

Intimus HMS – Integrated Hotel Management System Product Information

In today's competitive world, information about your business at your fingertips is the key to success. Hotels today need a reliable & professional information system which provides key information for your day-to-day operations to maintain high level & quality of guest services that travellers' world over have started expecting of the hospitality industry.

In addition to the information required by your managers for day-to-day operations, you also require a treasure-trove of information accumulated over a period to enable you to analyse the past trends so that you can accurately forecast the future.

And all this information is required without squeezing either your staff or your profit margins. So, if a cost-effective, efficient, world-class Information System is what you are looking for, Intimus is your answer to ALL your requirements.

Intimus has been designed as a one-stop solution for the hospitality industry. Intimus is a totally integrated product offering wall-to-wall requirements of the hospitality industry including Front Office operations, Point of Sale, Event Management, Equipment Interface, Financials, Materials Management, Human Resources and Engineering.

With some innovative design and user-friendly programs, Intimus makes operations easy and aids informed management decision making with hard data analysis. Intimus's highly parametrized set-up simplifies customisation requirements and reduces implementation cycle. Furthermore, emulation of the hotels' work-flow contributes to improved efficiency and productivity.

Based on the feedback from our customers, we constantly strive to keep our product technologically up-to-date and feature-rich. This makes the system very flexible, technologically up-to-date, and extremely user-friendly.



- ◆ Instant access to accurate information.
- ◆ Comprehensive Solution
- ◆ Tool for analysing past trends and to forecast future.
- ◆ Efficient and cost effective information
- ◆ Tight integration between Front & Back Office Operation
- ◆ Ideal system for any scale of operation
- ◆ Easily customisable

Intimus HMS – Integrated Hotel Management System Product Information

Intimus HMS has been developed keeping the international customer in mind making it easy to change the language in which the users interact with the software. With simplified, user defined translation process, we already have a Spanish version working and plans are afoot to provide translation into other languages.

Intimus is broadly organised around an Operational Management and Business Office Management model and is complemented by comprehensive online inquiries and reports which cover all the management and decision support information needs of a hotel operation.



- ◆ User friendly
- ◆ Designed and supported by Hotel Professionals
- ◆ Constantly being updated and upgraded, based on user group feedback

Intimus HMS – Integrated Hotel Management System

Product Information

Front Office Management

Reservations

Reservation Module simplifies tasks of making a reservation by providing a real-time online information on room availability. Online integration with Sales and Marketing containing corporate rate database results in elimination of human errors, improved guest services and accurate management information.

A single screen reservation option allows easy to use reservation including group reservations, editing existing reservations and duplicating reservation.

Integration with booking engines, allows on-line channel management, offering real time availability to booking engines to avoid overbooking as well as retrieval of reservation data from the booking engine websites for direct update into PMS reservation database without human intervention.

Multiple rates varying across the guest stay can be entered at the time of reservation / check in and these are automatically effected during the night audit process.

Reception Desk

Reception Module for a quick check-in for individuals as well as groups. Integration with Reservation, Sales & Marketing and Guest History provides accuracy and efficiency. Upon check-in, receptionist can open multiple folios and set credit limits. Guest related services such as safe deposit, late check out, wake up calls and guest messages are handled.

Integration with passport readers eases the check in process by automatically reading data from passports and updating guest profile, including image saving. Integration with signature pad allows paperless process.

Single screen check-in process provides for quick check in, with minimum information required to be entered at the time of check-in. Additional information can be added at leisure.



Intimus Modules

Front Office Operations

- ◆ Reservations
- ◆ Reception Desk
- ◆ Sales & Marketing
- ◆ Housekeeping
- ◆ Cashiering
- ◆ Night Audit
- ◆ Explorer Interface
- ◆ Transport Management

Intimus HMS – Integrated Hotel Management System

Product Information

Sales & Marketing Management

S & M module maintains corporate customer details, quotation and special services offered. Sales executives can enter and review sales calls made on customers. Integration with core modules allows monitoring customer performance.

House Keeping

The Housekeeping module seamlessly integrates with the core modules updating the room availability status on-line. Supports other housekeeping activities such as Lost & Found Register, Linen Inventory and monitoring of regular maintenance schedules. Hand-held device integration permits housekeeping staff to update room status instantly improving availability.

Cashiering

Cashiering module provides a comprehensive range of functions to handle: Posting of Checks & Room Charges, Advances, Receipts, Refunds and Discounts. All transactions are properly audit-trailed.

