IDS NEXT

Stay Ahead

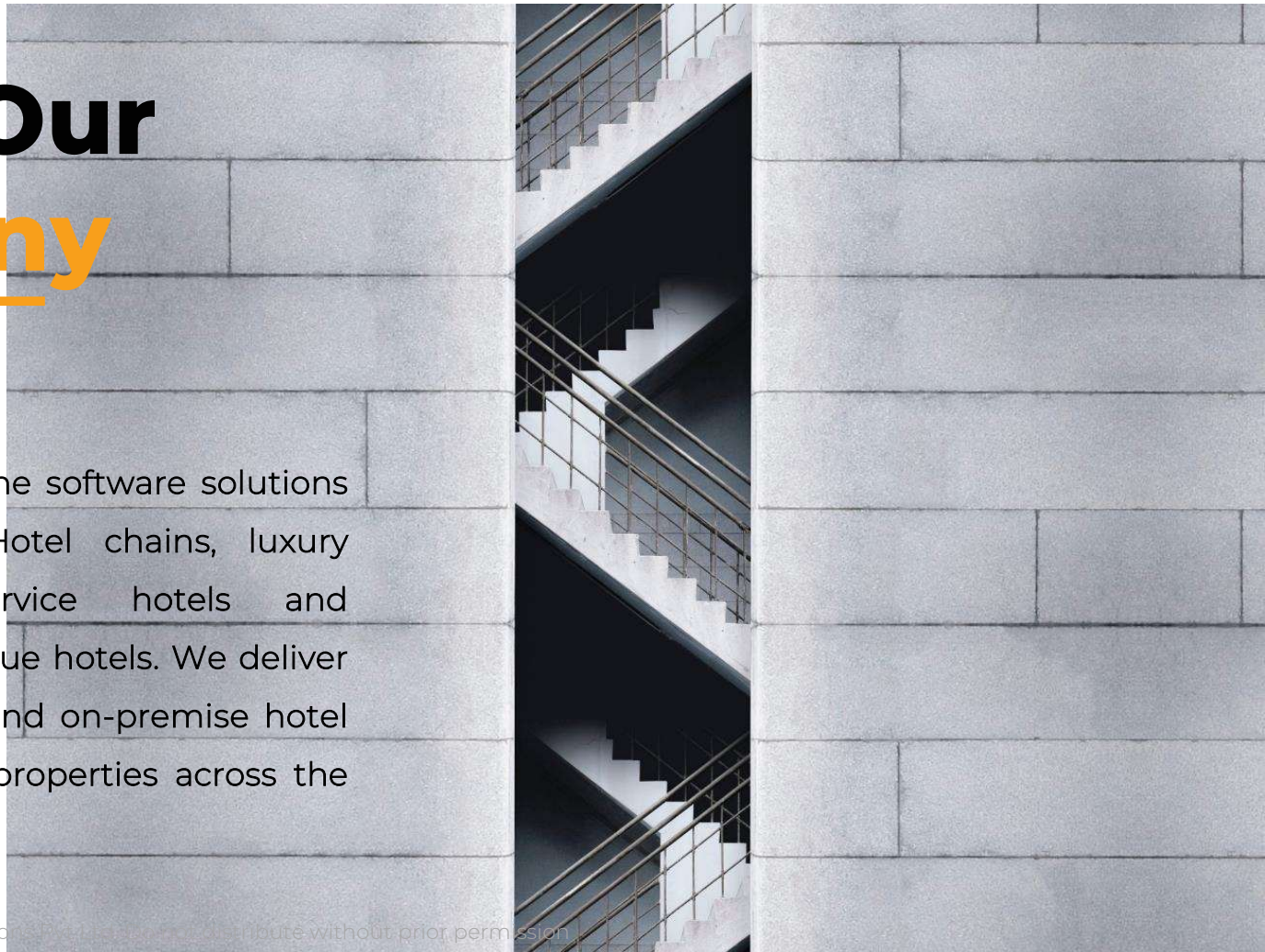## CORPORATE PROFILE

Africa | Middle East | Oceania | South Asia | South East Asia

About Our
Company

We provide all in one software solutions and services to Hotel chains, luxury resorts, limited-service hotels and independent boutique hotels. We deliver cloud, mobile-first and on-premise hotel software to 5000+ properties across the globe.

