RMS Implementation Strategy

Introduction

This document provides a suggested strategy for the implementation of the RMS Property Management System (PMS). Over the last 30 years the RMS team has conducted hundreds of system replacements and is extremely proficient in overcoming the challenges of change management.

Executive Overview

- Site systems audit
- Implementation planning
- Database configuration, data entry, data transfer
- Multi-level training – management, front office staff, back office etc.
- Changeover – “Go Live” date

Human Resources

The key stakeholders in the implementation would include but not be limited to:

- Client - Site Project Lead
- RMS – Allocated Trainer

The client will nominate the stakeholders to own and partake in the project during the implementation stage. Dependent on the size and structure of the business this might include:

- Senior management representation
- Accommodation manager/assistant manager
- Financial controller/accounts/bookkeeper
- Housekeeping/ground staff manager
- Human resources manager
- Key operations staff
An e-mail distribution list should be created to maintain an efficient method of communication with the key stakeholders in a timely manner.

**Site systems audit**

To ensure that the site’s technical infrastructure is compatible with RMS a detailed hardware audit should be undertaken. RMS9 will run on almost any computer however several aspects of the local environment such as monitor size and quality, printer configuration and web connectivity should be audited to ensure an optimum experience.

Following the site systems audit any remediation should be achieved prior to implementation.

**Implementation Planning**

Once the site is ready to proceed a meeting should be held on-site or remotely with all the major stakeholders to discuss and map the rollout of the system.

The aim of this process is to identify the requirements of the operators in detail so that the system can be configured appropriately.

Items to be covered at the meeting would include but not be limited to topics regarding:

- Field label names – RMS has the ability to customise field labels such as account/folio, client/guest etc
- Fields to be set to mandatory
- Drop down list population – Source of business, market segments, payment methods etc
- GL Codes
- Sundry charge list
- Requirements list – Reminders, guest preferences, amenities
- Security profiles
- Any other matters that require discretionary input from the management team
- Assignment of responsibilities

Dependent on the size and structure of the business this meeting/s may take between one hour and one day.

**Database Configuration**

Once the details have been resolved at the implementation meeting and the property’s project team has been nominated, the RMS training team lead by the project manager will work together with the property’s project team to begin to configure the database and enter data.
In the initial stages this would be performed on a single workstation connected to the cloud, preferably in isolation from the distractions of day to day business but central enough to have access to decision makers in the inevitable need for discretional adjudication.

Prior to entering forward bookings and bought forward balances the existing client database needs to be extracted from the incumbent system into a compliant format (if this is possible or in fact desired). When the database has been placed in a compliant format, a once only opportunity exists to cleanse the data. This includes deleting duplicate entries, deleting old entries and formatting issues (Caps lock on/off) etc.

Following cleansing of the data it can be imported into RMS. This makes the process of re-entering forward bookings immeasurably easier. However the option of importing “client only” data should be given consideration. It is pointless making a fresh start in a new system with bad data. It is completely reasonable to consider re-keying forward bookings. This ensures the purity of the data and offers an excellent opportunity for user training using real data.

At this point data entry including forward bookings, travel agents, company information etc will be entered into the system.

Estimated timing and RMS involvement might be as follows:

<table>
<thead>
<tr>
<th>Item</th>
<th>Time Frame - Hours/Days</th>
<th>RMS Involvement - Hours/Days</th>
</tr>
</thead>
<tbody>
<tr>
<td>Implementation meeting</td>
<td>1 hour - 1 day</td>
<td>1 hour - 1 day</td>
</tr>
<tr>
<td>Database configuration</td>
<td>10 hours - 2 days</td>
<td>5 - 10 hours</td>
</tr>
<tr>
<td>Data Entry</td>
<td>1 - 3 days</td>
<td>N/A</td>
</tr>
<tr>
<td>Training</td>
<td>3 hours - 3 days</td>
<td>3 hours - 3 days</td>
</tr>
<tr>
<td>Go live day</td>
<td>Live</td>
<td>1 hour - 1 day</td>
</tr>
</tbody>
</table>

Training

Training for any property must take account of several factors. These factors include:

- Business size and complexity
- Staff numbers and their corresponding skill sets
- Department roles and responsibilities
• Spread of hours of operation

Remote - Live

All aspects of the implementation process can be provide remotely using the latest screen sharing technologies or onsite. Remote implementation offers substantial cost savings, is less intrusive and is more easily scheduled to be less disruptive.

Any business can opt to have some or all of the implementation process conducted on site.

Go Live

Running systems in parallel is extremely confusing and onerous for operation staff and management. We recommend that this be done for the least possible time if at all. Once a go live date is chosen the implementation lead will advise a plan for a smooth transition.

First month of operation

Whilst the full support network will be available to you at all times it will be your RMS implementation lead that will be your first point of call for any assistance during the first month of operation. Your RMS implementation lead is ultimately responsible for the success of the conversion and has a vested interest in your satisfaction.

Flow Chart

CLICK HERE to download the Flow Chart