Ability to register non-room guests, open additional folios as required and transfer charges from one folio to another are some of the unique features.

Ability to directly accept multiple currencies as well as integration with payment gateways further simplifies operations.

Night Audit

Night Audit module allows the Night Auditor to check all revenues and collection postings to ensure accuracy and completeness of transactions. The module has a plethora of reports to assist the auditor in his tasks. A user-definable audit cut-off procedure allows all operations of the hotel to continue without break even when the audit and day close procedures are going on. It also allows different revenue centres to operate independently of each other.

Night Audit integrates with Daily Revenue reporting module to report revenue & collection reports.



Intimus Modules

Front Office Operations

- ◆ Reservations
- ◆ Reception Desk
- ◆ Sales & Marketing
- ◆ Housekeeping
- ◆ Cashiering
- ◆ Night Audit
- ◆ Explorer Interface
- ◆ Transport Management
- ◆ Multi-property Operations

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Product Information

Explorer Interface

A totally new user interface in the form of an Explorer type design, allows a single screen view to the Receptionist, Cashier and Housekeeping to find information and post charges. In fact, for most of the front office operations, this is the only user screen that needs to be the open, to complete operations.

This interface permits various inquiries and searches, including guest history in one single screen, generating statistical summaries at the click of a button.

Transport Management

Manage your transport fleet efficiently and accurately with the transport management module to schedule and manage guest/staff transport requests. You can now plan scheduled trips as well as register ad hoc requirements. You can assign transport requests to specific vehicles / drivers and with a visual planner, easily see availability and status of any vehicle or driver.

Multi-property Operations

Intimus HMS comes with the capability to support multiple properties. So, whether it is next door or in another city, you can run multiple properties from one server with consolidation throughout the system. It also supports cross-property posting. This means that guests staying in one property can use the facilities of another and have their charges posted to their folios. Intimus also supports multi-currency operations, converting all transaction ultimately to a base currency for reporting purposes.



Intimus Modules

Front Office Operations

- ◆ Reservations
- ◆ Reception Desk
- ◆ Sales & Marketing
- ◆ Housekeeping
- ◆ Cashiering
- ◆ Night Audit
- ◆ Explorer Interface
- ◆ Transport Management
- ◆ Multi-property Operations

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Point of Sale

Intimus POS is a comprehensive solution to the hotel's F & B requirements.

Catering to all types of configurations – dine-in, takeaway or delivery, Intimus POS allows order management, tracking and billing. Orders can be taken on POS terminals as well as hand held devices and printed to multiple preparation locations.

With ability to define and view the layout of your F & B outlet, it provides for a visual control of the outlet displaying status with colour coded displays.

KOT display board enhances the service by permitting the waiter to view the standard presentation of any of the menu items before delivery. Preparation status of the order can also be updated on the KOT display board, permitting FOH staff to expedite the delivery.

Ability to accept table reservations and advance order processing improves service. Maintaining guest demographic data as well as order data allows to know guest preferences and do effective marketing and service provision.

Integration with core modules enables two-way communication giving access to billing instructions and online posting of checks to Guest Ledger. Integration with Inventory, Recipe Costing, Par Stock and F & B Control modules provides management information for reordering, costing and variance monitoring.



Intimus Modules

Point of Sale

Intimus HMS – Integrated Hotel Management System

Product Information

Canteen POS

Intimus Canteen POS has been designed to help canteens to cater to customer rush in a short span of time and still manage to serve them properly.

Canteen POS promotes a Cashless transaction model whereby canteen customers are offered a prepaid or post-paid account. A canteen card is provided to registered customers who proceed to use the card to pay for the purchases. Upon settlement, the balance of customer accounts is automatically reduced. This allows the canteen cashier to quickly settle the transactions. The accounts can be topped up at the customer's convenience – either at the point of service or through an on-line payment gateway.

Canteen operator can offer either post-paid or prepaid cards. He can also extend temporary credit facilities to prepaid card customers.

A statement of account can be provided to customers so that they can track their consumption. Facilities can also be provided to customers to know their consumption by menu items consumed.

Intimus Canteen POS can use a variety of cards including Mag Stripe card, RFID cards etc. You can also register cards issued by another entity such as a school or company ID card etc. to avoid duplication of card making efforts.