OUR LEADERSHIP

Our **Global Management Team**

Suresh John
Founder &
Executive Chairman

Vissal Mathew
Founder &
Executive Chairman

Binu Mathews
Chief Executive
Officer

Allen Young
Strategic
Advisor

Rajesh P Yadev
Senior Vice President-
Middle East & Africa

Manoj K Mohanty
Senior Vice President-
Sales, South Asia and
South East Asia

Nandika Udupihilla
VP & Country Head-Sales
and Operations-Sri Lanka
and Maldives

Jacob K I
Vice President-
Business
Development

Kevin D'Costa
Vice President-
Product Development

Lakshminarayan
Vice President –
Finance and
Accounts

Varadharajan A
Vice President-
Professional Services

M Sangu
Vice President-
Application
Development

P Subramaniam
Head -Big Data
(Travel & Hospitality)

Reeves Mathews
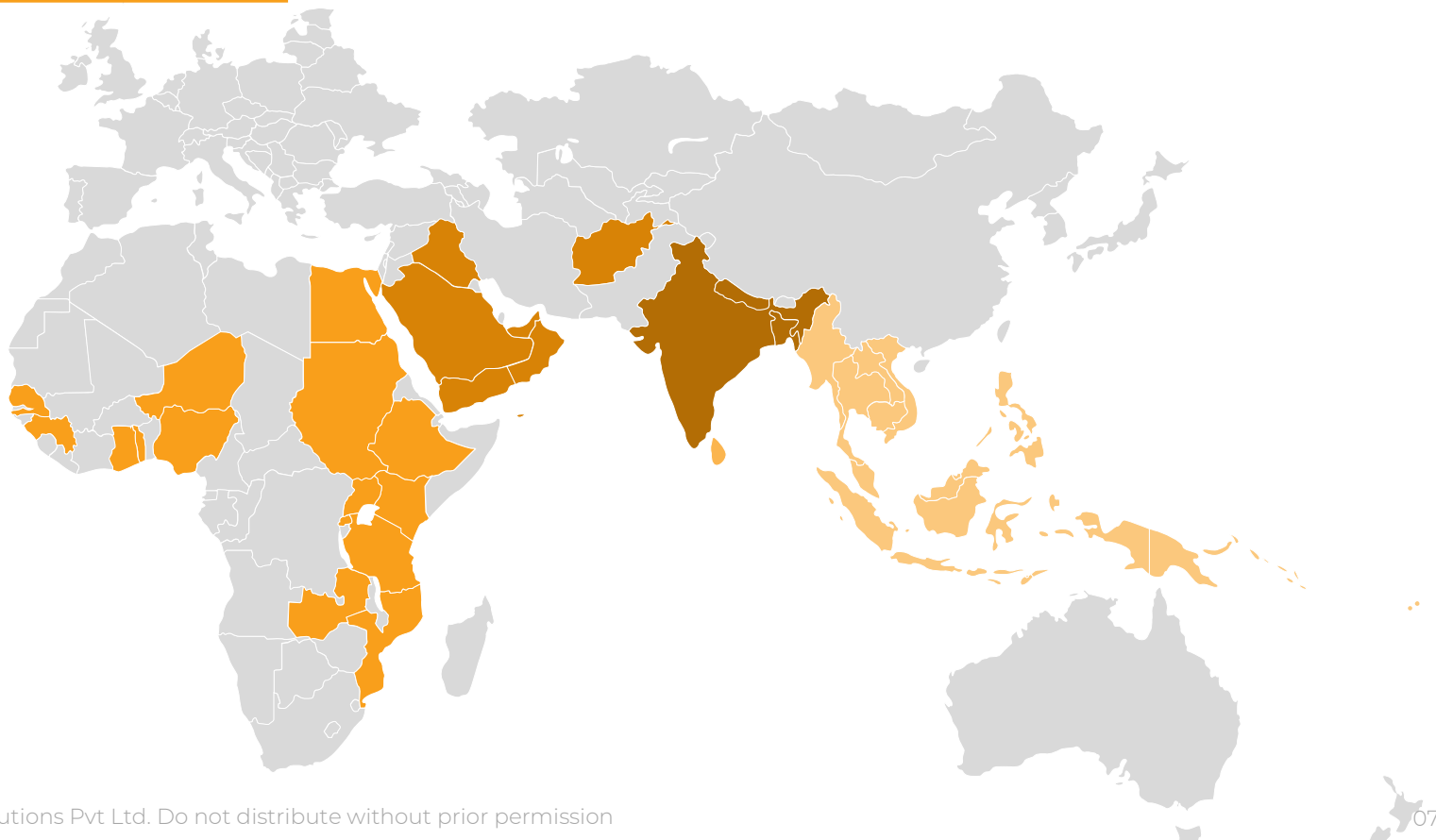Global Head-
Customer Success

Neetu Prasad
Associate Vice President -
Human Resource

OUR STRENGTH

Our Presence

Greater India ~ 4150

Middle East ~ 900

Africa ~ 300

Sri Lanka ~ 125

SEAPR ~50

Our Clients

Our **Stats**

5,500+ Customers

475+ Customers locations

In 45+ Countries

Rooms from 20-700

10,000+ POS outlets

300,000+ Check-in/out per day

$ 10M Transactions processed per day

600,000+ Daily users

Our **Stats**

Support through Email, Web chat, Call, Issue submission, ticketing portal

100+ Self help videos

135 R&D staff

2,000+ Knowledge portal members

75 Onsite implementation staff

110+ Training institutes using IDS

45 Global technical support staff

100,000+ IDS trained hotel executives

Our Certifications

GENERAL

PA-DSS version 3.20, HTNG / OTA standard compliant and ISO 27001 certified

INDIA

India GST compliant, Approved PMS Product for National & State IHM'S by NCHM (National Council Of Hotel Management Under Ministry of Tourism Govt. Of India), Preferred Hotel ERP for Indian Hotels by The Institute of Chartered Accountants of India.

