

gp dati
hospitality applications

**Hotel Management Software
and Solutions.**

➤ The company

GP Dati Hotel Service SpA is a software house for the hotel sector which designs **solutions for both the strategic and operating requirements of hospitality organizations:**

- from independent hotels to major Italian and international chains
- from residences to tourist villages
- from consortia, such as reservation centers, to call centers.

The company's professional technical staff, who have gained their experience working in the hospitality sector, **ensure a high level of specialization in resolving hotel management problems, the company's unique business objective.**

➤ What does GP Dati do

GP Dati deals with the

- design
- development
- installation
- consultancy
- training
- after-sales support
- hosting service delivery

of ICT for the tourism-hotel sector.

➤ Internal Organization

GP Dati concentrates its resources on strategic areas such as research and development and customer management.

The business organization is structured through work teams subdivided into:

- **Production, Research and Development Area** for the implementation of new solutions anticipating customer requirements
- **Systems Area** for the network and network implementations
- **24 hour, 7 days a week Customer support Hotline Area**
- **Customer Care Area** dedicated to customer profiling and loyalty
- **Administration and Control Area** for corporate economic and financial management
- **Marketing and Sales Area** for transferring the best application solutions to the customer
- **Consulting Area** for defining the Business Processes generated by the technology investments
- **Project Management Method Area** - for complex projects GP Dati provides its own Project Leader who represents the official interface with the Customer and will be responsible for coordinating the GP Dati Team and for meeting the objectives assigned and the quality of the deliverables.
- **GP Sourcing Area** for managing solutions and services in hosting mode, research into applications and technologies for the web and telecommunications area.

the user. **Control of the system after the go-live has to transfer naturally to the customer.**

➤ A single partner for all technology solutions.

GP Dati offers itself as a Main Contractor for projects covering a broad range of requirements. Thanks to the interaction with the Pellegrini Group, **GP Dati** is the recognized partner also for telecommunications, generating an all-encompassing service in the most strategic sectors of hotel life.

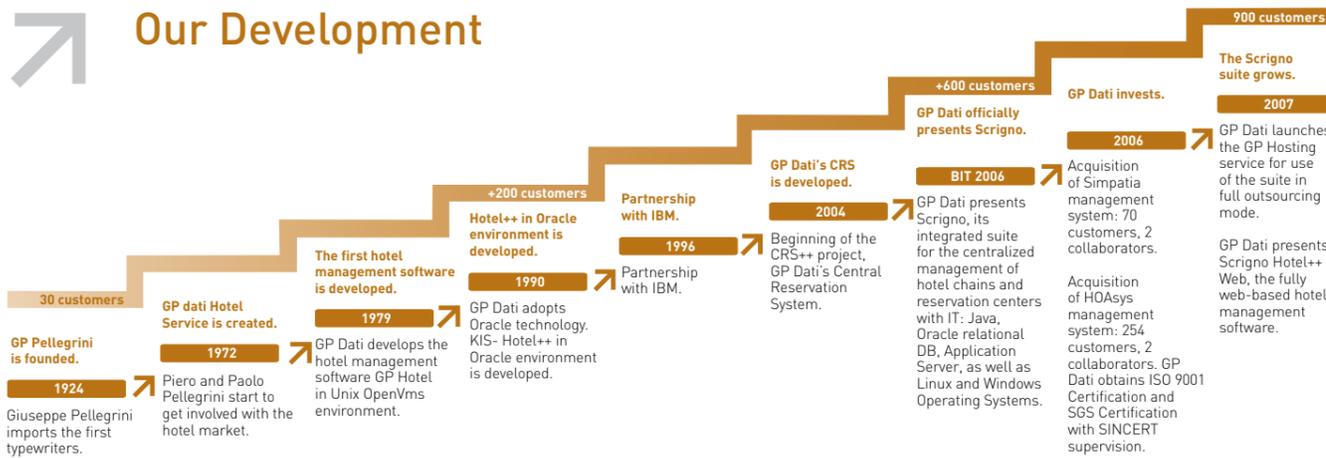
GP Dati is the only Italian company with a dedicated Telecommunication department. **GP Telecom Engineering** for Hotels is specialized in the design, dimensioning and installation of data/voice systems:

- internet distribution;
- telephone switchboards;
- building automation;
- access control and video-surveillance security;
- development of local networks (LAN) , geographical networks (WAN) and virtual networks (VPN)

➤ client oriented philosophy.

Scalable and modular solutions designed to achieve customer growth and provide them with sophisticated systems and solutions also in outsourcing mode. The customer can concentrate on managing the hotel. **GP Dati** will think of everything else. Thanks to the GP Hosting service, the web procedures and Customer data are hosted in **GP Dati's Data Center**, with high security and technical infrastructure parameters to ensure high standards to the customer at very low cost, both in terms of hardware investment and services.

➤ Our Development



➤ The company in brief

➤ Number of customer hotels and hotel chains: about 900

➤ Market share in the 4-5 star segment: 25%

➤ Market coverage: Europe

➤ Employees: 53

➤ Certifications: ISO 9001:2000

Certificate number IT06/ 0704 for design, development, installation, consultancy, training and after-sales ICT support in the hotel tourism sector.

Sincert

Awarded by the international certification body SGS, under the supervision of the accreditation institute SINCERT, the quality certification is for **GP Dati's 900 customers** a guarantee of transparency in the supplier/customer relationship and a guarantee of efficiency and effectiveness in addressing and solving customers' problems.

➤ Winning Design Aspects

➤ A design approach that is open and tailor-made for the customer.

It is the linchpin around which the business operates. We do not start with a pre-determined industrial software product that forces the user to adapt, rather with an open **software product tailor-made for the particular needs of each individual user.** In fact, the first thing we do is analyze the customer's business processes and then customize the solutions and services.

➤ Maximum transfer of know how to the user.

Our quasi-obsessive objective is to achieve the maximum transfer of know-how from the software producer to

➤ Partnership and collaboration

GP Dati works closely with international companies such as **ORACLE**, which ensure the high value of the technology adopted, and also with institutional Agencies such as the International Research Center for Tourism Economics (**Ciset, Università Ca' Foscari in Venice**) and business organization and consultancy companies.





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