Case Study

ALDANA ELEGANT HOTEL - Makkah

Al dana elegant-Makkah is one of the hotel chains of Aiana hospitality which operates globally. From the cooling breeze of Munnar's rolling hills to the rich cultural heritage of Makkah, Aiana prides itself on selecting locations in all corners of the globe with a level of individuality.

About

The hotel is located just 10-minute drive from Holy Haram. Al dana, a part of Aiana Hospitality group, has 611 room luxury 5-star hotel property situated in midst of Makkah. Due to the proximity to the Makkah this hotel is favourite among the Haj Piligrims.

Challenge

They opened up in month of July'17 with full inventory but were using pen and Paper (manually) to handle their daily operation. The moment they opened up they were sold out. All 611 rooms were occupied and they had no system to take control of their operations.

Thus they approached the mycloud Hospitality for PMS solutions for below mentioned reason

- Easy integration
- Automation
- Meaningful analytics

After successfully trailing mycloud PMS solutions within 24 hrs. of their subscription, the Al Dana Hotel was confident that they found what they were looking for.

Approach

Al dana management approached mycloud Hospitality with their requirement. Once mycloud Demonstration was done they were ready to sign up as mycloud had features to offer which a 5-star hotel actually needs in terms of MIS, statistics, 24*7 support, Trainings etc.

Upon their subscription within 24 hrs system was made live and handed over to them along with the training. The transition was smooth and once the system was handed over they were ready to use the system and to manage their sold out period efficiently

Results

Once the hotel had decided to go live, the mycloud team engaged extensively with hotel users in customizing each module as per the hotel's needs. mycloud lets hotel configure every feature and option along with building custom MIS.

The Support and Training given to mycloud during the transitions helped them to manage their daily operations flawlessly without any error and correct MIS figure. They were able to handle 308 rooms guest check out at one single click.

As required by hotel management, adopting mycloud was divided into two parts:

Team:

Having struggled with the manually, they were happy with mycloud as almost every process was automated. Eg: making quick reservations, sending confirmation letters, printing reservation cards, printing invoices, thank you letters, guest comments and reviews via TripAdvisor etc were all simplified. The team now has more time to actually interact with guests and provide better service.

Management:

The mycloud system is being continuously updated to enhance to enhance whatever management requires. It also provides features which only big enterprise solutions offer. The hotel's feedback is that their operations are better, revenues have improved and they have happier guests and hotel users.

Quote

"mycloud is a very useful and detailed cloud PMS, product offers some highly powerful and complex yet easy to use features which helps our team manage the hotel with ease and has improved staff efficiency. The best part of this cloud platform is their support team, which is extremely experienced and always available for any help, from on-boarding to day to day running of our daily operations on mycloud has been an experience in itself, and I must add that the team at mycloud is simply great. I feel the product should offer an offline module in case of poor connectivity".

Abdullah Sarhan
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AL DANA ELEGANT HOTEL - MAKKAH

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