Intimus Canteen POS is ideal for schools, offices, industrial canteens etc. where large number of consumers need to be served in a short time such as a school recess or office lunch break.



Intimus Modules

Canteen POS

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Product Information

Event Management

Event Management module covers all the aspects of Banqueting and Catering Management from booking of the event to execution. Booking Calendar allows event and resource scheduling. Menu Templates allow design of own Set Menus. Integration with Menu Engineering allows for accurate costing and pricing. Electronic circulation of Function Sheet makes for efficient workflow.

Communication Interface

Intimus Communication Interface suite is equipped to interface with a variety of devices for effective control, operations and billing. These include but not limited to PBX, Door Locking, Pay TV, Mini Bar, HSIA etc.

Facilities Management

Facilities Management module defines all schedulable facilities within the property, create availability calendar and allow guests to book facility slots.

Membership Management

Membership Management module registers members, track membership payments and manage all the entitlements.

Member data captured includes

- Demographics including family members
- Photograph capture/scan
- Signature Capture/Scan
- Interests & Hobbies
- Membership Type

The system can issue membership cards, send reminders for renewals and capture amendments to the membership status.

Integration with Financials allows to post membership fees income to the ledger.



Intimus Modules

**Event Management
Interfaces
Facilities Management
Membership Management**

Intimus HMS – Integrated Hotel Management System

Product Information

Financials

Intimus Financials are based on the Uniform System of Accounting for Hospitality Industry. Based on double entry book keeping principles of accounting, Intimus Financials maintains five basic day books: Bank, Cash, Sales, Purchase & General Journal.

Daily Revenue Report

DRR is a comprehensive, user defined report provides a valuable tool to give sales, collection and occupancy information, comparing actual daily, MTD and YTD figures with Budgets and Last Year figures, to the top management on a day-to-day basis. Integrated with the Front Office and POS modules, it automatically picks up the data and provides accurate and matching information.

Accounts Receivable

Picking up basic data from subsidiary ledgers AR module monitors customer outstanding, allows for collection forecasting, statement of accounts, reminder letters and ageing analysis of receivables.

Accounts Payable

Picking up basic data from subsidiary ledgers AP module ensures prompt supplier payment by supplying payment due reports. Other exhaustive analysis report help monitoring supplier performance, volume analysis and credit analysis



Intimus Modules

Back Office Operations

Financials

- ◆ Daily Revenue Report
- ◆ Accounts Receivables
- ◆ Accounts Payable
- ◆ Fixed Assets
- ◆ General Ledger

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Fixed Assets

Fixed Assets module records assets purchases and disposals. It has a comprehensive Asset Management including computation of depreciation, maintain purchase, installation & enhancement & depreciation history and generate bar codes labels for asset tracking. It is possible to do asset revaluation and re-lifing. It also supports asset tracking at multiple locations. Integration with Financials for depreciation posting.

General Ledger

It has facilities for multiple cash & bank accounts, bank reconciliation, post-dated cheques etc. Subsidiary and General Ledger are a result of postings the basic day books. Integration with other modules provides data for revenue accounting, customer invoicing, supplier bills, depreciation and material consumption. MIS Reports consist of Department-wise profitability, Profit & Loss, Balance Sheet and Budgetary Variance Reports. The users can define all reports.

Materials Management

Purchasing

Purchasing module provides for raising Purchase Requests, regular reorder lists or market lists. Market List purchases are dealt with by maintaining Rate Contracts. Other purchases go through the process of generating RFQ, analysis of the offers and preparation of purchase orders. Quotation data bank can be maintained for rate comparison to reduce the purchasing cycle.

Stores Management

Inventory Management supports receiving against Purchase Orders. Issues are made against requisitions. Consumption is valued by weighted average method and consumption JV is transferred to GL. Supplier billing information is passed on to Purchase daybook. Automatic reorder lists are prepared for regular items falling below reorder levels. Analysis reports are available on purchase frequency, pricing trends, consumption history etc.



Intimus Modules

Back Office Operations

Financials

- ◆ Fixed Assets
- ◆ General Ledger

Materials Management

- ◆ Purchasing
- ◆ Stores

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Menu Engineering

Integrated with POS, Menu Engineering module allows to define recipes. Comprehensive reporting allows monitoring costs, understanding effect of input price variations on menu costs and managing consumption variations.

F & B Control

F & B Control manages cost control by proper allocations of costs between various departments. It also highlights consumption variations.

