



GPH

GRAMERCY PARK HOTEL

Since opening in 2006, Manhattan's 185-room and suite Bohemian Chic Hotel has relied on HotSOS to instantly deliver on the needs of its most eclectic guests

Gramercy Park Hotel NYC is Haute on Style and HotSOS

The Gramercy Park Hotel opened its doors in 2006 as a sensuous vision of artful diversity. The bold, individualistic spirit of the public spaces is carried on into the 185 guestrooms and luxury suites -- each different with its own unique, distinctive style.

Bursting with Haute Bohemian Heritage, this Manhattan property attracts a very special clientele that expects service delivery of the highest standards. As such, The Gramercy Park Hotel turned to **MTech** and its **HotSOS** (Hotel Service Optimization System) to streamline their guest-services processes -- from guest request and incident reporting to rapid response workflow and order fulfillment tracking.

"MTech's HotSOS, and its mobile version **H2GO**, gives our managers, engineers, roomservice team and housekeeping staff the ability to efficiently and accurately respond to our guests' and managers' requests for service," said Frantz Louis-Charles, IT Manager. "Because team members in these departments are equipped with an iPod Touch, it's very easy for them to be both reactive and proactive in providing service in record time.

"HotSOS not only helps us cater to guest's needs on the fly, but staff members can instantly identify public areas or equipment that needs servicing, and using their iTouch, can enter the information directly into HotSOS knowing it will receive fast attention," he said.

Later this month, The Gramercy Park Hotel will launch ICE (Interactive Customer Experience) from Intelity -- a solution that integrates with HotSOS to expedite guest requests even faster. ICE enables guests to use their Apple® mobile devices to request hotel services and amenities from virtually anywhere. Requests are then tracked through HotSOS.

"HotSOS tied to ICE, and also interfaced with our hotel's property-management system, is making it easy to build better guest profiles," Louis-Charles said. "The reporting functionality also is exceptional. The 'Hotel Service Order Log' and 'Hotel Executive Summary' reports are essential to efficient operations. Daily our General Manager can pull these reports to see how many guest incidents were logged and completed. Department managers and the G.M. also are provided average response times for all tasks and a breakdown of the number of man hours it took to complete each task. It's a tremendous service."

Gramercy Park Uses HotSOS:

- 70 times a daily
- 2,100 times a month
- 24,715 times a year
- 136,932 times since 2006



Gramercy Park Hotel is Haute on Style and HotSOS

With more than 20 integration partners, MTech's Internet-based software solutions have significantly improved workflows and excelled response times to guests' requests.

"We are very pleased that The Gramercy Park Hotel has achieved such great success with **HotSOS** and **H2GO**," said Luis Segredo, MTech founder and president. "HotSOS and H2GO bring to the table well-rounded, robust solutions that fill guest requests and solve problems when they occur. In this economic environment, it is critical to make guests happy and attend to their needs in a speedy fashion. When you do, your hotel will stand out from competitors and realizes market share gains in revenue and occupancy."

HotSOS offers users:

- Enterprise-Wide Guest History
- Intelligent Guest Arrivals Matching
- Powerful, Proactive Response Engine
- Built-In Brand Standards
- Fully Internet-Based System
- Service Delivery and Recovery
- Automated Quality Inspections
- Property Process Improvement

H2GO for iPhone/Touch enables users to:

- Create new work orders
- Add memos to existing or new orders
- View memos on existing orders
- View Guest information
- View and manage pending department orders
- View and manage pending orders for the user
- View steps on a preventive maintenance job
- View User Defined Fields on Rooms/Equipment
- View order history for the location or equipment
- Work in preferred language

HotSOS processes more than 50,000 work orders each day for 92,449 users around the world. For more information on HotSOS or other MTech solutions, visit www.m-tech.com.



About MTech

Since 1993, MTech has developed and installed solutions to help hotels work smarter – not harder. The company serves more than 1,800 hotels in nearly 50 countries. Focused on improving guest service by improving efficiency, MTech offers HotSOS, PMWorks, REX and now Libra OnDemand. All MTech solutions are enterprise level, SaaS solutions that offer maximum value with limited investment. MTech also provides consulting and training services to help customers achieve maximum value from their investments. It serves its customers from data centers in Miami, Las Vegas and Hong Kong and its company headquarters are Miami. For more information, please visit www.m-tech.com.