

IBM Client Reference



Shangri-La International Hotel Management Ltd.

Synopsis: *A hotel chain in Indonesia gains the ability to reserve rooms easily, maintain customer inquiry records and manage internal records for its hotel chain using single sign-on capabilities when it implements a robust suite of IBM Lotus software to support collaboration*

Location: Indonesia

Industry: Professional Services

URL: <http://www.shangri-la.com/en>

Client Background:

Founded in 1971, Shangri-La International Hotel Management Ltd. offers 72 luxury hotels and resorts in Asia, Europe, North America and the Middle East. Headquartered in Hong Kong, the hotel offers conference facilities, fitness centers, spa treatments, Internet access and swimming pools to meet every need.

Business Need:

The Indonesia branches of hotels owned by Shangri-La International Hotel Management Ltd. struggled to manage room reservations, because communications with customers were spread across the Asia-Pacific region. Further, the company reserved rooms using paper instead of electronic means and needed to improve its processes. Moving forward, Shangri-La International Hotel Management sought new collaboration software.

Solution:

Shangri-La International Hotel Management implemented a suite of IBM Lotus software across its network for email communication, room and resort reservations and conference booking.

The solution features the following IBM software:

- IBM Lotus Domino V8.5 software provides a reliable platform for business operations and intranet functionality
- IBM Lotus Notes V8.5 software offers email, address book, calendar and archiving functionality and integrates easily with the client's existing applications
- IBM Lotus Notes Traveler V8.5 software is used by the client's senior management to access the Lotus Domino mail server outside the property
- IBM Lotus Sametime V8.5 software is used for internal, instant communication with hotel staff across the Asia-Pacific region

Benefits of the Solution:

By implementing a suite of IBM Lotus software, Shangri-La International Hotel Management gained the ability to reserve rooms easily, maintain customer inquiry records and manage internal records for its chain of hotels across the Asia-Pacific region using single sign-on capabilities.