



Tuscany Suites & Casino

How TigerTMS provided an award-winning Las Vegas hotel with a solution to enable housekeepers to use in-room telephones to change any room's status directly into the PMS.

A Cleaner Experience – Automating Room Status for Operational Efficiency and Time Saving

Enabling Front Desk to know instantly in real-time that a room is clean, inspected and ready for guest check-in provides ultimate operational efficiencies for a hotel.

THE CHALLENGE

Housekeeping teams at Tuscany Suites & Casino use guest room telephones to dial codes to send room status updates, supporting the smooth running of the hotel. When maintaining the hotel's PBX system became too challenging, it was replaced with a modern Avaya-RingCentral cloud-based solution. However, this transition introduced new hurdles and challenges for the IT department to address.



Fact File

- ✓ Offers 716 premium hotel suites and a casino within walking distance of The Las Vegas Strip and the biggest convention centres.
- ✓ Winner of several Las Vegas Review-Journal "Best of Las Vegas" awards.
- ✓ Prides itself on a tranquil setting, providing guests a stress free and fun stay.
- ✓ Award-winning dining, exciting casino gaming, and a variety of live entertainment.

Key Metrics

- ✓ TigerTMS's alternative approach to delivery provided unrivalled confidence.
- ✓ Automated solution delivered operational efficiency and huge time savings.
- ✓ Demonstrating expert knowledge of hospitality meant TigerTMS succeeded where others had failed.
- ✓ Key business benefits achieved:
 - Saves many hours of effort from otherwise manual and labour-intensive processes
 - Cost efficient solution compared to alternative to engage a dedicated programmer
 - Adheres to LV Gaming Board requirements for data security

BACKGROUND

The Tuscany Suites IT Department employ their own state of the art data centre, this allows them to maintain complete control of all their software, operations and systems. Their facility meets obligations set by The Las Vegas Gaming Board who administers State Laws and Regulations governing gaming. They impose strict requirements for data, where it is stored, where data goes, who has access, etc.

The hotel's on-premise environment included Opera, the Property Management System (PMS), and an old proprietary telephone system - used by maids to dial codes and update the PMS to notify front of house a room was ready for guests.

Michael Iverson, IT Director at Tuscany Suites & Casino explains, "Our old PBX became too difficult to maintain, the technology was timeworn, and the hardware was difficult to replace. We upgraded this with Avaya-RingCentral's modern cloud-based technology, but this presented different hurdles and we recognised we faced an important challenge."

With the Opera PMS located in the hotel's own on-site Data Centre and the replacement PBX cloud based, how did the hotel overcome integrating these technologies located in different environments, whilst supporting housekeeping with real-time room status?

THE PROJECT

At Tuscany Suites & Casino, cleanliness and customer service are very important. The hotel spends a lot of time, effort and finance on keeping the grounds immaculate and everything ultra clean. It was important to find a technology provider who could deliver a solution that matched the prestige of the resort.

The brief appeared pretty straight forward; integrate the on-premise Opera PMS to the new cloud based Avaya with RingCentral PBX and enable a series of room status updates. Several vendors came forward promising success. Unfortunately, whilst they were proficient and experienced at integrating between partial cloud to full cloud systems, non were successful with this task. It seemed it was a challenge too far, and several months and



numerous vendors later, Tuscany Suites were left exploring other options, including engaging a dedicated programmer to build their own in-house fix.

At this point, TigerTMS took up the mantle; offering a different approach to the other vendors gave the hotel's IT department a level of confidence they had not previously experienced.

With a deep heritage and understanding of the unique needs of hospitality, TigerTMS worked closely with the hotel's IT team, demonstrating an approachable style and a commitment to ensure the project succeeded.

TigerTMS's delivery of the PMS to PBX integration and an automated room status solution enables a maid to use the room phone to dial a code – relevant to the type of clean performed,

for example 'Vacant Clean' - 'Vacant Dirty' - 'Occupied Clean' or 'Occupied Dirty'. This same process is also undertaken by a supervisor who confirms an inspection has taken place.

After the code has been input, a voice message confirms which status has been set. If the playback was not as expected – for example a wrong code was selected, the maid or supervisor simply hangs up and dials the housekeeping number again. This prompt is fed directly into the PMS.

Today, as soon as a room is cleaned, it is inspected to ensure everything is in tip-top shape, and the room is made available to front desk for check-in real-time. These steps ensure guests experience the high standards that the hotel has become known for.

KEY OUTCOMES

Being able to get the room status information immediately available for dispatch is crucial. During transition of the IT project, the hotel adopted a manual process using paper records. Given the hotel is set in 27 acres, with the 716 Suites spread across 16 buildings, this was an inordinately time-consuming process for housekeeping staff, and created a lag until the information could be used to confirm room availability. To keep things running, for a short period, the hotel employed additional staff; including more supervisors to inspect the rooms and dispatch staff to relay the room status information.

TigerTMS worked closely with the hotel IT department. As a result TigerTMS demonstrated first-hand how, as hospitality experts, they addressed hurdles, and that impressed them.

Michael continues....

"TigerTMS are clearly not only proficient in Technology, but they truly understand hospitality - and that is probably the main differentiator between them and other companies who work with 'businesses'. This is likely the reason previous companies were not able to succeed where TigerTMS did".



"The investment in TigerTMS was very much worth it and has already given us an ROI. We are looking forward to exploring further some of their other solutions."

Michael Iverson, IT Director

STRATEGIC BENEFITS

Michael Iverson continues **"Time savings and operational efficiency are by far our biggest advantage.**

By engaging with TigerTMS we have been able to avoid contracting a dedicated programmer or change the PMS software to be in the cloud – the latter would have been a very expensive undertaking, and the conversion would have taken several months!"

He continues: **"The experience of adopting a manual process whilst we transitioned to the automated process taught us that, without finding a way to**

automate room status to the PMS, the housekeeping team would likely need to be increase by 10 per cent".

Gordon Lampshire, Solutions Architect at TigerTMS who was instrumental and remained on the project throughout comments:

"It was clear Tuscany Suites had concerns due to the previous attempts, but it's our ethos to ensure any issues encountered are addressed in our usual professional manner".





TIGERtms INNOVATION

ABOUT TIGER TMS

TigerTMS has been servicing the hospitality industry for over 40 years. Their wealth of experiencedrivesthedeliveryofworld-class Hospitality Applications - transforming hotel operations and enhancing the guest experience for over 10,000 hotels.

The range of market-leading applications and middleware cover communications and

guest management systems, integrated voice and data solutions, as well as the latest technology for the guests' mobile device.

TigerTMS is dedicated to helping clients enhance performance, increase productivity and improve the guest experience.

Michael Iverson, IT Director, Tuscany Hotel & Casino says:
"TigerTMS were very approachable, easy to work with, they understood our needs, and were prepared to customise to ensure we received what we needed. It was clear they wanted our project to succeed as much as we did."

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