

**Customer Profile**

With years of proven experience in hospitality technology research, development, implementation and support, TierOne Hospitality Solutions is a leading provider of technology solutions to the hospitality industry. TierOne delivers *Best-of-Breed* Property Management Systems, Spa Systems and Sales, Catering & Event Management Application solutions with features, functionalities and information to improve operations and increase efficiency and profitability.

**Tier One Objective**

TierOne offers several technology solutions for the hospitality industry. However, TierOne realized a growing need for an open, flexible way to analyze data for better informed, real-time decisions. The current suite of products provided by TierOne provided diverse reporting, but did not provide a seamless method for identifying Key Performance Indicators such as reservation activity, guest information and occupancy statistics—critical information for any Hotel or Conference management team.

TierOne realized that if they could provide their customers with a value-added way to easily view and analyze key data, they would improve not only their customers' operations, efficiency and profitability, but also their ability to provide a positive guest experience. TierOne needed a business intelligence dashboard solution that could be quickly and easily integrated with their variety of applications—providing flexibility and scalability for their applications and customers.

**The NetCharts Solution**

After exploring other potential solutions, TierOne chose two products within Visual Mining's NetCharts Product Family – NetCharts Designer and Server. TierOne discovered that the combination of NetCharts Designer and Server creates the perfect platform to integrate and deliver charts, graphs, and business intelligence dashboards with their suite of hospitality solutions.

*Once TierOne began working with NetCharts Designer and Server, they quickly realized they could take their dashboard solution implementation to a whole new level beyond basic integration.*

With NetCharts Designer and Server, TierOne is able to create a new, value-added solution for their customers – *DashOne*. With DashOne, customers will be able to access and explore their data in order to help better manage their businesses. Specifically, with the DashOne Solution TierOne customers will be able to gain immediate insight into real-time operations, such as occupancy statistics, guest information and reservation activity.

**Visual Mining Value**

"NetCharts Designer and Server provide an easy, affordable way for us to add additional value to our customers. With NetCharts we are able to create and deliver our new DashOne solution – which we are confident will be a tremendous value to our customers," said Jordan Wood, Director, Technical Sales & Support, TierOne Hospitality. "And Visual Mining has been a great partner -- we could not be happier with the help and support we've received."