

PROPOSAL FOR SERVICES

Property Management System & In-room Interactive Solution



Presented by:
BPI Solution

Supported by:
Metasistem

ABOUT US

PT. Broadband Powerline Indonesia (BPI) is an ICT SERVICE company that focuses its services on broadband power line and application service provider for hotels, apartment and Hospital. Its popular branding in business is **BPI Solution**. This company is fully managed by Indonesian professionals who have years experience in ICT and power line broadband services.

Today, as in the past, BPI Solution will continue high levels of service, and most important of all, to further guarantee its long-lasting company philosophy of "3R" strategy - **Right Time, Right Service, Right Price**. According to putting "3R" strategy into practice everyday, we deliver right service at right time to the market with the most cost-effective price.

BPI Solution has set out to achieve maximum customer satisfaction for both business and technological requirements. In this respect, "3R" strategy is the key to success for BPI Solution, reflected in corporate culture evolving for growth-oriented and future-forwarding.

Our vision

To become a convenience business partners in ICT & broadband service for institutions and business entities all over the nation.

Our mission

In delivering services for our business partner, BPI Solution is driven by the following missions:

- To develop and deliver cost effective, high quality, creative and innovative solution in ICT and broadband service.
- To provide total solutions for any institutions including a full range service resources such as design, engineering, project management, consulting and financial to allow our business clients to entirely focus on their customers needs.
- To assist our business clients in reducing its business overhead by fully utilizing its infrastructure and human resources.

PROPOSED SOLUTION

To support the hotel operation, BPI has tailored a unique combination of solution that covers three aspects: Software, Hardware & Human resource. By this design, Hoteliers can focus to their core business activities; will never be overwhelmed with IT stuffs.

We proudly bring "HotelOS – Hotel Operating System", which is a reliable and stable solution that covers In-room, Front office and Back of Home automation.

HotelOS Features

HotelOS is full features Property Management System, ERP and In-room Interactive Solution. The system is designed by hotels managers and implemented by IT profesional so it become a smart, customozable to hotels needs. Below are HotelOS very owned features.

1. Software As a Service

Working with HotelOS is **ZERO RISK** and **ZERO INVESTMENT**. All the needs to run the sytem will be provided by BPI Solution. This includes: Server, Client PCs and wireless network. Besides, BPI also will assign their well trained and experienced staff to support hotels under Service Level Agreement (SLA).

2. Enterprise grade system

HotelOS is an enterprise grade solution that lets you match up to the bigger players, and affordable to get you the best bang for your buck. HotelOS is a fully integrated solution; Accessible to use from anywhere and at anytime; Truly Centralized for exceptional

operational convenience; Highly Secure for your critical data at world renowned Data centre environment and Scalable to your growing needs.

3. Seamless integration

A truly centralized solution, HotelOS seamlessly integrates Reservations, Front Desk, House-keeping, Spa, POS terminals, multi-location marketing offices, travel agents and back office on a unified platform.

4. Unlimited Points of Sale

HotelOS allows you to create unlimited number of integrated POS (touchscreen ready) terminals for managing your Restaurants, Spa's, Gift shops, Mini Bars etc.. These POS can not only offer direct room-service to your in-house guests, but further, they let you create rate inclusions from the products and services offered. These Rate inclusions can be clubbed with Rooms for creating promotional Packages. The powerful package designer lets you manage the POS revenues automatically through requisite postings and allocations and with complete control of package profits and losses.

5. Web reservation engine

The built-in Web reservation engine lets you book your property lodgings directly from your website and give immediate confirmations with up-to-date inventory. Multiple rates/packages with booking of Single and Multiple rooms on multiple dates supported. Accept Credit card payments and guarantees as per flexible rate/season based booking policies. Automatic user account created for adding, editing bookings or policy based cancellations with automatic charge.

6. Multi-Property system

HotelOS supports Multiple Properties in Multiple Time Zones, and with Multiple Currency transactions. You can easily add hotel properties to your existing account simply to your Hotel profile in the Admin console. The future road-map includes support of multiple languages .

