

## HSI and Tiare Technology Announce Profit Series interface with intelliChaise(R) Personal Ordering System to Enhance Personal Service

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Wireless solution using Microsoft software delivers food, beverages, and hotel amenities to guests with the touch of a button from any lounge chair at the pool

Hospitality Solutions International (HSI) and Tiare Technology announced today a strategic alliance in which the companies are developing a comprehensive interface between their systems, providing an end-to-end customer service solution for the hospitality industry. The two companies will collaborate on technology and business solutions that enable hotels, resorts, casinos, cruise ships and restaurants to increase revenues, streamline service operations, and enhance guest satisfaction.

Cyndi Shepley, General Manager and Vice President for HSI says, 'This alliance continues our efforts to provide our customers with the most current technology through strategic partnerships, and we are very enthusiastic about working with Tiare.'

'We are excited to bring an integrated solution to current and future HSI customers that will allow them to enjoy the benefits of increased revenue, greater customer satisfaction, and operational efficiency,' says Julie Werbitt, CEO of Tiare Technology.

Tiare's intelliChaise personal ordering system, built on the Microsoft Windows Mobile platform, allows guests to place orders for food and beverages (F&B), merchandise and hotel services directly from their chair using wireless technology. Utilizing the new interface, the orders are now transmitted directly to the property's HSI Profit Series Point of Sale (POS) system, allowing faster order preparation and dramatically increasing speed of service to the guest.

The companies have collaborated on interfacing their systems to allow hospitality properties to fully benefit from operational efficiencies, faster processes, and information sharing that together can create a memorable guest experience. Tiare Technology and HSI are working to provide their mutual customers with enhanced ordering solutions that take advantage of the integration of both systems.



**Personalizing Guest Service**

The intelliChaise system addresses the guest's need for both fast and personalized service. It includes a wireless handheld device with a simple touch screen that allows guests to place orders directly from their chair, cabana, gaming floor, or elsewhere on the property. All food and beverage orders are wirelessly transmitted to the HSI POS system, which prints out the orders at the kitchen or bar and generates the guest's check.

The intelliChaise system includes a server unit carried by the staff, which can be used to provide prompt service with a personal touch. In addition to storing guests' orders and purchasing information, the server unit simultaneously records critical guest-service information such as what time a guest ordered their last beverage and how they like it prepared. The system also improves service efficiency by allowing staff to use the handheld device for placing orders for the guest, and transmitting those orders directly to the HSI POS terminals for processing. Staff can also be notified when an order is ready for pickup and pinpoint a guest wherever they are on the pool deck or beach for prompt order delivery.

Tiare provides various hardware devices depending on the operational and marketing requirements of the property, including a handheld device with patented shell design, large-screen tablets for cabanas and VIP areas, and customized design solutions. Tiare's software allows property management to customize and present menus, images and information about their offerings to the guest, including ample opportunities for up-sell and cross-sell selections.

### **The Benefits of Microsoft Software**

Microsoft provides software that helps hospitality organizations thrive in today's competitive global marketplace by making better decisions in all areas of their business. Microsoft technology-based solutions focus on helping hospitality employees strengthen guest relationships, generate new revenue streams and improve operations - addressing key solution areas such as integration, business intelligence and the guest experience. The intelliChaise personal ordering system is built on Microsoft Windows Mobile software and utilizes the advanced data management, analysis and reporting capabilities of Microsoft SQL Server to provide staff with greater insight into pool-side ordering information to more quickly anticipate and respond to their guests' needs.

'Tiare's intelliChaise ordering system provides hospitality properties with an incredibly valuable tool to increase profitability by focusing on revenue expansion, improved service and guest satisfaction,' says Sandra Andrews, U.S. hospitality industry solutions director, Microsoft Corp. 'HSI has long been an innovator in developing powerful POS solutions. We are pleased that these forward-thinking companies have come together to create solutions utilizing Microsoft technologies that enable hospitality companies to differentiate and enhance their guest service, and improve operational performance.'

A proof of concept of the intelliChaise system and the interface with the HSI POS will be on display at the Hospitality Technology Exposition and Conference (HITEC) June 16 - 19, 2008 at the Austin Convention Center in Austin, Texas. To schedule an appointment at HITEC to preview the intelliChaise system, call Rick Sava at HSI at (386) 574-6005 or Jeff Krevitt at Tiare Technology at (856) 489-1012 or email [info@hsi-solutions.com](mailto:info@hsi-solutions.com) or [info@tiaretech.com](mailto:info@tiaretech.com).

#### **About HSI**

Hospitality Solutions International (HSI), a division of MICROS Systems, Inc. provides technology solutions for the hospitality industry, with capabilities in software development and systems integration, as well as ASP Services and Internet based products. The HSI product line includes: Profit Series Point of Sale System, MyHSI.net Corporate Management and Reporting System, Enterprise Menu Maintenance and interfaces for Kitchen Video, Internet Ordering and Paging Systems. HSI products are installed in more than 4,000 locations worldwide.

#### **About Tiare Technology**

Tiare Technology develops and markets, to the global hospitality and leisure industry, wireless communication products and services that raise the ability to enhance customer service, increase revenues and improve service efficiencies. The Company provides the intelliChaise(R) Personal Ordering System, a patented solution that enables guests at a hotel, resort, casino, cruise ship, stadium or other leisure location to order food, beverages, merchandise and services using a custom handheld device featuring a simple touch-screen interface, proprietary software and wireless technology. The intelliChaise system interfaces to major Point of Sale systems including HSI, MICROS and Agilysys. For more information, visit [www.tiaretech.com](http://www.tiaretech.com).

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