

Hospitality Management System

Case Study

Contact Us

Corporate office:

Sales Team,
XM Software Solutions Pvt. Ltd.,
3rd Floor Habeeb Towers,
M.G.Road, Koch in - 682011.
Phone : 0484 – 2364274 / 76
Email : sales@xmsoftware.co.in

Registered office:

Second Floor, Krishna Hospital Building, M.G Road, Kochi - 682011.



Success Story:

Lotus Hotel, Dubai.

Solution used: Telos 2.0

Industry: Hospitality

Lotus Hotel owns and operates four 5 star Hotels.. As part of fulfilling this growth strategy, the group recognized the need to implement a more efficient system to manage the Hotel activities and communication with existing and prospective customers.

Without a central system for managing complete processes and customer information, senior management were also unable to effectively manage or measure Hotel activity. Recognizing a strategic opportunity to improve sales performance, the Lotus group went to tender, inviting competitive bids from a number of solution providers.

The group chose Telos 2.0. This Hotel management software is one single tool for hotel and restaurant. It includes front office and all other hotel management functions and covers rooms, meeting rooms, activities, and restaurant tables. It a now centralized reservation for any number of properties complete the package, making Telos 2.0 a true all-in-one solution for individual hotels and restaurants as well as chains.

The project took just one month from beginning the installation to going live. After an initial two week period of



internal training and development, the new system was implemented state-by-state in Dubai .

The current version of Telos is totally different to the original launch version .

The key benefit delivered by the new system is that it allows Hotel Lotus to measure the effectiveness of their working department team and bring a greater transparency and accountability across all of the Hotel operations . All hotel operation guys can see the activity of all other people, making everything very transparent.

The system has encouraged communication and collaboration between people, and the transparency has promoted collective cross-selling to achieve improved results.

Contact Us

Corporate office:

Sales Team,
XM Software Solutions Pvt. Ltd.,
3rd Floor Habeeb Towers,
M.G.Road, Cochin - 682011.
Phone : 0484 – 2364274 / 76
Email : sales@xmsoftware.co.in

Registered office:

Second Floor,
Krishna Hospital Building,
M.G Road, Kochi - 682011.