



HRS Hospitality & Retail Systems

Hotels & Resorts

HRS is a leading IT company serving the hospitality industry for over

30 years.

Global presence in over 75 countries

The world's largest Oracle Hospitality Partner

Providing innovative solutions relating to food & beverage establishments, hotels, and retail

Delivering the highest levels of service and support

SERVICES:

Implementation of Oracle Hospitality Solutions

Opera PMS, MICROS/Simphony, new installations, updates, upgrades, configuration change, interfaces and new modules implementation, etc.

Value-Added Support

Local, onsite support from certified technicians and 24-hour, 365-day responsive help desk.

Custom Development

Fiscal interfaces, payment gateways, data exports/ reports, integrations, etc.

TNG Implementation & Support

Our own guest activities (spa/wellness/etc.), membership/loyalty and cashless payment system fully integrated with Oracle Hospitality solutions.

Complementary Solutions

Such as channel manager, web booking engine, reputation management, benchmarking, consolidated budgeting and reporting, analytics platform, etc.

When you choose HRS, you choose to engage with a reliable and proven partner who cares deeply about you and your business.

Founded in 1990 by British entrepreneur Joanne Vaughan, HRS set out on a path that has transformed the world of information technology in the hospitality and retail market.

Today, HRS is an international company and an IT solutions leader with a team of over 650 talented professionals. No matter where you are located in the world, our team is dedicated to establishing each customer relationship with two common goals in mind - long-term success and steady growth of business.

HRS is the best choice for integrated, end-to-end solutions.

We speak the same language as our customers. We understand their requirements and expectations. We make our customers stronger and more efficient; enabling them to focus on what matters most - building a successful and profitable business.



TNG: A fully-integrated guest activities and customer loyalty solution.

- Wellness Management
- Loyalty Programs
- Account Management
- Cashless Operations
- CRM

Opera PMS

- Front desk
- Billing
- Reservations
- Profile management
- Rooms management
- Global perspective
- Reporting
- Accounts receivable

Unrivaled customer service

Industry-leading technology & services

Localized service & support

Single source solution

Exceptional Service & Support

Global expertise. Local knowledge.

Our industry-leading customer service team is available round-the-clock to rapidly diagnose and resolve technical problems. They also proactively plan for future support with the goal of reducing your long-term maintenance cost.

- ✓ Global presence, local service
- ✓ Local, onsite support from certified technicians
- ✓ 24-hour, 365-day responsive help desk
- ✓ Technical account managers
- ✓ Project management team
- ✓ Preventative maintenance & disaster recovery
- ✓ System configuration & customizations, installation, upgrades, user training, and personalized documentation