Our Certifications

NEPAL

Government of Nepal
Ministry of Finance
Inland Revenue Department

Nepal IRD (Inland Revenue Department)
Certification

ABU DHABI

دائرة الثقافة والسياحة
DEPARTMENT OF CULTURE
AND TOURISM

Department of Culture and Tourism

KINDOM OF BAHRAIN

هيئة البحرين
للسياحة والمعارض
BAHRAIN TOURISM &
EXHIBITIONS AUTHORITY

Bahrain Tourism & Exhibition
Authority

NEPAL

QATAR
الهيئة العامة للسياحة
Tourism Authority

Qatar Tourism Authority
interface including Passport scanner interface

FIJI

Fiji
Revenue &
Customs
SERVICE

FRCS
Fiji Accredited

UAE

الهيئة الاتحادية للضرائب
FEDERAL TAX AUTHORITY

UAE – Federal Tax Authority accreditation
for Fortune Next

SAUDI ARABIA

وزارة السياحة
Ministry of Tourism

OMAN

Royal Oman - Police interface

ETHIOPIA

ERCA certification Ethiopia

RWANDA

Connect Rwanda
Teachers · Technology · Together
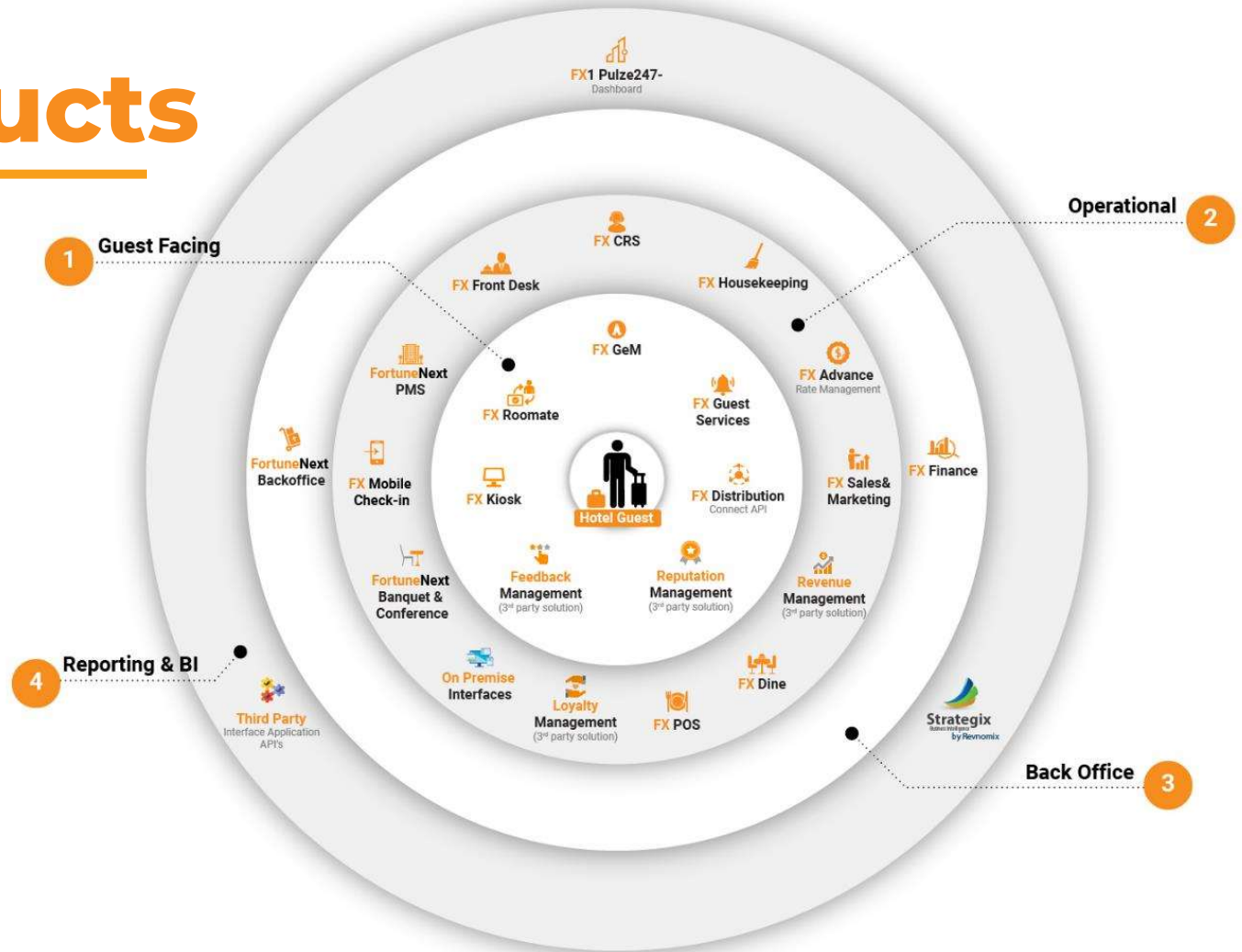
SAMOA