7. In-room Integrated Solution

HotelOS is powered with built in In-room Integrated Solution that provide all-in-one package of Entertainment, Hotel Services and Information brought right to your guest through LCD TV.

HotelOS Modules & Functions

HotelOS consists of ten modules with the following submodul and function.

1	Front Desk	
	Rate management	<ul style="list-style-type: none"> - Number of seasons covering multiple years supported - Special pricing for holiday, weekend or other short-term event periods - Special pricing for Adults & Children - Support for unlimited Add-on services appropriate Revenue distribution - Negotiated Rates with flexible Commissions/Discounts for travel agents, sources of business etc - Surcharge for extra persons - Daily & Long-stay rates with promotional Discounts - Group discounts/surcharges - Multiple rates & rate types support in a single stay

Reservation Management	<ul style="list-style-type: none"> - Room status - available/reserved/checked-in/checked-out/blocked - Room availability lookup, summary & stay information grid - Details for a returning guest automatically filled in the reservation screen - Guest details: name, address, email address, fax number, phone number, credit card(s), company, member/number, preferences, free format notes - Historic and current records (mail and email addresses, phone & fax numbers, contact names etc) of and revenues from/payments to travel agents, sources of business, groups, companies etc in a central database. - Credit limits for guests, companies, Agents etc - History of guest hotel stays including dates, rates paid, total expenditure, sharers, preferences, notes - Search for a reservation by last name, first name, group name or confirmation number all from a single search - Override standard room rates/packages with appropriate authority - Special guest requests including for a specific room, adjoining rooms, same floor rooms - Late arrival/checkin, early checkin, late checkout (with option to charge extra) - Extra bed/cot - Group reservations (multiple rooms under one name/bill). - Record name & room number of group leader - Inquiry on guests scheduled to arrive/depart on a specific date - Sources of business/travel agent codes and information (for calculation of and payment of commission) - Collection of deposits for room reservations - Reservation confirmations by email or fax
Check in	<ul style="list-style-type: none"> - Automatic allocation of rooms to guests on check-in for maximum yield and optimal usage of Room Inventory - Accept and post room deposits/key money - Print guest check-in card (option to do so in bulk in advance) - Optional Self service checkin/out kiosks - Multiple guest names and sharers per room - Cancel Check-ins (before Night Audit) - Group checkins - Negotiated room rate (with appropriate authority) - Extending stays - Direct Interface with online Credit Card payments - Secure web based credit card processing - Automatic allocation of breakfasts/meals and other add-on services for inclusive rates
Check out	<ul style="list-style-type: none"> - Account/invoice printing with multiple splits & routings - Late check out with option to extra charge - Optional Self-service checkout/in kiosks - Free format reminder feature for front desk clerk (coming soon) - Combine and share bills between Room Sharers and Group Rooms - Move charges between accounts and room bills. - Point and click to void or transfer guest transactions

