

Brazil's Accor Hotels Go Totally IT

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MICROS Systems, Inc. and Accor Hotels in Brazil announced an agreement to install MICROS's Fidelio Front Office V7 property management system (PMS) in five of the hotel chain's key brands, including Sofitel, Mercure, Novotel, Ibis and Parthenon, in Brazil's major cities.

MICROS Systems, Inc. is a leading provider of information technology solutions for the hospitality industry, and Accor Hotels is a division of the international multi-brand hotel chain with thousands of properties

MICROS's Fidelio Front Office Version 7 manages reservations, front desk, cashier, housekeeping, night audit, and standard reporting capabilities. Its open systems migration enables better integration with the hotels' central reservation system (CRS).

Accor Hotels began implementing the MICROS PMS in July 2002, and currently 84 hotels have completed installation. MICROS-Fidelio Brazil continues to install the V7 system at an average of 4 hotel locations per month. The deployment is expected to be complete in September of 2005. Accor Hotels will add 20 new sites in 2005, and 20 new sites in 2006.

"Accor Hotels is a unique hotel chain in that the many brands under its umbrella have very different styles. We had recently invested more than US\$ 7 million in our IT infrastructure and Oracle platform. We needed to find a system that could integrate with our CRS without disrupting the integrity of our database," explained Roland de Bonadona, Managing Director and Officer of Accor Hotels in Brazil.

"MICROS provides all the functionality we looked for, while the service quality and professional knowledge presented, ensured that we could meet our goals on schedule."

"MICROS is the ideal partner for Accor, as we have extensive experience with international hotel groups that have a broad range of brands to serve and integrate," explained Bernard Jammet, Executive Vice President, MICROS Latin America.

"MICROS's Fidelio V7 was able to standardize Accor's operations across properties, which added efficiencies and depth to their business information. We look forward to our continued relationship."

With 158,000 associates in 140 countries, Accor is the European leader and one of the world's largest groups in travel, tourism and corporate services, with two major international activities: Hotels and Services.

With nearly 4,000 hotels from economy to upscale, Accor runs its third largest operations in Brazil, just behind the French headquarters and the US.

MICROS Systems, Inc. provides enterprise applications for the hospitality and retail industries worldwide. Over 200,000 MICROS systems are currently installed in table and quick service restaurants, hotels, motels, casinos, leisure and entertainment, and retail operations in more than 130 countries, and on all seven continents.

In addition, MICROS provides property management systems, central reservation and customer information solutions under the brand MICROS-Fidelio for more than 20,000 hotels worldwide, as well as point-of-sale and loss prevention products through its subsidiary Datavantage for more than 50,000 specialty retail stores worldwide.

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