



# HRS Hospitality & Retail Systems

## *Hotels & Resorts*

HRS is a leading IT company that has been serving the hospitality industry for over

**35 years.**

Global presence in over 104 countries

The world's largest Oracle Hospitality Partner

Providing innovative solutions relating to food & beverage establishments, hotels, and retail

Delivering the highest levels of service and support

### SERVICES:

#### ***Implementation of Oracle Hospitality Solutions***

OPERA PMS, MICROS Symphony POS, new installations, updates, upgrades, configuration change, interfaces and new modules implementation, etc.

#### ***Value-Added Support***

Local support from certified technicians and 24-hour, 365-day responsive help desk.

#### ***Custom Development***

Fiscal interfaces, payment gateways, data exports/ reports, integrations, etc.

#### ***TYNGO Implementation & Support***

Our own guest activities (spa/wellness/etc.), membership/loyalty and cashless payment system fully integrated with Oracle Hospitality solutions.

#### ***Complementary Solutions***

Such as channel manager, web booking engine, reputation management, benchmarking, consolidated budgeting and reporting, analytics platform, etc.



HOSPITALITY & RETAIL SYSTEMS

ORACLE | Partner

## When you choose HRS, you choose to engage with a reliable and proven partner who cares deeply about you and your business.

Founded in 1990 by British entrepreneur Joanne Vaughan, HRS set out on a path that has transformed the world of information technology in the hospitality and retail market.

Today, HRS is an international company and an IT solutions leader with a team of over 950 talented professionals. No matter where you are located in the world, our team is dedicated to establishing each customer relationship with two common goals in mind - long-term success and steady growth of business.

## HRS is the best choice for integrated, end-to-end solutions.

We speak the same language as our customers. We understand their requirements and expectations. We make our customers stronger and more efficient; enabling them to focus on what matters most - building a successful and profitable business.



## TYNGO: A fully-integrated leisure and hospitality solution.

- Wellness Management
- Loyalty Programs
- Account Management
- Cashless Operations
- CRM

## OPERA PMS

- Front desk
- Billing
- Reservations
- Profile management
- Rooms management
- Global perspective
- Reporting
- Accounts receivable

Unrivaled customer service

Industry-leading technology & services

Localized service & support

Single source solution

## Exceptional Service & Support

*Global expertise. Local knowledge.*

Our industry-leading customer service team is available round-the-clock to rapidly diagnose and resolve technical problems. They also proactively plan for future support with the goal of reducing your long-term maintenance cost.

- ✓ Global presence, local service
- ✓ Local, onsite support from certified technicians
- ✓ 24-hour, 365-day responsive help desk
- ✓ Technical account managers
- ✓ Project management team
- ✓ Preventative maintenance & disaster recovery
- ✓ System configuration & customizations, installation, upgrades, user training, and personalized documentation

[www.hrsinternational.com](http://www.hrsinternational.com)