	<ul style="list-style-type: none"> - Reinstate checked-out rooms (before Night Audit) - Group checkouts - Forms of payment including cheques, traveler's cheques, debit and credit cards, bill to company - Recording of a reference number for non cash payments (cheque number, authorization code etc) - Direct Interface with Credit Card Payments - Secure web based credit card processing - Payment in multiple currencies - Cash counter support - Receipt printing - Guest accounts - Group accounts - Automatic posting of room charges overnight - Suppression/reversal of auto room charges and then manual posting - Automatic invoice to corporate accounts (when due or monthly)
Conference Booking & Management	<ul style="list-style-type: none"> - Sell and manage tours including ticket sales and space available. - Sell and manage use of meeting/reception rooms in partial hour or hourly increments - Meeting/reception room bookings. Numbers of participants, seating and table configurations - Projector/screen/PC hire - Provision of refreshments for meetings/receptions - Meeting/reception room charges and billing
Billing and Payments	<p>Set pay term</p> <ul style="list-style-type: none"> - Set the payment terms as payable by Group Owner (who may be a Travel Agent, an individual, or a corporate customer) or by the Guest directly. - The bills/folios get generated as per pay terms, raised with charges divided in the name of appropriate parties, and requiring minimal adjustments if needed. <hr/> <p>Generate Folio/Invoice</p> <ul style="list-style-type: none"> - Folios can be generated at any time after the check in and before check out (with the exception of the booking folio) by a mere click of a button. - The folio generation in Hotelos is a powerful feature which lets you generate multiple folios with charges divided automatically amongst the room sharers and rooms almost instantly. <hr/> <p>Consolidate account</p> <ul style="list-style-type: none"> - All room accounts get consolidated automatically during the Night Audit with postings from sales at integrated Points of Sales. - The system further lets you manually consolidate the accounts and update balances on demand. <hr/> <p>Route charge</p> <ul style="list-style-type: none"> - With multiple folios generated as per the set pay terms, the system further allows unlimited routings within these folios, or route the charges selectively to new folios. <hr/> <p>Close folio/invoice</p> <ul style="list-style-type: none"> - The folios are editable until closed, and allow discounts, routing & splitting of charges and adding new charges. This is a unique

		<p>feature to Hotelos & a powerful way to manage check outs easily, even in a complex billing scenario.</p> <ul style="list-style-type: none"> - Once settled, the folio can be closed, making them uneditable and available to accounts.
		<p>Take payment</p> <ul style="list-style-type: none"> - Accept payments in multiple currencies with live currency conversions and with margins personalized as per your Hotel policies. - Multiple modes of payments are available including direct credit card processing that lets you seamlessly charge cards while accepting payments.

2	House Keeping	
	Room management	<ul style="list-style-type: none"> - List of today check-ins, checkouts, occupied and vacancies including any repair or maintenance notes - Room status: dirty, clean, inspected, under repair - Manage room status from the housekeeping area. - Front desk staff can see real time room updated status - Housekeeper to front desk communications - Maid assignment to rooms - Report of assignments - Daily task lists for housekeepers - Recording and reporting of defects, repairs & maintenance - Recording that defects have been remedied, repairs and maintenance undertaken

3	Point of Sale	
	<ul style="list-style-type: none"> - Restaurant, - SPA, - Laundry, - Mini Shop/Gift Shop, - Tours and Travel Desk. 	<ul style="list-style-type: none"> - POS system enables staff to accept cash sales or to post charges to the room - POS fully integrated into guest accounts, and sales - POS with touch screen support and online credit card processing - Charge additionally phone calls, movies, broadband internet etc to the guest's account - Can be used with almost all PABX or PBX systems (Optional) worldwide. - Guest messages with delivery confirmations - Task Management between departments and POS - Process Credit Cards Throughout the System (PayPal, Authorize.net etc) - Virtual Payment Terminal

4	Finance & Accounting	
	Accounting	<ul style="list-style-type: none"> - General ledger - Profit/cost centers - Automatic direct billing from front desk - Printing and mailing of room/monthly guest bills to companies. Statement print/email with past due messages. - Ability to flag accounts due for payments or payment delays - Vendor details (mail and email addresses, phone numbers, contact names, products, prices etc) - Accounts payable - Contract/subscription recurrent payables

		<ul style="list-style-type: none"> - Cash requirements forecasting - Accounts receivable - Aged debtors - Provisions for bad debts - Payment of Travel Agent commission - Audit trails /Night Audit - QuickBooks/Sun Accounts/Excel/Pdf/Other Interface modules
	Finance	<ul style="list-style-type: none"> - Financial statement (Inflow, Outflow, Debt, Profit, Loss) - Budgeting - Cost control - Financial Planning - Forecasting

