

Mandarin Oriental Hotel Group installs Datavision Business Intelligence System Worldwide

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Datavision to consolidate information from PMS, POS, Spa, Sales & Catering and Back Office at each Mandarin Oriental hotel

Datavision Technologies, the leader in intelligent solutions for the hospitality industry, has installed their Datavision Business Intelligence System Suite at Mandarin Oriental Hotels worldwide. Installations include hotels in Hong Kong, Macau, Singapore, Tokyo, Bangkok, Kuala Lumpur, Manila, Munich, London, Geneva, New York, Riviera Maya and others. The Datavision suite consists of a data warehouse at each property along with interfaces to key systems (PMS, POS, Spa, Sales & Catering, Purchasing, Inventory and Back Office.) Data from these disparate systems can then be viewed together in one integrated platform via Excel spreadsheets and web based reports.

Since Datavision extracts data from all key systems, it is used by multiple departments across the property. Revenue managers use Datavision to analyze and report on rooms booking pace, market segmentation, Travel Agent business, in room vs. out of room spend, etc. The spa department uses Datavision to understand their spa booking pace, booking lead times and analyze retail sales. Accounting uses Datavision to streamline their income audit procedures - automatically collect and balance all financial data (rooms, spa F&B, etc.) and transmit the reconciled results to the back office.

Gary McCallum, Vice President of Hotel Information Systems at Mandarin Oriental Hotel Group says, 'We are excited about the benefits that Datavision brings to our hotels. Their ability to extract and integrate data from multiple systems allows each hotel to have a single, actionable view of the data across the entire property. By deploying Datavision across our company, we have successfully reduced the amount of time our colleagues spend manually creating reports and analyzing information, thus allowing them to spend more time delighting our guests.'

When asked why Mandarin Oriental Hotel Group selected Datavision, Mr. McCallum responded, 'In Datavision, we found a company that had the best of breed software and a team that had a deep understanding of the hotel industry. We didn't have to spend any time educating them on our business processes. They understood our requirements immediately and were able to focus on delivering solutions to our hotels starting on day one.' Mr. McCallum then added, 'We are also planning on having Datavision deploy a centralized data warehouse at our corporate offices in Hong Kong to consolidate data from all our properties. This will give our corporate and regional users on-demand access to enterprise-wide data.'

'Datavision is proud to be a global technology partner of Mandarin Oriental Hotel Group, one of the world's foremost luxury hotel brands,' says Sudharshan Chary, President of Datavision. 'Just as the name Mandarin Oriental has always been synonymous with the exceptional service and quality, Datavision prides itself on providing the highest levels of 'white glove' service to our customers. We look forward to a long and successful partnership with the Mandarin Oriental Hotel Group and their world class hotels.'

Datavision is successfully used at Pebble Beach Company, Biltmore Estate, Sea Island Resort, Hotel Dupont, Ponte Vedra Beach Resorts, The American Club at Kohler, InterContinental The Barclay New York and other premier hotels and resorts around the world. In addition, hotel companies such as Intrawest Resorts, Ginn Resorts and Clubs, Great Wolf Resorts and Tarsadia Hotels and Resorts use Datavision to consolidate and analyze data from multiple sites.

About Datavision Technologies

Datavision Technologies is privately held and based in the Miami area of United States. To learn more about our intelligent solutions and how our customers use Datavision in their daily operations, please visit our corporate website, www.datavisiontech.com, or contact Sherry Marek at 1 (954) 385-0525 ext 113, or [smarek\[at\]datavisiontech\[dot\]com](mailto:smarek@datavisiontech.com)

About Mandarin Oriental Hotel Group

Mandarin Oriental Hotel Group is the award-winning owner and operator of some of the world's most prestigious hotels and resorts. Mandarin Oriental now operates, or has under development, over 10,000 rooms in 23 countries with 16 hotels in Asia, 14 in The Americas and nine in Europe and North Africa. Please visit www.mandarinoriental.com.

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