MINISTRY OF CUSTOMS AND REVENUE
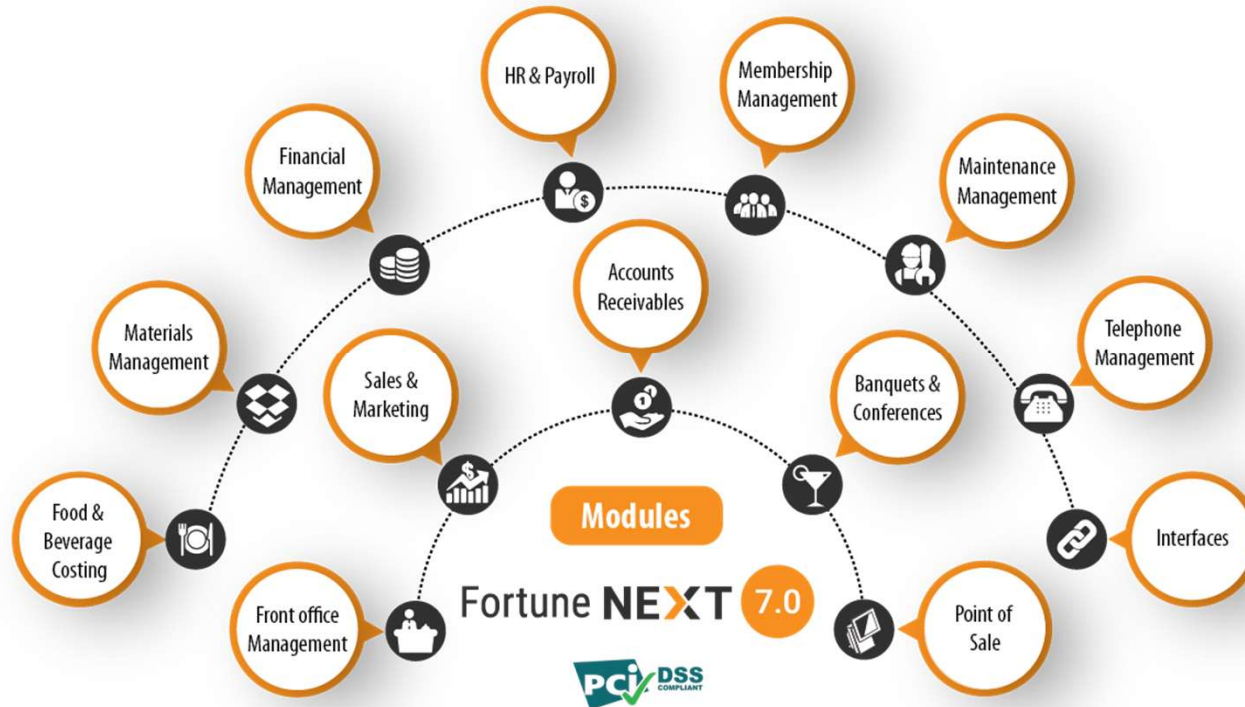SAMOA
Working together for a Secure and Prosperous Samoa

OUR PRODUCTS

# Our Products

Our Products On-premise Solutions

FortuneNext 7.0

Our **Products** **Cloud Solutions**

F**X** 1

FX CRS is a web-based central reservation system that enables a chain or group hotel to effectively manage reservations, inventory, rates and guest information centrally. FX CRS has advanced reservation capabilities such as group reservation, itinerary reservation and more.
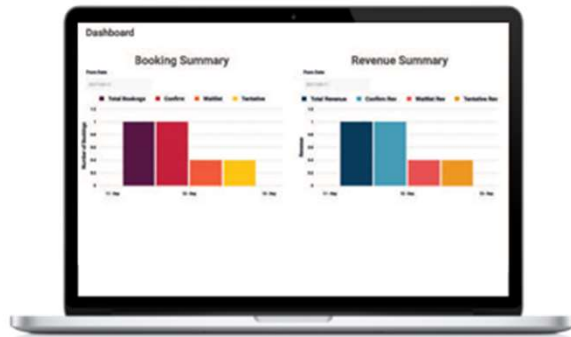
- Summary and revenue summary along with follow-up reservation details in the dashboard
- View property-wise statistics of real-time reservation transfer to property's PMS
- Accept bookings for multiple properties in one go
- Create separate log-in credentials for travel agents, corporates and sales offices and allocate inventory to different sales channels separately
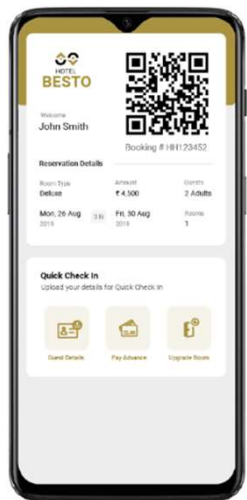- Send a payment link to your guests for online payment

