CASE STUDY

RIVERSIDE HOTEL

JACKIE HAGER (CONTROLLER)

HOW ORACLE'S SIMPHONY POINT OF SALE HAS IMPACTED RIVERSIDE HOTEL.

ABOUT RIVERSIDE

Riverside Hotel is a BW Premium Collection property located in Bosie, ID. Nestled on over 14 acres along the beautiful Boise River, the resort–style property features 300 remodeled guest rooms and suites, multiple dining options, room service, event space, adjacent winery and both indoor and outdoor pools. All with direct access to the Bosie River Greenbelt.

CHALLENGES RIVERSIDE WAS LOOKING TO SOLVE:

- Moving from On Prem to Cloud
- Interfacing to Opera Front Desk
- Managing employee tips
- Automating Room Service
- Automating Reports via email
- Mobility
- Better menu design within the POS

WHAT RIVERSIDE WAS LOOKING FOR WITH THEIR NEXT VENDOR:

It was important to partner with a vendor that would provide top notch customer service. "I get immediate responses from Mike whenever I send an email".

HOW DCRS AND SIMPHONY PROVIDED SOLUTIONS TO WHAT RIVERSIDE WAS LOOKING FOR:

- Simphony was a natural progression to Cloud and had all the interface requirements needed to connect with Opera.
- We were able to implement QR Code ordering within Simphony for Room Service to allow guests to order online vs calling. Freeing hotel staff from answering the phone and increasing sales that they did not have previously.
- We were able to add Oracle Series 700 Tablets to their pools, to improve overall speed of service. Giving them their first handheld solution, Riverside employees have embraced it.
- Added Oracle 700 Tablets and Oracle Workstation 300 to use in their Banquets to better track exactly what is sold. Allowing their Catering Department to more accurately price their functions.
- Introduced Tiphaus with its interface to Simphony. Allowing Riverside to properly manage and distribute tips and tip pooling at the end of each shift.

WHAT DO YOU VALUE THE MOST IN PARTNERING WITH DCRS AND ORACLE:

"What we appreciate the most in partnering with DCRS is that you always give us options vs. giving only one solution. Always explaining what's best for our business. DCRS has a ton of knowledge on site, and our team has learned a lot."