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Intuitive Touch Technologies
to Serve Your Guest



FCS ADVANCED GUEST SERVICES REQUEST SOLUTION ADDS VALUE TO HOSPITALITY

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Singapore, Singapore – 05 MARCH 2010 – FCS Computer Systems announces the deployment of **e-Connect** - the guest service request solution at the Marina Bay Sands integrated resort in Singapore. **e-Connect** ensures consistent service quality for guests, assured end-to-end connectivity and enhanced operation efficiency.

e-Connect improves operational efficiency and enhances guest satisfaction through an automated job dispatch application. **e-Connect** has ultimate business intelligence to assign jobs based on staff skill sets, shift times, designated areas, and job loads and enables hoteliers to implement a one-touch, hassle-free service request facility for all guests. A web-based solution, **e-Connect** delivers the following benefits:

- Increasing service productivity and lowering overall operating costs.
- Increasing operational efficiency and competence.
- Improving guest experiences and satisfaction – leading to a high level of guest loyalty.
- Measuring and monitoring staff performance, and reducing duplication of resources.
- Identifying the most common service requests and items.

e-Connect is designed to enhance guest satisfaction and encourage brand loyalty by simplifying and automating the process required to meet guests' every need, to ensure an effective and efficient customer service. With **e-Connect**, hotels can manage service requests at up to 8 escalation levels, to ensure requests are dealt with effectively, within defined time frames. Service requests trigger automatic job dispatches directly to runners. This lowers the call center work load, and



"An artist's rendering of the Marina Bay Sands in Singapore"

About FCS

Founded in 1982, is a leading hospitality solution provider with offices in over 16 countries worldwide. With nearly three decades of experience, FCS has provided comprehensive solutions to more than 3,000 hotels with over 6,000 installations in 32 countries. FCS leads the way in hospitality expertise with a complete suite of systems including: universal billing engine for multi-service and multi property; universal interface to multiple PMS and PABX system; enhanced guest SIP based voice mail system; sophisticated guest requests call center management solutions; web-based multi service reporting; enhanced preventive maintenance & engineering systems; property based management system; and over 30 mobility interfaces for a wide variety of handheld devices

reduces the response and completion time of guest requests. **e-Connect** also enables hotels to gain from improvements in inter-department communications. **e-Connect** enables seamless team-working with handheld devices directly connected to the internal communications network.

Following careful assessments of the requirements, FCS delivers a scalable solution that truly represents the next generation in guest service architecture. Tony Lee, CEO of FCS Computer Systems, said, "The **e-Connect** solution will not only enable Marina Bay Sands to offer optimal guests' service delivery, but also offers the potential to minimize costs, increase productivity and operational efficiency."

in use worldwide. FCS has grown from a single product vendor to a multifaceted best of breed solution provider, the partner of choice for most major chain hotels operating in the world. For more information, please visit www.fcscs.com

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