5	Inventory & Warehouse	
	Inventory Management	<ul style="list-style-type: none"> - Track inventory quantities by location - Move, take out, and restock inventory - Ship & Receive inventory - View full transaction history of inventory - Hover over status icons to see recent transaction information - Unlimited attachments - Search inventory by any criterion, including custom fields - Export inventory to CSV
	Contact Management	<ul style="list-style-type: none"> - Manage companies, contacts, and addresses - Search companies and contacts by any criterion, including custom fields - Multiple addresses per company - Unlimited attachments - Export companies and contacts to CSV
	Delivering & Receiving	<ul style="list-style-type: none"> - Schedule delivery & receipts of assets and inventory - Search delivery& receipts by any criterion, including custom fields - Automatically generate packing slips - Assign due dates for receipts - Hover over a receipts status to see days till due/days overdue - Hover over icons to see items in a delivery or receipt - Automatically schedule return or exchange receipts - Unlimited attachments - Export shipments and receipts to CSV
	Additional Feature	<ul style="list-style-type: none"> - Barcode support

6	Human Resources Management	
	Administration	<ul style="list-style-type: none"> - The part of the system where the HR Manager or other appointed personnel perform all system administration tasks. - This includes defining company structure, pay grades and other information that serves as the backbone for the rest of the system. - Security issues are taken care of through this module as well by defining user rights.
	Personal Information	<ul style="list-style-type: none"> - Maintains all relevant employee related information, including different types of personal information, detailed qualifications

Management	<ul style="list-style-type: none"> - and work experience, job related information etc. - Picture of employee is included as well. - Information captured in this module is utilized by all other modules, thus eliminating data redundancy.
Leave Management	<ul style="list-style-type: none"> - Comprehensive leave management modules, with extensive possibilities of defining leave types and more. - Caters for all application and approval processes and is able to display information on leave entitlement, balance, history etc.
Payroll	<ul style="list-style-type: none"> - Provides Pay Slip, - Overtime report, - Bonuses & deduction - Jamsostek Report, - File Bank like BCA, Citibank and others, - Employee's loan with interest calculation using various calculation method, - Link to any Time Attendance Machine, Export/Import facility to/from another application such as Accounting and HR System - Built in Audit Trail module with reports, - Tax calculation
Performance Index	<ul style="list-style-type: none"> - Communicate the key performance indicators for each job title - Allowing the employees to understand and achieve your expectations.
Time & Attendance	<ul style="list-style-type: none"> - The module automates time tracking related processes. - Enhances the organization's performance by eliminating paperwork and manual processes associated with time and attendance needs. - Helps to efficiently organize labor data, improve the workforce management - Minimize errors in enforcement of company's attendance policies.
Recruitment	<ul style="list-style-type: none"> - Manage Job Vacancies - Interview Notifications - Customizable Application Form
Benefit	<ul style="list-style-type: none"> - Integrated platform to manage benefit-related tasks. - Covers medical and welfare benefits, with possibilities to define new benefits, by type, provider and several other areas. - Assigning benefits to employees happens in a variety of ways, individually, designation-wise or other. - Benefits history and other information can be displayed through rich reporting capabilities.

7	Customer Relation Management (CRM)	
	Guest & Partner Database	<ul style="list-style-type: none"> - Gather, group, manage and classify guest and business partner for further marketing and campaign activity - Sort database based on certain value
	Sales Force Automation	<ul style="list-style-type: none"> - Lead management - Activity management - Opportunity Management - Account Management - Contact Management - Sales Quote
	Marketing	<ul style="list-style-type: none"> - Campaign Management

	Automation	<ul style="list-style-type: none"> - Email Marketing - SMS Marketing - Personalized Marketing Campaign - Targeted and Focused Campaign - Easy Tracking
	Customer Support	<ul style="list-style-type: none"> - Case Escalation - Case Management - Case Routing - FAQ dan Forum