FX **CRS**
Central Reservation System

PCi DSS COMPLIANT

Our **Products** Cloud Solutions

F**X** 1

A complete social distancing and mobile engagement incorporated into one solution that seamlessly integrates with FX Front Desk & POS. This module transforms every touchpoint in the customer journey to a safer contactless point, leveraging the guests own device.

Check-In & During Stay features

- Provides the guest a contact-less capability to provide information before arrival
- Make advance payment*
- Proof of identity can be uploaded eliminating the need to exchange any kind of document
- A digital signature feature which decreases chance of contact with any contaminated objects for guests and staff
- QR code to complete contact-less check-in
- Mobile key for guest rooms**
- Housekeeping, Room Service, Concierge and Maintenance requests from guests own device

FX **GEM**

Contact-less Guest eMpowerment

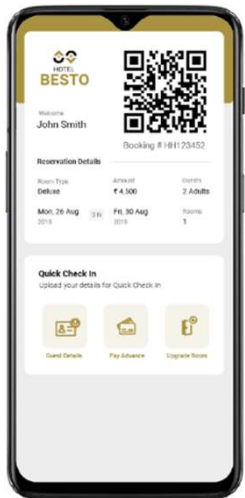# Our **Products** Cloud Solutions

F**X 1**

A complete social distancing and mobile engagement incorporated into one solution that seamlessly integrates with FX Front Desk & POS. This module transforms every touchpoint in the customer journey to a safer contactless point, leveraging the guests own device.

Dining and Restaurant
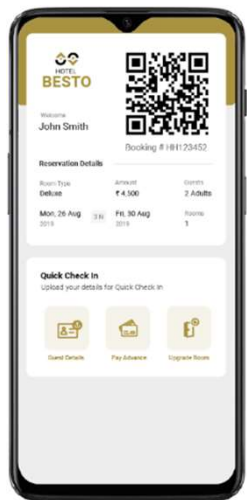- Scan QR code on the table to order via the contactless menu from the guest device

FX GEM

Contact-less Guest eMpowerment

Our **Products** Cloud Solutions

F**X 1**

A complete social distancing and mobile engagement incorporated into one solution that seamlessly integrates with FX Front Desk & POS. This module transforms every touchpoint in the customer journey to a safer contactless point, leveraging the guests own device.

Check-out features

- The check-out process initiation with just a click of a button on guest device
- The bill can be checked, reviewed and finalized digitally, through guest device
- Bill settlements can be made through the online payment gateways* incorporated into the contact-less solution

*Payment gateway integration, availability and time frame could vary in each geography as per service provider. ** API to be provided by DL provide.

F**X** GEM

Contact-less Guest eMpowerment

Our **Products**   **Cloud Solutions**

FX 1

A cloud-based tablet solution for the front desk that enables true mobility for front office operations. This solution focuses on improving guest experience, and its intuitive design, ease of use and mobility factor significantly improves operational efficiency.

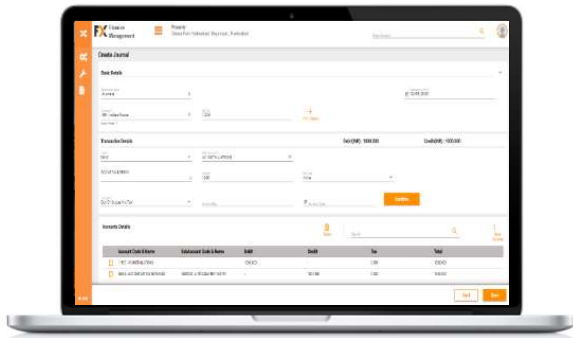**FX FRONT DESK**

Cloud Front Office management

- Chain level reporting
- Chain level guest profiling
- Multi-currency, multi-lingual, multi-geography capability
- Flexible deployment - hosted in a local data center within a chain or it can also be hosted securely in Microsoft Azure cloud
- Mobility first – Can be run on a tablet
- Multi property reservation capability from a single login

