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## NOVEXSYS, LLC Consumer White Paper

### Software as a Service (SaaS) deployment model meets the needs of hoteliers seeking a temporary PMS solution.

The Guest House Hotel discovers that a PMS deployed as Software as a Service is a viable and cost effective solution for their short term needs.

April 2008

#### Summary

The Guest House Hotel was operating under the Hampton Inn flag and decided not to renew their contract with the franchise. The ownership made the decision to temporarily operate the hotel as an independent while they evaluated other franchise opportunities. Based on the outcome of the franchise research they would make the decision to either franchise or continue operating the hotel as an independent.

Don Strahl, the principal owner of the hotel, required a PMS solution that would satisfy his temporary needs as well as provide the application functionality that he might need for possible long term use of the product. Don was further challenged by having to make decisions on hardware purchases that might prove to be insufficient or incompatible with future franchise system requirements. His goal was to find a solution that would meet his needs without spending capital that could not be re-used at a later time.

A summary of the objectives that ownership was trying to meet were:

- Minimize technology investment
- Low cost PMS solution
- Software usage model that supports short duration needs
- Sufficient software functionality to manage the hotel as an independent operator

#### Overview of The NOVEXSYS Property Management System

NOVEXSYS has taken advantage of Software as a Service (SaaS) technology to provide the system of the future... user friendly software where hotels only pay for what they use. The solution is built on the Microsoft® .NET Framework, is scalable, and stable. All maintenance services are managed by NOVEXSYS. These services include local and off-site backups of servers/databases, software updates to server software, disk space upgrades, server scaling, and server performance monitoring.

Client PCs communicate to the NOVEXSYS servers with secure encrypted internet connections utilizing security certificates. User access to the software has multiple security levels. NOVEXSYS is web based software that can run on any PC with Windows® 2000, XP, or Vista operating system. The client software has a very small footprint and anytime the software is updated, the new version is automatically downloaded to the client PCs at no additional cost. Every PC is always on the most current version!

NOVEXSYS software is easy to use and easy to train. The ability to provide a No Travel Install™ is a unique feature that helps reduce implementation costs for customers. In fact, most NOVEXSYS clients chose to use the No Travel

Install™. Software installation and training are accomplished with web collaboration tools. The NOVEXSYS PMS can be remotely installed, trained, and deployed very quickly.

Support is provided via a web based ticketing system and an emergency number is provided for critical issues. Tickets are opened by either sending an email to the support address or by submitting the issue via a web based tool. There are no annual maintenance/support fees. The affordable monthly usage fee covers server maintenance, software upgrades, and customer support.

### **How NOVEXSYS Satisfies the requirements of the Guest House Hotel**

- *Minimize Technology Investment*  
NOVEXSYS is a hosted solution that requires no servers on site. The management of the hotel does not have to worry about a capital outlay for server equipment and they also receive the benefit of reduced system maintenance on an on-going basis. They do not have to perform backups or upgrades to server software or hardware. Implementing NOVEXSYS met the goal of minimizing technology investment by eliminating the need for local servers and allowing the property to invest in inexpensive workstations.
- *Low Cost PMS Solution*  
NOVEXSYS has taken advantage of SaaS technology to provide a Property Management System of the future. The Guest House Hotel did not need to purchase any expensive software licenses or yearly maintenance agreements that are typically associated with traditional PMS solutions. NOVEXSYS was able to provide the hotel management a PMS solution with a low monthly fee that was inexpensive to implement and affordable to operate.
- *Software Usage Model That Supports Short Term Needs*  
Management of the hotel found that the lower cost and month to month flexibility of NOVEXSYS was a perfect fit for their short terms needs. They have the flexibility to use the solution for a short period of time or as a long term solution should they decide to operate the hotel as an independent. They do not have to lock into a long term agreement and pay for the service on a month to month basis.
- *Sufficient Software Functionality To Manage The Hotel As An Independent*  
Don and his management team were able to see an effective demonstration of the product and functionality through a live demo using web collaboration tools. They were able to ask questions and see exactly how the product fulfilled those needs. They discovered that NOVEXSYS was robust with features and easy to use. It had the essential functionality in reservations, accounts receivable, groups, and rate functionality they needed.

### **Conclusion**

The Guest House Hotel selected NOVEXSYS for implementation because it effectively met all of their unique needs in a PMS. They were able to provide the hotel with the functionality they needed with minimal financial investment and the flexibility to utilize the service for a duration time that fits their business needs.