

best

MAS 200

CUSTOMER

Wyndham International, Inc.
Patriot American Hospitality

CORPORATE PROFILE

Headquarters

Dallas, Texas

Type of Business

Hotel operation and management

Number of Locations

Wyndham International: 300

Performance Hospitality

Management: 60

Number of Employees

33,000 worldwide

Annual Revenue

Approximately \$2.3 billion

SYSTEM PROFILE

Computer System

- PC compatibles

Operating System

- Microsoft Windows NT
Terminal Server edition
with Citrix MetaFrame

MAS 200 Modules in Operation

- Accounts Payable
- General Ledger
- Visual Integrator



Red Carpet IT Service for Hotel Management with MAS 200-Citrix System

When you relax in the comfort of a Radisson, Hilton, Omni, Doubletree, Sheraton or Holiday Inn hotel, chances are that you're being served behind the scenes by Patriot American Hospitality (PAH). A division of Wyndham International, PAH manages 60 non-proprietary branded hotels ranging from upscale convention hotels and resorts to limited service inns located throughout the United States, Canada and Mexico.

PAH works hard to stay at the forefront of both the hospitality and information technology industries. This explains its move to thin-client computing, considered by many to be the technology

of the future. Thin-client computing replaces fully loaded networked PCs on every desk with a more streamlined (and economical) system, where software and data reside on a single server and are accessed from individual workstations or low-cost terminals.

Patriot American Hospitality turned to thin-client computing initially as an answer to Y2K compliance issues. With MAS 200 on a Citrix MetaFrame platform, the company also found an answer that greatly enhanced its accounting capabilities, and saved 82 percent of projected costs over a traditional local-area network.

CONTINUED

"We've been extremely pleased with the response time of MAS 200 in the Citrix environment. Users gain access as quickly as they did with a LAN, so I've had zero complaints about processing times."

*Vince Mennella, Vice President
Wyndham International*

THE CHALLENGE

"Computer isolation" had become a big problem at PAH. About half of its hotels were large enough to warrant having their own controller and accounting system on site. Each had a separate operating system and accounting program, which could not "talk" directly to the computers in the Dallas headquarters. Most were not Y2K compliant, either. It was definitely time for an update.

Vince Mennella, vice president of PAH, had introduced MAS 200 to every company he had worked with since 1983. So he suggested the package to PAH's due-diligence committee researching a new accounting system. The committee was very impressed, not only with MAS 200's capabilities, but also with the fact that MAS 200 can run on the Citrix platform — creating ultra-thin client computing.

THE SOLUTION

Now that PAH has implemented MAS 200 on Citrix, the group has seen major savings in three areas. First, it has reduced the cost of purchasing software. Instead of having to obtain full software packages for all the hotel locations, PAH was able to buy a single copy of the Citrix operating system and one copy of MAS 200, plus two or three user licenses per location. The software was loaded onto a server with 512MB of RAM and a 9.1GB hard drive in the Dallas headquarters.

The second significant money-saver has resulted from fewer outlays for hardware. Since MAS 200 delivers data so efficiently to the Citrix Server, existing hardware at each of the hotel locations easily supports the new system. PAH's only hardware expense was the addition of 56Kbps V.90 modems to each user workstation.

The modems run at an enviable speed. "We've been extremely pleased with the response time of MAS 200 in the Citrix environment," Mennella observes. "Even though we use regular dial-up phone lines, our users gain access as quickly as they did with a local-area network. I've had zero

complaints about processing times."

The third major money-saver was ease and speed of conversion. The conversion was very quick and accurate, mainly because of MAS 200's Visual Integrator and General Ledger's data exchange feature. Plus MAS 200 has built-in safeguards to make sure the financial data stays in balance.

Within only two days, Mennella and the other PAH accountants were able to convert the old system data files to MAS 200. After a 10-minute discussion with the MIS department in Dallas, users at each location could access the main server, verify printer settings, connect to the main site, and pick up work where they'd left off.

Faster reporting is yet another bonus of the new system. As a division of a large corporation, PAH processes accounts payable and financial statements for each of its hotel locations. Prior to the conversion, if Mennella wanted this information at the head office he telephoned the hotel site and requested an e-mail or overnight delivery. With MAS 200 running on Citrix he can "call up" the information remotely at his computer and print it out in minutes. He doesn't have to worry about the confidentiality of sensitive data, either. Ample security features within Microsoft Windows NT, Citrix and MAS 200 ensure that specific data is available only to authorized users.

"Having seen MAS 200 at work in four different companies, I know what a powerful and successful tool it can be. But this was my first exposure to MAS 200 in a Citrix environment — and I am doubly impressed. The application has already saved us a lot of money in both hardware and software. And it's made us more efficient, too, so we no longer need an army of people at headquarters just to process the numbers."

The logo for Best Software, featuring the word "best" in a lowercase, bold, sans-serif font. The letters are a dark teal color. The background behind the text is a light, circular glow.

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