

CASE STUDY **hetras – Hotel Management Software**

Fast • Efficient • Flexible

Business Case

hetras has developed the first pure Software as a Service (SaaS) application for hotels and hotel chains of all sizes that consolidates multiple functional areas into a unified application, by combining a traditional property management systems (PMS), central reservation systems (CRS), customer relationship management (CRM), channel management and internet booking engines. The company provides a complete set of end to end processes for hotel management through a 100% web application as SaaS through cloud computing.

hetras helps the hotel operator not only for the administration side, but also to generate new business, improve guest service, and increase guest loyalty.

Industry

Hotel Industry, Information Technology

Business Needs Addressed

Development and testing

Build infrastructure for development, testing and releases

Maintenance and support

Project Description

The project is driven by an agile methodology for the continuous delivery of functionality, having a stream based structure. The development process for each stream includes the documenting and developing of the functionality, creating automated tests, manual testing and deployment to the production server.

Within the structure of the application, there can easily be identified three tiers, the service provider tier exposing the web services and being the backbone for the SaaS, the web client tier consuming the web services and offering the user interface for user interaction with the system and the interfaces tier, easing the interaction of the 3rd party systems with the application web services. This separation facilitates easier maintainability and testing of the application.

We are involved in all the technical aspects of the development process, working together with the client for process definition and continuous process improvement.

The project uses a single code base used across all customers and deployments, in the same time focusing on configurability and parameterization options.



Customer profile

Company specialized in offering software solutions for the hospitality industry.

Webpage

<http://www.hetras.com>

Headquarters

Rablstr., 26
81669 Munich | Germany

misoft systems - is a dynamic software development and consulting company with a development center located in Eastern Europe (Cluj-Napoca/Romania) and an operational office in Munchen offering flexible, cost-effective services and innovative software products.

Our company is providing a flexible team of developers and quality assurance engineers, to work together, both on-site and off-site with the business analysts and developers of the client and our expertise in Microsoft related technologies offers the client a solid pool of resources that can be allocated depending on the client needs at a specific moment in the project lifecycle.

Project Benefits

The system makes easier for hotel operators to use a single solution for the most business-critical functions on a SaaS basis. This is greatly simplifying deployment, integration and training and gives hotels better management capabilities and a single reporting module.

With hetras, all reservations and guest profiles are managed in a single place instead of scattered among central reservation systems, property management systems, channel managers, hotel websites and guest loyalty databases.

The user interface is made fundamentally simpler than any hotel software and the applications runs as fast as any client server application.

hetras is the first professional hotel management software for hotels and chains delivered via the internet.

Quality is an important concern throughout the project, thus the migration to the IBM Cloud for development and testing environments and usage of automatic testing scripts together with integration testing, smoke testing and stress testing.

Technology

Microsoft .NET 3.5
SQL Server 2008
ASP.NET MVC3, IIS
WCF, XML
Visual Studio 2010, Team Foundation Server 2010
Telerik Controls
Microsoft AppFabric

Time Frame

March 2010 – present

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