

Pan Pacific Manila Expedites Financial Reporting with Microsoft Business Solutions

To address the growing demands of their thriving business, Pan Pacific Hotels and Resorts have started standardizing their financial management systems across all their properties on Microsoft business solutions for easier consolidation of reports. Pan Pacific Manila, with the help of Microsoft certified partner, Infosoft International Solutions, Inc. has successfully implemented Microsoft Dynamics in their finance department.

“Pan Pacific Manila takes pride in being the first full butler concept hotel in the Philippines and we have mastered the art of providing the best assistance for customers with our full butler service. Other than this, enhancing our back-end systems is also key to maintaining our industry-leading position in the hospitality sector,” said Eric de Veyra, Management Information Systems Manager, Pan Pacific Manila.

Microsoft Dynamics is a comprehensive business-management solution built on the highly scalable platform of Microsoft technologies. It offers cost-effective solution for managing and integrating finances, e-commerce, supply chain, manufacturing, project accounting, field service, customer relationships, and human resources.

De Veyra added, “Information technology is very crucial to the hotel business. We needed a system that will give us the stability to deliver all our business requirements timely and efficiently and Microsoft Dynamics allowed us to do exactly that.”

Pan Pacific Manila decided to migrate from their Scala system to Microsoft Dynamics after Scala business solutions ended local support in early 2000. “One of the aspects that made our migration a good decision was the level of support we were getting from Microsoft’s implementing partner, Infosoft International Solutions. This support is an important factor in making the system implementation a success,” shared de Veyra.

Infosoft International Solutions, Inc. offers across the enterprise business software solutions from office operations like finance and sales automation, marketing, customer relationship management (CRM), service and support, to back office operations including accounting, budgeting analysis, distribution and manufacturing.

“We recommend Microsoft Dynamics to our clients because of its high scalability and adaptability to the specific requirements of their organizations,” said Joris Spanhoff, Chief Executive Officer, Infosoft International Solutions Inc.

According to Lyn Reyes, Partner Engagement Manager, Microsoft Philippines, “The Microsoft suite of business solutions cater to the specific business management needs of organizations across different sectors. With the new system in place Pan Pacific will have a more improved and efficient way of managing their finances.” Microsoft Dynamics is ideal for companies that require highly integrated systems. It allows the individual users and the organization to serve various stakeholders better.

The new system will not only benefit its users in Pan Pacific’s finance department, but also the hotel stakeholders from the owners to the guests. De Veyra shared that, “With reporting standardized in a uniform system, our owners who are based in Singapore can immediately view the information they need.

This allows better analysis leading to faster and enhanced decision-making on their part.” Pan Pacific guests on the other hand are ensured of accurate billings and statements because of the stability of the system where data is generated.

De Veyra added, “With Dynamics we don’t have the problems on delayed delivery of reports that we used to have with Scala. The users in the finance department are twice as efficient with the new system. This efficiency becomes a chain of positive output since all tasks of the back office departments are connected.”

“Since we started using Microsoft Dynamics, we have saved 40% of our time in doing month-end reports. We are looking forward to explore all the other useful features of Microsoft Dynamics such as the online business portal, which will definitely up the standards for our information delivery and collaboration,” said Zenddie C. delos Reyes, Assistant Manager, Finance & Administration, Pan Pacific Manila.

The luxury hotel is exploring other Microsoft applications catering to the hospitality industry that can further improve their back-end systems.

“We recognize that everything is technology-driven and we would like to be able to take advantage of all the capabilities of Microsoft Dynamics to exceed international standards of quality service – both in the front and back ends of our hotel operations,” concluded de Veyra.