8	Enterprise Asset Management	
	Asset Tracking	<ul style="list-style-type: none"> - Import and Export assets - Track assets by location - Move, check in/out, and reserve assets - Ship and receive assets - View full transaction history of assets - Assign parent-child relationships between assets - Hover over status icons to see recent transaction information - Upload images of asset models - Unlimited attachments - Clone assets - Search assets by any criterion, including custom fields - Archive assets no longer being actively tracked
	Work Orders	<p>Work Requests</p> <ul style="list-style-type: none"> - Improve workflow efficiency by providing a fast and easy tool for submitting work requests - Maintain customer satisfaction with automated alerts when customer requests are approved, rejected and completed. - Request Center enables unlimited number of customers to easily submit requests via email that are automatically captured - Work request form accessible from your Intranet site for easy web-based submission of work requests and service requests - Optional routing of requests to designated individuals for approval based on business rules - Sort service orders by customer, priority, region, problem type, or other user-definable filters <p>Work Orders</p> <ul style="list-style-type: none"> - Ability to configure Work order screens with desired form layout, fields, and workflow behaviors - Record and track all PM and non-PM work orders and work requests in the system - Easily capture labor, parts and material costs by customer, building, department, cost-center or other user-definable criteria - Built-in "point and click" Planning and Scheduling tools - User-definable email notification capabilities - automatic or "on demand" - Assign multiple employees and multiple job procedures to work orders - User-definable cause, failure and remedy codes specific to asset types - Record and track multiple labor, parts and material costs

	<ul style="list-style-type: none"> - Track job time, response time, machine downtime and other metrics - Assign Work Orders to projects and view project history - Upload manuals, drawings or any rich media documents and relate them to work orders - Mobile work order system <p>Work Order Listings</p> <ul style="list-style-type: none"> - Print work orders in html or pdf format and customize the printed form - Apply user-defined filters to the list view to easily locate work orders - Print and close groups of work orders with Group menu options
Work Scheduling	<ul style="list-style-type: none"> - Use planned maintenance software to easily manage work order scheduling for your labor resources - Modify existing schedules and easily reassign work to other labor resources - View schedules in a calendar view -- by day, week, or month - Access multiple calendar views - See the labor resources and time resources required for each work order - Create multiple, user-definable filters to view your labor resources - Create multiple, user-definable filters to view your open work backlog - View both assigned and unassigned work orders on the calendar display - Easily identify work to be scheduled
Preventive Maintenance	<ul style="list-style-type: none"> - Define preventive maintenance at the Task and/or Procedure level - Easily establish unlimited number of calendar and/or meter-based PMs for each asset - Built-in "point and click" Planning and Scheduling tools - Identify "skip-day" settings for PM Schedules - User-definable and manageable preventative maintenance groups, routes and route sequences - Option to manually or automatically generate and e-mail PMs - Built-in PM Task library to aid in defining PM tasks and procedures - Maintenance Calendar for easy viewing of current and future preventive maintenance activities - PM schedules may be calendar-based or meter-driven - Multi-featured PM Manager Tool to manage and control PM schedules and settings - Ability to update PM tasks and "publish" those updates to all associated PM schedules - Plan Spare Parts Requirements for PMs
Condition Monitoring	<ul style="list-style-type: none"> - Define monitoring classes for each asset - Noise, vibration, temperature, lubricants, wear, corrosion, pressure and flow can be monitored independently - Readings can be entered manually or imported from a file - Upper and lower boundaries of acceptable operation are defined for each asset

		<ul style="list-style-type: none"> - Readings can be displayed as a report with color-coded exceptions - Emails can be auto-triggered when a boundary is exceeded - Work orders can be auto-generated when a reading falls outside of predefined boundaries
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9 Dashboard		
	Print, View online, Export in .pdf, .doc and .xls format in Tabular & Graphical	<ul style="list-style-type: none"> - A Daily reports & Monthly summary that shows <ul style="list-style-type: none"> o prior day, current month to date and current year to date o by cost centre (rooms, phone, internet, café, convenience store, laundry, tours (POS assisted)) o forecast for the next 7 days - Detailed up-to-the-minute House Status - Rooms availability - Occupancy % - Reservations, checkins, checkouts - Average guest stay duration - Total room revenue; Average room rate, RevPar - Balances by not due, due, overdue and total collections by payment method (cash, cheque, MC, Visa etc) & total cancellations - Rate variations & discounts - Travel agent commission - Detailed charge & payment journal <ul style="list-style-type: none"> o Guest bills and receipts o Corporate Direct Billing Ledger and Ageing - Financial statement (Inflow, Outflow, Loan, Debt, Profit, Loss) - Inventory & Stock status