Our **Products** **Cloud Solutions**

F**X** 1

A cloud solution that assists the hotels accounting and finance staff with cutting-edge features such as Single Entry, Multi-Property Accounting in Single Database, Consolidated & Unit Wise Reporting, N-Level Transaction Authorization & Approval and more.
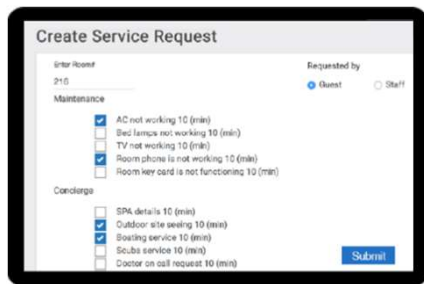
- Enhanced communication and coordination within the team by having staff in one physical location
- All accounting policies and procedures are uniform and applied to all locations making it easier to change or update when the need arises
- Centralized accounting makes it easier to recognize and reconcile intercompany transactions instead of waiting for the consolidation process.
- Quick and easy transition onto the same platform when new properties are acquired
- Multi-unit capabilities within the same time-frame for each location
- Facility to settle the inter-unit account to both units confirming the transaction

FX **FINANCE**
Cloud Financial Accounting System

PCi DSS COMPLIANT

Our **Products** Cloud Solutions

F**X** 1

A platform that enables hotels to log guest service requests and serve guests better by responding to their requests and complaints on time.

- In this web-based application, the hotel service desk team or front office team can create service requests when guests requests for them
- Every request can be tracked for its real-time status
- Complete history of requests per room with all necessary data
- Comprehensive dashboards
- Complete capability for assigning, re-assigning, re-opening etc. to respective user groups

F**X** GUEST SERVICES

Guest service request / complaint management

Our **Products** **Cloud Solutions**

F**X 1**

Empowers members of the sales department to have access to required data of the property to negotiate corporate and other business rate contracts on the go.
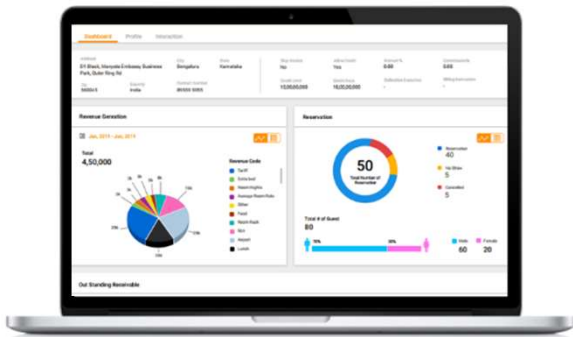
- Creating customer accounts and defining sales status
- Managing activities and contacts
- Keep track of sales calls, follow-ups and to-do tasks
- Calendar view of all scheduled task of sales staff

FX SALES & MARKETING

Manage proposals on the go

Our **Products**   Mobile Solutions

F**X 1**

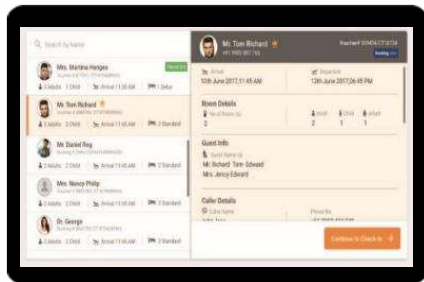FX Mobile Check-in is an Android tablet-based product for front office executives to check-in guests and to send provisional bills at the time of checkout. This product is aimed to offer a superior check-in experience to guests with tablet enabled front office.

- View the day's arrival list, view reservation details, browse through the list of available rooms, allocate rooms as per guest's preference, and capture guest's identity documents and photographs
- Handle partial check-in and group check-ins
- View the day's expected departure list, see day wise bill details and email it to guests

F**X** MOBILE CHECK-IN
Guest Check-in and Bill Management

PCI DSS COMPLIANT

Our **Products** Mobile Solutions

F**X 1**

A cloud solution that converts any android tablet into a point-of-sale device for your restaurant or bar thereby simplifying ordering and billing. This solution has both employee facing and guest facing modes that helps guests to review and order with additional waiting assistance.
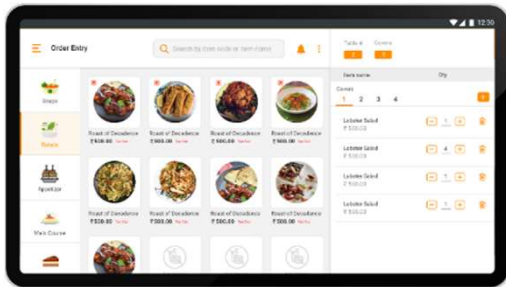
- Quick and easy set up
- Seamlessly integrates with Front Desk eliminating troublesome manual entries
- Can be installed on any android tablet minimizing the costs needed for dedicated hardware

FX POS

Cloud Point of Sale Management

PCi DSS COMPLIANT

Our Products   Mobile Solutions

FX 1

A mobile application that helps restaurant stewards to take and process guests' orders faster.