Par Stock

Implemented in conjunction with POS, Menu Engineering Par Stock module allows to manage and control floor stocks in various F & B outlets.

Commissary

Mainly targeted at central kitchens, butchery, Pastry kitchen and “mise en place” departments, commissary module allows processing of various inputs into various outputs, while allocating costs across different output products. These may be finished or semi-finished products, transferred from one department to another.



Intimus Modules

Back Office Operations

Materials Management

- ◆ Menu Engineering
- ◆ F & B Control
- ◆ Par Stock
- ◆ Commissary

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Human Resources Management

Personnel Management

Personnel module records employee demographic details, academic history, past employment, dependent details, current employment evaluations, company facilities etc. It maintains records of employee & dependent documents, expiry dates and possession information.

Attendance Recording Machine Interface

Define employee attendance schedule. Upload attendance data and automatically compute attendance in terms of no of days attended, overtime etc. Edit uploaded data for corrections to inaccuracies in recording.

Payroll Accounting

Payroll accounting module computes salaries and benefits based on attendance and employee rate structure. User Defined Pay Structure & Computation Logic. Provision for benefits computed on the basis of attendance. Interface with General Ledger allows Payroll costs to be posted to General Ledger.



Intimus Modules

Back Office Operations

Human Resources

- ◆ Personnel Management
- ◆ Attendance Recording Interface
- ◆ Payroll Accounting

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Engineering

Engineering Inventory

Complete inventory of engineering spares & consumables. Consumption analysis based on usage. Integration with Financials for cost posting.

Maintenance Management

Electronic Maintenance Request Processing, Handling of scheduled maintenance as well as breakdown maintenance of equipment. Complete history equipment operations and readings, maintenance activities carried out, maintenance costs and parts used

System Administration

A comprehensive system administration module allows to manage system behaviour, users, security as well as parameters that control the work flow of various modules.



Intimus Modules

Back Office Operations

Engineering Maintenance

- ◆ Engineering Inventory
- ◆ Maintenance Management

System Administration

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Product Information

System Work Flow

All the Data entered into the system from Front Office or Inventory gets transferred to the Financial System as per Setup of the System

Front Office to Financials

- ◆ Billing Instructions Folio Link
The rules for the posting are setup in the Billing Instruction folio link. In the Billing Instruction Folio Link setup, can be made as to which sub folio the posting should go to, based on Department, Category, Sub Category and Meal type.
- ◆ All Charges posted from the Post Outlet Check will get posted to the Folios Based on the Billing Instruction related to that folio. From Post Outlet Checks posting can be directly settled as Cash or Credit Card.
- ◆ All Charges posted from the POS will get posted to the Folios Based on the Billing Instruction related to that folio. From POS Settle Checks posting can be directly settled as Cash or Credit Card.
- ◆ All Revenues Posted from the Front Office & the Outlets get transferred to the General Ledger in the form of Revenue JV. This comes from a link defined in the Accounting system as to how the revenue should get transferred to respective accounting heads. Based on this link the system generates a Revenue JV Crediting the Respective Revenue Accounts and Debiting the Settlement Accounts (Cash, Credit Card etc.)
- ◆ Transfer to City Ledger
All the Bills transferred to the City Ledger Automatically gets transferred to the A/R Module on Day Close Process. Once this has happened the A/R Clerk can invoice the different Customers by selecting the transfers.



Intimus System Workflow

Front office to Financials

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- ◆ Once the invoice has been generated and authorized the Ledger of the Customer Account is debited. On receipt of Payment from the Customer it can be allocated against individual invoices billed to the customer. Thus, the system has the ability to provide an A/R Aging Analysis by comparing the Invoice Date & Receipt Date.
- ◆ Since Individual transactions are maintained in the Database, Ledgers for any Customer or any account can be printed for any period including previous periods.

Materials Management module to Financials

- ◆ The Item Master definition has the Provision to Define the Inventory Account and the Cost Account for each and every Item in the store In addition, each of the items can have a specific Cost Account based on the location to which it is issued. This can be defined through the inventory Expense Account Link.
- ◆ Once these definitions have been made. The System has the ability to automatically transfer the inventory and cost to the respective accounts on Authorization process.
- ◆ Every time a Purchase is entered in the Stores the System Credits the Supplier and Debits the Inventory Account as defined in the Item Master
- ◆ Every time an issue is made to a location the System Credits the Inventory Account and Debits the Cost account as defined in the Inventory Expense Account Link. The Cost is calculated on a Moving Weighted Average Method.



