

# SULCUS HOSPITALITY GROUP

## CREATING A POINT OF SALE AUTOMATION SYSTEM

### Challenges

Existing, discrete systems were slow, risking double entry and data loss issues

Integrate POS system with hotel property management system

Integrated systems would be capable of working separately when needed

### Solution

WinnPOS system integrates point of sale and property management systems

Easy-to-use, integrated system can be used by bar, restaurant and front office personnel

Reksoft fulfilled product management, project management and development

Reksoft continues to provide maintenance and second- and third-line product support

### Result

Integrative solution developed from scratch

Turnkey development meant system was available for use on completion of project

Easy-to-use interface means minimal training required for WinnPOS users



### Client

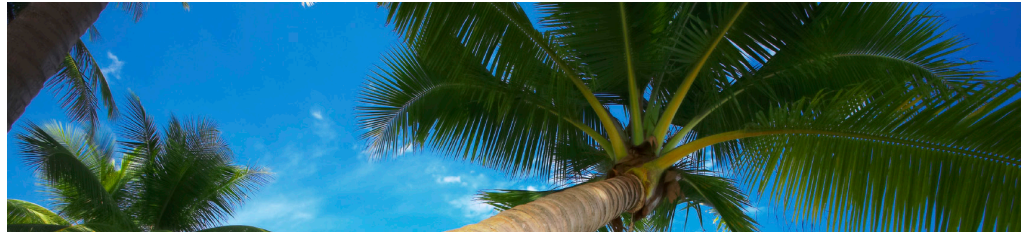
Sulcus Hospitality Group is a leading provider of innovative technology solutions for the worldwide lodging industry, and has been providing first-class customer support and software maintenance in the hospitality sphere since 1977.

**Reksoft set up an offshore development centre to create WinnPOS, a flexible and efficient solution suitable for a wide range of hotels, restaurants and bars. Sulcus handed Reksoft responsibility for the full-cycle product codevelopment, including the product management.**

### Challenge

Hospitality is a fast-paced industry, and efficiency is highly prized. Hotels often experience difficulties when using one point of sale system for their bar and restaurant, and a separate property management system for its rooms. Data can easily be lost and time wasted due to double entry, and staff require complicated instructions. Sulcus wanted to change this by offering its customers an integrated product bringing point of sale and property management systems together, streamlining processes and minimising time-consuming manual operations. At the same time, the integrated systems needed the flexible functionality to allow them to work separately if needed.

- Existing, discrete systems were slow, risking double entry and data loss
- POS system needed to be integrated with hotel PMS
- Integrated systems had to be capable of working separately



### Technology

MS Windows 2000/XP, MS Visual C++, Sybase, TCP/IP, COM&DCOM

### Type of service

Product development, custom application development, application integration, application maintenance and support

### Timeframe

2001 – 2005

### Solution

Sulcus handed us responsibility for the full-cycle product co-development, including the product management, project management and development stages. Once a comparative feature analysis and requirements definition had been completed, we set up an offshore development centre to create WinnPOS, a flexible and efficient point of sale solution suitable for a wide range of hotels, restaurants and bars.

The point of sale and property management systems were integrated and feature intelligent touch-screen inputting with an intuitive interface suitable for use by both food and beverage (F&B) staff and front office personnel. In addition, we provide maintenance and second and third-line support for WinnPOS users and distributors to ensure an optimal ongoing service.

- WinnPOS system integrates PoS and PMS
- Easy-to-use system can be used by F&B and front office personnel
- Product management, project management and development
- We provide maintenance and second- and third-line product support

### Result

We created WinnPOS from scratch and developed the system as a turnkey project, so Sulcus received a complete solution that was immediately available for sale. WinnPOS was soon enthusiastically adopted by hotels seeking to improve business efficiency and reduce TCO by integrating their point of sale and property management systems. Its popularity also stems from WinnPOS's intuitive interface, which means its users require minimal training.

- Integrative solution developed from scratch
- Turnkey development – system was available for use on project completion
- Easy-to-use interface – minimal training required for WinnPOS users

### About Reksoft

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