- Browse the list of stewards and see real-time visibility of tables – occupied, vacant, just billed, and just served
- All menu groups and menu items will be automatically retrieved from the IDS point-of-sale and displayed
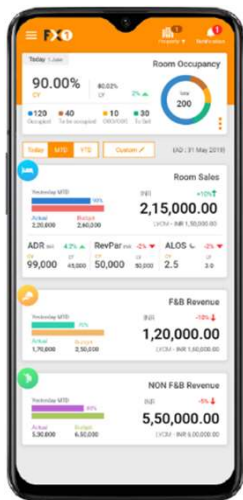- Select from a set of pre-defined modifiers or add a new modifier on the fly

FX DINE
Restaurant Steward Order Taking App

Our **Products** **Mobile Solutions**

F**X** 1

A data analytics mobile application which allows the management to view business critical data in real-time at their fingertips. This mobile application is available on android and iOS platforms.

- View all revenue streams of a hotel – room sales, food & beverage sales, and banquet sales. Compare each of these parameters by day, by month and by year
- View your hotel sales statistics with many integrated analytical options and filters to assist decision making
- daily front desk operational details, complimentary details, and many more data neatly presented on the go
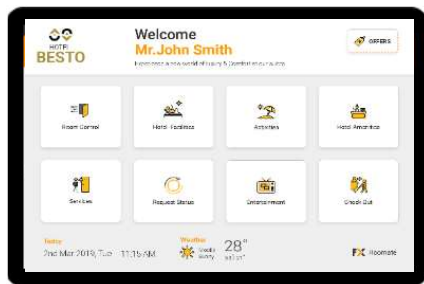
FX PULZE

Hotel KPI's on Mobile

PCi DSS COMPLIANT

Our **Products** **Mobile Solutions**

F**X 1**

An innovative in-room hotel tablet solution for the guest. It delivers in-room digital guest services such as Concierge, Room service ordering, Housekeeping requests, Maintenance requests, Check-out and many more.

FX ROOMATE
In-Room Tablet Solution

- Save costs by advancing into digital directories and menu cards in room
- Increase average guest spend, boosting your bottom line with built-in promotional messaging, up-selling suggestions, dynamic-pricing options and easy promotion of hotel facilities.
- Push direct guest messages, offers and special promotions to individual rooms or a group of rooms.
- Assist hotel guests to check-out with a tap of a button
- Provides guests with multiple payment options

Our **Products** Mobile Solutions

F**X** 1

FX KIOSK

Self-Service for Check-in

A tablet solution that allows guests to check in on their own, provide identification details, create digital registration card signatures and so on. FX Kiosk enhances the guest experience by eliminating the wait time and makes their check in experience more memorable.

- To check-in, your guests will be prompted to identify themselves with PIN received from the hotel upon the booking confirmation or with a dedicated automated pre-arrival message
- FX Kiosk will let your guests review hotel check-in and stay policies. Upon acceptance of policies, the guest can sign on the touchscreen
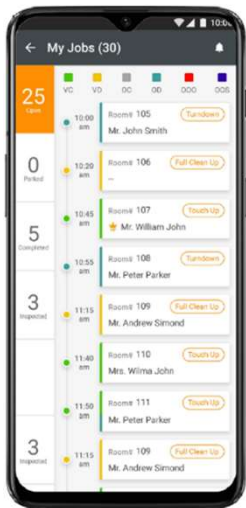- Capability to show path to room and activate key card*

*APIs and hardware needs to provided

Our **Products** **Mobile Solutions**

F**X** 1

FX **HOUSEKEEPING**
Mobile app for Housekeeping

A cloud solution that simplifies housekeeping operations for supervisors and housekeepers by prompt notification of tasks and easy reporting capabilities. This increases guest satisfaction and the mobile app for housekeeping agents increases efficiency and instant communication.

- Scheduling, assigning and re-assigning capabilities for the supervisor with all required information in one dashboard to make management of the operation easy
- Housekeepers operation is made easy be a mobile application that will notify them on pending tasks and make it easy to log information
- Item Checklist Report, Minibar Consumption Report, Lost and Found Articles report, Room verification Report etc. can be viewed easily through the solution

