

Dusit Hotel Nikko revamps IT Infrastructure

Along with the objective of further upgrading their facilities to maintain its industry-leading position, Dusit Hotel Nikko is also investing in a solid Information Technology (IT) infrastructure using the latest in technology. With these goals under way, Dusit Hotel Nikko is sure to provide its guests with faster service and a higher level of satisfaction, at a lower cost.

Dusit Hotel Nikko, has recently signed an agreement with a Microsoft Certified Partner, Raffles Solutions and Services Inc., to implement Microsoft Dynamics NAV. The solution acquisition is part of a move to upgrade the technology used by Dusit Hotel Nikko employees in managing operations for Finance, Purchasing and Inventory.

Microsoft Dynamics NAV helps Enterprise and mid-sized companies integrate financial, manufacturing, distribution, customer relationship management, and e-commerce data. Microsoft Dynamics NAV is both easy to use and simple to maintain. Tightly integrated with Microsoft Office, Dynamics NAV requires little to no training and gives employees simultaneous access to data from a single, familiar interface. It enables enterprises to streamline workflow by allowing employees, customers, vendors, and business partners to interact with the system through personalized Web portals. Data and reports can be viewed and customized across the Microsoft Office product suite, empowering employees with the information needed, in the shape and format wanted.

“Microsoft Dynamics NAV is ideal for companies with unique business processes and specialized needs, like Dusit Hotel. It offers businesses across industries a powerful yet cost-effective solution that can be tailor-fit to their particular business requirements,” said Bo Lundqvist, General Manager of the Enterprise Division, Raffles Solutions, Inc.

Raffles Solutions Inc. is a strategic partner of Microsoft in the Asian region, with a presence in over 12 countries. The company specializes in regional deployment of Enterprise Resource Planning solutions, including infrastructure architecture. With their core competency in Microsoft Dynamics NAV, Raffles Solutions can tailor-fit end-to-end business solutions for companies of any size in the Asian region. In the Philippines, Raffles Solutions is recognized for its leadership in Microsoft Dynamics NAV.



Photo shows executives from Microsoft Philippines, Raffles Solutions and Dusit Hotel Nikko during the kick-off of the Microsoft Dynamics NAV project. They are (from left) Fortune Magsadia, License Compliance Manager, Microsoft Philippines; Bo Lundqvist, General Manager of the Enterprise Division, Raffles Solutions, Inc.; Ikuo Itoi, General Manager, Dusit Hotel Nikko, Manila and Khun Khampi Suwanerot, Chief Operating Officer, Dusit Hotels & Resorts.

Ellis Gatchalian, Information Technology Manager of Dusit Hotel Nikko said “Having Raffles Solutions as our implementing partner for deploying Microsoft Dynamics NAV in Dusit Hotel Nikko has added to our assurance that this project will become a success. Their regional reach and documented in-depth knowledge of the Dynamics NAV product, as well as their number of Certified Professionals, complement their credibility as a leading Microsoft Certified Partner for Dynamics NAV.”

50 employees from Dusit Hotel Nikko’s accounting, billing, credit, and collection departments will be given training on using the new business solution with the help of Raffles Solutions Inc. “All Dusit Hotels and Resorts are migrating to Microsoft Dynamics NAV. With NAV, we can produce accurate and timely reports, which will allow us to provide better services to our patrons. Right now we are moving forward to have better tools, and Microsoft is part of that move,” reported Ikuo Itoi, General Manager, Dusit Hotel Nikko, Manila.

The company needed a system that will reduce the redundancy of tasks, allow the back office employees to produce reports more efficiently and process these in time for everyday use. According to Itoi, “the efficiency of the IT infrastructure is very important for our business in the hospitality industry. Technology allows us to produce accurate reports for executives, which are used to create marketing plans and strategies that will improve the service we impart to our guests here in Dusit Hotel Nikko.” Microsoft Dynamics will help cut off transaction processing time, promote effective collaboration and reporting, eliminate or reduce manual intervention and errors for data integrity and provide greater data visibility for decision-making.

“The easy analysis of data brought about by Microsoft Dynamics will enable business users of Dusit Hotel Nikko to come up with better decisions. It will allow the employees to focus on the business and not on the technical challenges of the system being used,” said Lyn Reyes, Partner Engagement Manager, Microsoft Philippines. Since its establishment in the Philippines in 1970, Dusit Hotel Nikko was also known as Manila Garden and Nikko Hotels.