



epitome®

Enterprise Solutions

PMS Interface With Delphi Working Together

Both Delphi and epitome Property Management System (PMS) represent core applications for the operations that they serve. The platform, database structure and data format varies between the two systems; however, much of the information in one applies to the other. To reduce duplicate data entry, streamline group sales operations and provide more efficient management of revenue and occupancy, Hotel Information Systems (HIS) provides a bi-directional data exchange (interface) between its epitome PMS and Newmarket's Delphi products. The epitome interface is available for use with Newmarket's Delphi Select Edition (formerly installed as the Breeze product), Delphi Single-Property Edition and Delphi Multi-Property Edition.

Protecting Your Investment

The epitome PMS interface with Delphi is an open data exchange tool allowing for virtually any type of communication method to be used between the two systems. It also:

- Provides buffering capabilities so you never lose important data.
- Provides up-to-the minute data integration between systems.
- Keeps error and historical processing logs for review and troubleshooting purposes.
- Allows user-configurable visual, audio, email and pager notifications in the event you need to be advised of a problem.
- Runs as an NT Service, if desired.

Various operational data focused on group sales and rooming activity is exchanged between the epitome PMS and Delphi. Delphi sends general group information and group block data to epitome PMS. epitome PMS sends group block data and statistics back to Delphi.

Streamlining Operations

Duplicate entry of information in both Sales and Catering and Front Office Operations business applications is no longer required as the interface exchanges critical information as follows:

- Creates a Sales Master in the epitome PMS. Account Information from Delphi, such as the Account Name, Main Contact, Address and Phone/Fax Numbers, is sent to epitome PMS.
- Creates a date-specific Booking, linked to the applicable Sales Master, for rate assignment and group room blocks in epitome PMS.
- Updates changes made in the Delphi Account to the epitome PMS Booking. Modifications made to specific fields on a Delphi booking are sent to epitome PMS and a corresponding

change is made to the PMS booking. The fields affected are Rooms, Rates, Arrival and Departure Dates, Cutoff Date, Comments, Post As Name and Housing Method.

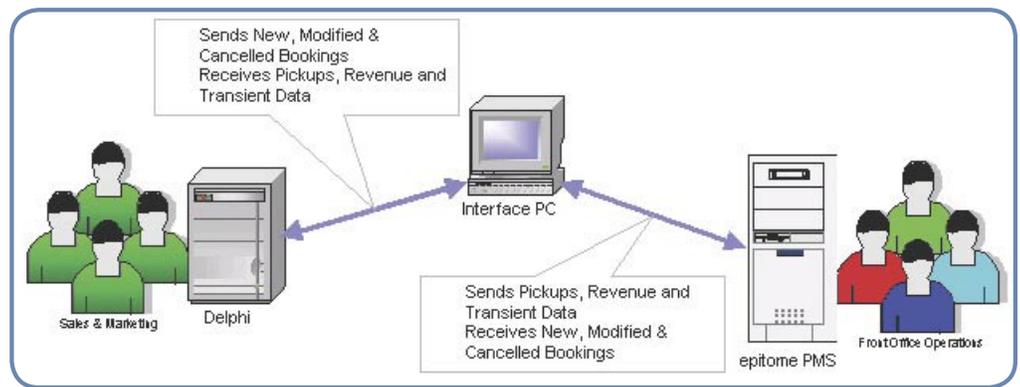
- Creates Reservation IDs and Account Numbers with the interface data exchange. Both references are accessible in epitome PMS, enabling more efficient searches for Bookings and Sales Masters.
- Facilitates information sharing. Specific booking comments maintained in Delphi are sent over the interface to epitome PMS, enabling both operations to share general information or internal messages about the group.
- Allows each department to maintain the data that is important, yet distinct for their operation. Once the Sales Master and the Booking are created in epitome PMS, the information available for update by the interface is limited to some cancellations, changes, room block adjustments and statistics.
- Expedites database searches, saving time and reducing maintenance in the PMS. Function Room only reservations are not updated from Delphi to epitome PMS.

Maximizing Occupancy and Revenue

The interface provides the tools to maximize your occupancy and revenue with immediate exchange of critical room activity and rate management changes. Delays caused by manual entry of information in both business applications are no longer experienced as the interface exchanges critical information. You can take advantage of the following benefits:

- Update room blocks bi-directionally. Changes to room blocks can be made in either Delphi or epitome PMS. The change is sent to the other system and a corresponding update is made in the receiving system.
- Implement cutoff rules in both systems. The cutoff date in Delphi is updated as the cutoff date in epitome PMS. epitome PMS uses this date to automatically release room allocations (or group blocks). The automatic room release occurs during the Night Audit of the cutoff date. The release process in epitome PMS will send a trigger to update Delphi with the released block.
- Return unused room blocks to inventory more efficiently. Booking cancellations in Delphi are sent through the interface and are automatically cancelled in epitome PMS if delegate reservations have not been made for the booking. The cancellation will also zero-out any remaining rooms in the block in epitome PMS for that group, allowing you to sell the released rooms as soon as possible.

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- Update arrival date fluctuations in room blocks immediately. Group arrival date changes in Delphi are sent through the interface and are automatically changed in epitome PMS if delegate reservations (pickups) have not been made for the booking. The change in arrival will also move the group room block pattern in epitome PMS, allowing you to have the unused rooms back in inventory immediately.
- Realize better production statistics and more accurate trending for your groups with the interface. Early arrivals and extended stays are recorded in the PMS, sent through the interface and updated on the booking in Delphi. Delphi block and pickup numbers will be recorded on the pre and post days; however, the agreed numbers will not be modified, which indicates that the additional nights are outside of the original commitment.
- Forecast more accurately from either system. The epitome interface updates the following data from the PMS to Delphi:
 - Pickup for in-house bookings
 - Guestroom revenue posted for in-house bookings
 - Non-guestroom revenue from in-house bookings
 - Pickup for future bookings
 - Transient detail by room type
 - Reservation IDs for new bookings
- Allow the two operations (Sales & Front Office) to maintain unique data and group management rules when necessary. Some rules and triggers are not exchanged through the interface. As an example, booking cancellations where there are delegate reservations in epitome PMS are recorded in the interface as an exception. Once you have determined the process and applicable billing for the cancellation, you can cancel the delegates manually and resubmit the exception. This updates both systems and zeros-out the remaining rooms in the block.

KNOWLEDGE

Summary

The Delphi interface for epitome PMS allows your property to manage your group activity better and focus on guest service. By eliminating duplicate data entry and streamlining your operation, your Group Sales and Operations staff can spend more time with your group. The systems can share information about group materialization and revenue realization, allowing you to perform improved analysis to increase occupancy and revenue.

The Delphi/epitome PMS interface is a robust solution for synchronizing critical business applications throughout the enterprise. Incorporating industry standards with the latest technology, the interface provides benefits such as improved efficiency, long-term maintainability and increased profitability. With the tools available from Hotel Information Systems, you can access the knowledge and power of your enterprise to achieve positive results both now and in the future.

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