

CASE STUDY



Volanté Enterprise™ Software Operates on a Grand Scale

“It’s hard to articulate the value of Volanté. You don’t know what you are missing until you don’t have it. I can move a mobile register from one venue to another and have it reload the new menu in a few minutes!”

- Todd Krapp, Computer Systems Coordinator, Amway Grand Plaza Hotel

Customer:
Amway Grand

Website:
www.amwaygrand.com

Industry:
Hospitality
Hotel/Resorts

Location:
Grand Rapids, Michigan



Customer: The Amway Grand Plaza Hotel is an 862 room, AAA, Four Diamond luxury hotel, 500,000 sq. ft. Convention Center. With eleven restaurants and lounges comprising multiple venues of fast casual, fine dining, and quick serve restaurant with approximately 70 POS terminals, it's a regular host to conventions, meetings, special events and weddings.

Challenges: The Amway Grand Plaza was searching for a comprehensive, feature-rich hotel POS system that was easily customizable to meet their diverse needs. Their old system was not integrated and because of their multiple restaurants, they required centralized menu management. The intent was to simplify and consolidate this task. In addition, they were looking for an integrated gift

card/rewards system as they wanted to avoid investing in more complexity and more support staff.

Additionally, the Amway Grand Plaza was keen to implement was improved team-sharing capabilities, whereby multiple restaurant staff could be added to one bill, and the sales and gratuities evenly could be split evenly.

Solution: Volanté's Enterprise POS is now installed. Built on the Linux platform, its open-standards construction has kept costs down while allowing integration to be seamless. The solution approach implemented was a direct result of listening to the needs of the client and modifying the design so that it didn't dictate process change.

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"We're full of praise for the stability of the Volanté software as support team. Before, I would have to come into the hotel on an emergency basis 2 or 3 times a week. Since implementing Volanté, the problem is usually resolved before I arrive at our property. I'm able to spend more time servicing core business needs. The online support that was provided by Volanté was excellent. Help was never more than a phone call away, and you could always ask a question and get a good answer. Working with the Volanté team has been a very positive experience."

- Todd Krapp, Computer Systems Coordinator, Amway Grand Plaza Hotel

MORE INFORMATION

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Volanté built a fine dining solution in a few months that had the full functionality that the Amway Grand Plaza wanted while adding a number of nice features that were on their wish list.

Amway Grand Plaza is using Volanté's wireless POS capabilities within the convention center and the hotel's banquet operations, in addition to facilitating expansion into the hotel's retail operations.

Results/Benefits:

- Extensive POS installation throughout the hotel and adjoining convention center.
- Fully customizable to current and future needs.
- Allows the Amway Grand Plaza to use non proprietary hardware, resulting in:
 - Significant saving in capital costs
 - More uptime
 - Ultimately better customer service
- The staff find the system easy to use and love it.
- With the appropriate management controls in place, the staff can correct and consolidate bills much faster than the previous system.
- Transaction level details can be pulled up on demand and print, fax or e-mail requested information in seconds.
- Volanté also offers a full data reporting suite to aid management in decision-making. The suite was designed to provide:

"In regards to Volanté's peer-to-peer component, it certainly gives me peace of mind. I don't know if the outlet managers fully comprehend it yet, but they're not going to pad and paper in case of a system crash. That's simply not a problem anymore."

- Todd Krapp, Computer Systems Coordinator

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"I would say Volanté is the next generation of how team sharing looks; they've created a very nice, very simple platform. It's very functional, and the Outlet staff picked it up quickly. It's organized, quick and efficient...and very easy to use."

- Todd Krapp, Computer Systems Coordinator, Amway Grand Plaza Hotel

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- a clear insight into all aspects of operations. and more time managing their business.
- data reported by meaningful graphs, all accessed quickly and easily. By partnering with Volanté, The Amway Grand Plaza has found a hotel POS system that not only fulfilled their point-of-sale software requirements, but one that has exceeded their expectations while anticipating their needs at the same time. Much like the commitment the Amway Grand Plaza Hotel makes to its guests every day.
- tailored summary reports providing users the ability to view only the information they want to see.
- a means by which managers spend less time trying to find information



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- Todd Krapp, Computer Systems Coordinator, Amway Grand Plaza Hotel