Intimus System Workflow

Front office to Financials

Materials Management to
Financials

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- ◆ The System does not allow a negative issue i.e. it does not let you issue if stock is not available.
- ◆ The Inventory has a Check & Authorization Process during which all the checks & valuation takes place. During the check process the system will prompt if there is any negative balance and give a detailed report on those items.
- ◆ The Check Process will value all the issues & inter departmental transfers etc. based on a moving Weighted Average Method.
- ◆ Once the Check Process has been completed for a particular Period, entries cannot be made for that period unless an UnCheck Process is done. This ensures that the integrity of the Weighted Average Rate of each item
- ◆ Once the Check Process has been completed the Finance can perform an Inventory Batch Authorization which will transfer all the innovatory related data to the Financial.
- ◆ This can be performed on a daily basis or a periodic basis.
- ◆ Once the Authorization has been completed the inventory module cannot alter any of these records for the authorized period thus maintaining and effective control from accounting point. However, an “Unauthorization” can be done if required with proper user rights and changes can be made
- ◆ The Cost for individual Consumption location is calculated based on the Actual Issues to the Location minus the Outlet Physical Balance entered for that location. Hence the system always gives the exact cost instead of a hypothetical cost based on recipes.
- ◆ However, once the Recipes are defined in the system through the F&B Control Module a comparison between the Actual Cost and Cost based on Standard Recipe can be compared by the system



Intimus System Workflow
Materials Management to
Financials

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Financial

- ◆ All the Revenues and Collection from the Front Office & POS outlets are transferred to the GL by the Generate Revenue JV Process. This process posts based on the links defined in the Revenue JV Link. The Revenue Posting for the Room Department is based on Market Segments. Hence it is very important that every Room Department posting made in the Front Office has a Market Segment associated with that Folio. All the POS Revenue Postings are based on Department + Category-wise classification. All the Other Non-POS Department Revenues are posted on a departmental basis. Each Settlement Mode must be linked to a GL Account. Each of the Settlement mode that must be Invoiced from the A/R Module must be linked to the Invoice Control A/c.
- ◆ Each of the Invoice transferred to the A/R Module must be invoiced. If a transfer is not invoiced the Invoice Control Account will have that much balance.
- ◆ Inventory Cost and Supplier Credits, and Physical Balance values from the Inventory Module are transferred to the General Ledger in the Form of System Generated Journal Voucher created at the time of Inventory Batch Authorization.
- ◆ Any posting made in the system must be Authorized for them to reflect in the Trial Balance or for any further process on that transaction.
- ◆ Once a transaction has been authorized it must be Un- Authorized and Un-Checked for it to be edited again.
- ◆ The system only generates a Trial Balance. All the other Financial Statements can be created and customized using the Define Financial Report Program.



Intimus System Workflow

Financials

Intimus HMS – Integrated Hotel Management System

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About Inceptio Systems

Inceptio Systems is a continuously evolving enterprise for the purpose of creating, marketing and supporting enterprise software, built around a complete and robust financial base. A unique team of industry experts, with decades of knowledge has come together for the creation and distribution of enterprise software for Hospitality, Manufacturing ERP, Construction and Investment industries.

The company in its current avatar brings a history of 30+ years in the Middle East, with a time tested and proven set of products and a loyal customer base, with strong domain expertise.

We have strategic partnerships with a number of leading technology products and service providers, in order to provide complete solutions including consulting to our customers.

Inceptio has its head offices and a development centre in the UAE and a regional office in Oman.

Mission Statement

Empower decision makers with accurate and timely information using robust solutions, cutting edge technology at affordable cost, backed by reliable support.

Informed Decision Making is our mantra. Thorough understanding of user requirements, practical solutions, implementing best practices, process innovations, latest technology and expert support, enable us to deliver the information to the users.

Our software solutions cater to all aspects of enterprise requirements. Thus, our customers have a single database from which all information comes - leading to consistency, accuracy and reliability. We regularly update our solutions to keep pace with industry needs and changing technology.

Our key focus is support which is the lifeline of any software during its lifecycle. Our expert support is available 7 x 24 x 365, helping us retain customers – some as old as 30 years.



Inceptio Systems
UAE and Oman