Our Products Hybrid Solutions
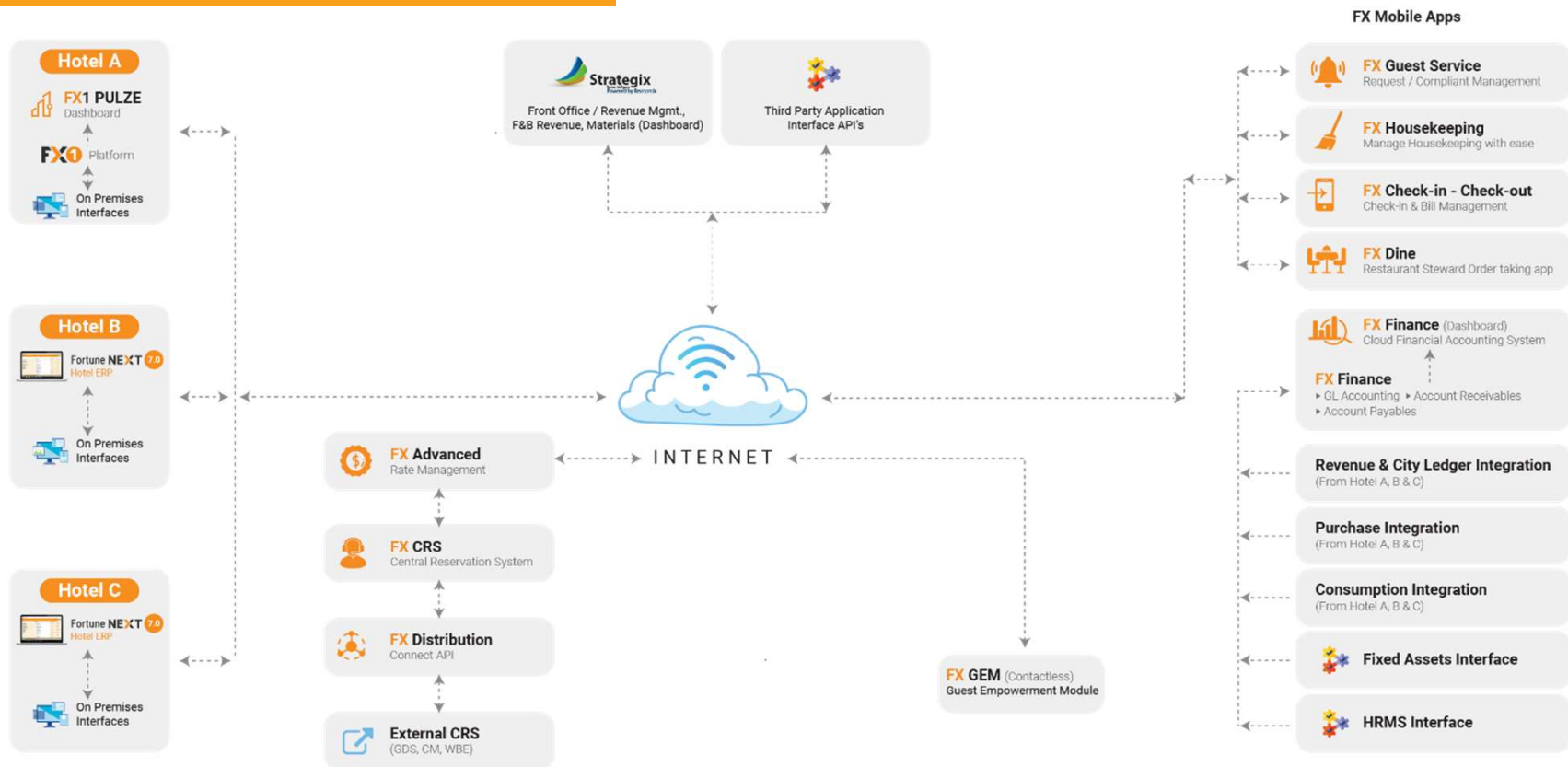
OUR PARTNERS

Our **Partners** Integration Partners

and many more....

Our **Partners** Other Integrations

40+ Door Lock Systems

13+ Interactive TV Systems

30+ Internet Billing Interfaces

10+ Voice Mail Systems

100+ EPABX Solutions

1+ Vending Machine Solutions

5+ Minibar Solutions

3+ Passport Scanner Solutions

2+ Energy Management Systems

OUR DIFFERENTIATORS

Our **Differentiators**

- All-in-One hospitality technology solution that fits into any independent resort, chain and group property
- Mobile, cloud, On-premise and Hybrid solution environments
- 24/7 Global support

Our **Differentiators**

24/7 Support Centre

- Round the clock support

- In addition to India, disaster recovery site and a dedicated support team in Sri Lanka

- Multi-geography, Multi-time zone and Multi-lingual support

- Live chat, Email, Telephonic support

- Salesforce-enabled customer self-service portal

- 91% of the customers serviced as per SLA

- SoS responded to within 15 minutes

- Auto-callback in case of call drop

- 1.1% Call Abandon Rate

Our **Differentiators**

FX CONNECT **User Community**

Web based application exclusively for IDS customers worldwide

All customers will be on this platform, which makes reaching them directly for events, product announcements, etc. more convenient.

It's social hangout place for our customers

Customers can ask any question regarding product or process. write answers for other questions, participate in polls and voice their opinions

Has 100+ in-depth screen by screen product walkthrough videos

2500+ registered users in the platform already

Every user is called and verified manually for authenticity

Our **Differentiators**

IDS' Unique Selling Proposition

Domain Expertise

Easy Adoption / Talent Pool

Tech Support

Regular Product Updates

Fast Implementation

Complete Integration

Compliance

Global Company with Local Sensitivities

Exclusive knowledge Community

Thank You

www.Idsnext.com