

Rivasa Hotels experienced a 10% increase in revenue with Hotelogix Cloud PMS

Rivasa hotels offer casual budget accommodation in Goa. They offer simple and down to earth space with colourful decor and excellent service. They are a technology-pro hotel group and they are always willing to adopt better technology for providing better service to their guests. However, they were facing a lot of issues with their existing on-premise PMS. And, it was impacting their business operations, revenue, and reputation. That is when they decided to explore the benefits of cloud technology.

Scenario and Challenges:

- **Absence of real-time integration with external systems**
like Channel Manager, Reputation Management and other systems. This leads to delayed flow of data & information and also makes daily operations very tedious for hotel staff.
- **Pulling out reports**
for each property was very **time consuming** and cumbersome.
- **Absence of centralized monitoring**
or single point reporting of all properties from a single location.
- **Loss of bookings, overbooking**
and issues of sold out dates leading to overall revenue loss.
- **No real-time reports**
and instant monitoring causing delayed decision making.





To beat their challenges and to see visible improvements in operations, occupancy, and revenue, Rivasa hotels signed up with [Hotelogix PMS](#) for its 3 properties. But, after witnessing the **instant results**, soon they added all their properties within a year.

Hotelogix PMS, because of its cloud nature helps in **switching quickly from on-premise to Cloud PMS**. Hence the **transition was really smooth and fast** for Rivasa group.

Hotelogix cloud PMS provides [integration with other third-party](#) tools like F&B POS, Accounting systems, and Channel Manager, etc. The Channel Manager integration has helped in tracking the bookings in real-time and therefore it has **grown their revenue by 10%**. **Additionally, Rivasa hotels saw an 11% improvement in occupancy**. Thanks to easy and seamless integration, Rivasa overcame the 'overbooking and 'sold out dates' issue also.

Their guest services improved directly because of customization and therefore there was an improvement on the guest reviews and online reputation as well. As an outcome of this, all the Rivasa properties are now centrally managed by a centrally located team.

Rivasa hotels made good use of [reports from the Hotelogix package](#) of many analytical reports like cashier report, pay-out report, inventory report, and most importantly daily sales report to make consolidated reporting and monitoring much easier and efficient. And other important reports that Rivasa is using regularly are business source report, GST report, settlement report, etc. Because of these easy to pull out reports, reporting and centralized monitoring is much easier now.

By virtue of detailed data capture and actionable insights provided by Hotelogix Rivasa's corporate team has been able to keep a **tighter business control** at the corporate and property level in decision making.

Solution:

They experienced following improvements and developments after onboarding with Hotelogix Enterprise-Grade PMS solution -

- **Absence of real-time integration with external systems** like Channel Manager, Reputation Management and other systems. This leads to delayed flow of data & information and also makes daily operations very tedious for hotel staff.
- Smooth transition from on-premise to Cloud PMS.
- Easy and **real-time integration** with Channel Manager and other integrations.
- **11% improvement in occupancy and 10% uplift in revenue.**
- Enhanced online reputation.
- Overbooking and sold out dates issue **eliminated**.
- Better **distribution** capabilities.
- Host of reports available for **easy monitoring and reporting**.
- **Centralized monitoring** from one location.

Ms. Namrata Desai, MD at Rivasa quoted *“Hotelogix is a cloud based hotel management software India, is the right solution for us and has enabled Rivasa to scale rapidly. In fact, transition from our from on-premise PMS was hassle-free, which was a major area of concern during our decision making to make this shift. Even for our staff, it was quite easy to get used to the new Cloud PMS”.*

She added further that *“Hotelogix has helped us with revenue uplift of 10% and savings due to [improved operational efficiency](#) and reduced IT overheads. At overall level Hotelogix has enabled Rivasa with the right tools and information to be in total control of our hotel operations”.*

Mr. Ratharaj Livingston, Associate Vice President, South Asia shared his view *“After onboarding Hotelogix, a cloud based hotel management software India, Rivasa hotels started experiencing improvement in their overall operations. As a result they observed a continuous growth of 10% revenue very early after getting live with Hotelogix cloud based PMS. We are committed to deliver excellent results with our Enterprise grade solution by transitioning our clients smoothly to cloud and drive their business growth”.*

With Hotelogix Enterprise Grade PMS, Rivasa continues to benefit in the areas like Greater distribution capabilities, enhanced online reputation and incremental business growth.

About Rivasa Hotels

Rivasa hotels offers four different hotel accommodations in Goa. Rivasa Emerald, Rivasa Resort, De Sai Palace, and Rivasa comfort. They offer comfortable and affordable accommodation at a budget price. Rivasa hotels offer all essential hotel amenities and dining along with free Wi-Fi and parking and excellent guest service.