10 Inroom Interactive System		
	Entertainment	<ul style="list-style-type: none"> - IPTV (need LAN Cabling provided by hotel) - Video on Demand - Music on Demand - Radio Streaming - Internet access
	Information	<ul style="list-style-type: none"> - View Bill - Read RSS - Weather - Tour Guide - Hotel Directory - Room messaging
	Services	<ul style="list-style-type: none"> - Room Service - Shopping - Spa - Laundry

RENTAL PACKAGE

Hotels can select the package below based on the needs and budget

NO	Package Description	Lite	Pro	Enterprise
A	Hardware			

1	Server	✓	✓	✓
2	PC with LCD Monitor	✓	✓	✓
3	Office Network	✓	✓	✓
4	IPTV STB / Tablet 7 inch Touchscreen	✗	✗	✓
B	Software			
1	Front Desk	✓	✓	✓
2	House Keeping	✓	✓	✓
3	Point of Sale	✓	✓	✓
4	Finance & Accounting	✓	✓	✓
5	Inventory & Warehouse	✗	✓	✓
6	Human Resources Management (HRM)	✗	✓	✓
7	Customer Relation Management (CRM)	✗	✓	✓
8	Enterprise Asset Management	✗	✓	✓
9	Dashboard	✗	✓	✓
10	In-room Interactive Solution	✗	✗	✓
Rental Fee (per room night)		15.000	25.000	35.000

SERVICE LEVEL AGREEMENT (SLA)

Our service is delivered under the following service level and assurance:

- BPI Solution guaranteed the uptime of the system at 99%.
- BPI Solution will assign an experienced technician to support and maintain the hardware and software.
- In case of hardware failure, BPI Solution will replace at max 2 x24 hours.

PROJECT REFERENCES

We have successfully installed and operated the Solution in the following hotels:

1. Aston Rasuna Hotel, Jakarta
2. Aston Primera Hotel, Bandung
3. Pulman Legian Nirwana, Kuta Bali
4. Oneworld Hotel, Selangor
5. Pelangi Beach Resort & Spa, Langkawi
6. Superstar Virgo Cruise, Hongkong
7. Emirates Palace Hotel, Abu Dhabi
8. Greotel Resort, Maldives
9. Avari Hotel, Lahore
10. Ban Thai Resort, Phuket
11. Merlin Beach Resort, Phuket
12. Eastin Bangkok Hotel, Bangkok
13. Merlin Khaolak Resort, Khaolak
14. Patong Merlin Resort, Phuket
15. Ratilanna Riverside Resort, Chiangmai
16. The Tide Resort, Bangsaen
17. Avari Dubai
18. Avari Hotel, Karachi
19. The Sarann, Koh Samui
20. The Chill, Koh Chang
21. Yas Hotel, Abu Dhabi
22. Armani Hotel Burj Dubai, Dubai
23. Lebua at State Tower, Bangkok

24. G City Hotel, Kuala Lumpur
25. Empire Hotel, Selangor
26. Sepang Gold Coast, Selangor

CLOSURE

Property Management & Interactive TV Solution for hospitality industry is emerging. With this system, hotels can satisfactorily deliver services right to your guests' fingertips. BPI is an experienced solution provider which will support hotels to implement the system at zero cost and zero risk at the hotels side. We look forward to co-work with hotels to enhance guests' comfortability.

With the spirit of WIN-WIN cooperation, BPI Solution believe that what we propose is the best and the most suitable with hotels in Indonesia. We are very happy to discuss with the hotel managers about the solution we proposed. Please feel free to contact us to discuss your specific needs.