator	Change Checkout Date from 14 Aug 05 to 16 Aug 05
8/12/2005 10:40:25 AM	Administrator	Change NPB on 8/12/2005 for 4 days (\$0.00)
8/12/2005 10:59:41 AM	Administrator	Change Company Name from ABC BROADCASTING CORP to Brillantez
8/12/2005 11:00:01 AM	Administrator	Change Tel from 02 8333 5185 to 65 6339 3839

- System keeps good trial of changes that have been made for reservations, guest details or company details
- Audit of changes by operator, date and time is therefore, easily identifiable

AVAILABILITY AND FORECASTING

Unit	Type	Status	Maid Status	Thu 11 Au	Fri 12 Aug	Sat 13 Au	Sun 14 Au	Mon 15 Au
					Public Holiday 12 Aug 2005 (Friday)			
				B2	B2	B2	B2	C3
601	SQ	Occupi	Dirty	001260	001260			
602	SZK	Due Ou	Dirty	003555				
603	SQ	Hold	Dirty					
604	SK	Due Ou	Dirty	001076				
605	SQ	Occupi	Dirty	003686	003686	003686	003686	003686
606	SZK	Due Ou	Dirty	003553				
607	SQ	Due Ou	Dirty	003196	003871			

Filter

Adjoining Rooms Non Smoking G1
 Atrium View Sofa Bed G2
 Crew Room Separate Bath G3
 City View Smoking Bath and Shower
 EP View Shower Only
 Near Lifts Wellington View

- View availability by individual rooms
- Room blocking function
- View Housekeeping statuses at a glance
- Display special events and mark-out important dates
(day column code becomes blue)
- Filter by room attributes
(user definable up to 24 attributes)

Type	Total	Thu 11 Au	Fri 12 Au	Sat 13 Au	Sun 14 Au
		B2	B2	B2	B2
SQ	93	32	22	23	33
ST	70	24	14	28	53
SK	10	02	02	02	07
SZK	70	15	43	45	
TRP	6	00	01	02	06
SQC	6	03	04	05	05
DBL	1	01	01	01	00
Total Room	275	275	275	275	
Room Sold	186	170	141	106	
Blocked Room	3	3	3	3	
Available Room	86	102	131	166	
Total Allotment	0	0	0	0	
Allotment Used	0	8	8	6	
Occupancy	67.64%	61.82%	51.27%	38.55%	

Room Type Info

Room Type information

Room Type 20 on 03 Feb 05

Rooms Sold =0
 Blocked Room =0
 Available Room =6
 Total Allotment =0
 Allotment Used =0
 Occupancy =0.00%

Reserved Room:

Blocked Room:

Print OK

- Powerful featured right click function to see more detailed information
- View availability and statistics by roomtype
- View or print detailed Room Type information
- Forward 10 days view at click of button

MESSAGE / TASK FUNCTIONS

Folio 003196 - MR ANTONIO Check In 10 Aug 05

Room 607 Check Out 12 Aug 05

Type Task Status Open

On 8/10/2005

Message

Main MR ANTONIO Sharing#1

From Sharing#2

Company

Action

From RESERVATIONS To FRONT OFFICE

Called Up Returned Call Please Call Back
 Visited Will Call Again Room Change
 Request To Meet You Left Message Below

PLS ENSURE TO PASS ON ENVELOPE TO GST UPON ARRIVAL IN EXPANDER FILE UNDER "H". THANKS.

Message/Task History

Print < Back Next > Cancel

	Status	DocNo	Account#	Name	Group Name / Com
C	💡 IN	003196	AG009416	MR ANTONIO	AC000195 - DISCO

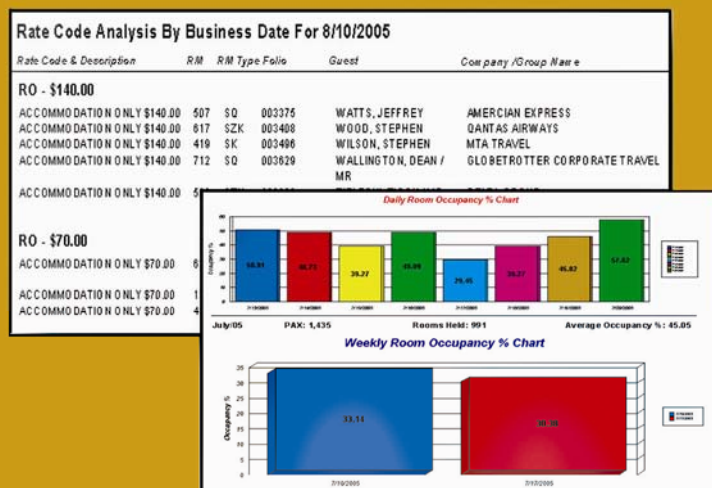
- Manage task or messages from the same menu
- Create task or messages by direct right click on folio or from the task menu
- History tracking of message - link back to guest profile
- Notes or tasks left for guest easily identifiable by light bulb and can be accessed prior to check-in or check-out

HOUSEKEEPING

Unit	MaidStatus	RoomStatus	RoomTyp	FI	Int	CheckInTime	CheckOut
335	Dirty	Hold	STS				
338	Dirty	Vacant	ST				
339	Dirty	Vacant	ST				
340	Dirty	Occupied	SQS			6:46 PM	1/02
341	Dirty	Occupied	ST			6:59 PM	1/02
352	Dirty	Vacant	SQS				
353	Dirty	Occupied	ST			6:37 PM	15/02
358	Dirty	Occupied	SQS			4:52 PM	31/01
359	Dirty	Vacant	ST				
360	Dirty	Vacant	SQS				
361	Dirty	Vacant	ST				
362	Dirty	Occupied	ST			12:21 PM	7/02
363	Dirty	Vacant	ST				
364	Dirty	Vacant	SQS				

- Room status update instantaneously reflected in Front Desk
- Auto calculate linen changing days
- Interfaces with PABX switch or SMS gateway to automatically update room status

REPORTS



- Crystal reporting tool is used to generate powerful reports / graphs
- Cross tab reporting
- Forecast occupancy, yield by roomtype, by market segments
- Export reports to excel worksheet for further analysis or word document or PDF for presentation.
- More than 100 reports in the library

POSTING CHARGES / NIGHT AUDIT

- Multiple ledgers for each guest folio and different settlement mode for each ledger
- Itemised minibar posting is possible if required, hence, giving accurate minibar inventory count at month end.
- Each charge is assigned to a revenue centre with corresponding general ledger coding
- Drag and drop line by line or a group of charges across each ledger
- Night Audit detects overstays, no show reservations
- Night Audit automatically posts room charges and chargeable additional requirements. It also breakdown taxes and split package components into respective revenue centre for accurate reporting.

TAXES

- Up to 4 layers of taxes
- GST can be configured to be inclusive or exclusive