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| **Check Inn** |
| **Vision and Scope Document** |
| **#1 Hotel Management System** |

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# Business Requirements

## Background

We are a proud Canadian chain hotel brand who is experiencing rapid growth and evolution driven by advancements in technology and changing consumer preferences. As our brand strives to enhance guest experiences, streamline operations, and maximize efficiency, the need for a comprehensive and efficient hotel management system becomes crucial for the next expanding plan. Moreover, with the rise of online booking platforms and the increasing popularity of using mobile devices for travel planning, hotels must adapt by offering seamless online reservation systems and guest-facing mobile applications for various hotel services.

The previous methods of managing hotel operations are becoming outdated and inefficient in today's fast-paced environment. From reservations and check-ins to housekeeping and billing, there is a growing demand for digital solutions that can integrate and automate various aspects of hotel management. For instance, the traditional room services requests were made via landline telephone in their hotel room to contact the front desk. This method of communication however sometimes would cause misunderstanding and lead to bad user experience. With the integration of the new digital platform, hotel customers could easily request their needs through our mobile app with clear instructions such that hotel staff could provide services at an fast pace.

Meanwhile, the multitude of tasks involved in providing services like issuing bills can overwhelm staff when a hotel has a high volume of customers, and it leads to occasional errors. Managing such tasks manually becomes a heavy burden on staff members. However, with our micro-services integrated on our digital solution such as the billing system could significantly alleviate the efficiency challenge. Take the billing problem as an example, enabling staff to update bills directly within the system, and allowing customers to conveniently access and review their bills through a dedicated mobile app, the process becomes streamlined and efficient. This not only saves valuable time for both staff and customers but also reduces the likelihood of errors, ultimately enhancing the overall guest experience.

Furthermore, as a chain brand, leveraging digital platforms to collect and analyze hotel data, as well as customer data, is a strategic move that can greatly contribute to enhancing customer experiences and supporting expansion plans. Implementing a robust digital platform allows for the seamless integration of various data sources, including reservation systems, guest feedback, and operational metrics. This comprehensive data set can be analyzed to identify trends, preferences, and areas for improvement.

A well-designed digital platform can provide insights into customer behavior, allowing the chain brand to personalize services, tailor marketing strategies, and optimize operational processes. Understanding guest preferences and patterns can lead to targeted offerings, improved guest satisfaction, and increased loyalty.

However, it is crucial to prioritize data privacy and security while implementing and managing the digital platform. Adhering to industry standards and regulations will build trust with customers and ensure the responsible handling of their data.

Overall, we are aiming for creating a robust hotel management system to address these challenges by providing a centralized platform for managing all hotel operations.

## Business Opportunities

As an expanding brand chain, our hotel franchises are under increasing pressure on enhancing operational effectiveness, raise guest satisfaction levels, and boost profitability in the quickly changing hospitality industry. As a digital solution for the needs of our hotel brand expanding plan. Our technology is made to provide us more business opportunities by solving a number of significant pain points that this industry faces:

### Simplified Operations:

To manage reservations, guest check-ins and check-outs, housekeeping schedules, and maintenance activities, many hotels continue to use antiquated, manual, or semi-automated procedures. By automating these procedures, our hotel management system lowers the possibility of human error and frees up employee time to concentrate on delivering first-rate guest services.

### Improved Guest Experience:

Travelers expect a personalized and smooth experience from the moment they consider booking to the moment they check out. Our system includes features like online booking, online check-in/check-out, personalized room preferences, and integration with loyalty programs, all of which cater to the modern guest's expectations.

### Integrated Communications:

For a hotel to run smoothly, there must be effective communication between the various departments (e.g., front desk, housekeeping, and maintenance). Our system provides integrated communication solutions that guarantee departmental alignment, enhancing operational efficiency and service delivery.

With the backing of our digital platform integration, our brand franchise can distinguish itself from competitors by utilizing technology to improve operations and guest services. It will not only empower hotels to offer superior guest experiences and more effective service, but also attract more potential franchisees seeking to align with our brand. We want to expand our hotels to have 30 new locations deployed across Canada in the next 10 years.

## Business Objectives

The primary business objectives for the deployment of our hotel management system are as follows:

### Boost Guest Satisfaction:

Within 18 months of the system's implementation, raise guest happiness by 20% by providing more individualized services and a flawless guest experience, as determined by post-stay surveys and online reviews.

### Improve Operational Efficiency:

Enhance the efficiency of hotel operations by reducing the time spent on manual tasks by at least 30% within the first year of system implementation.

### Encourage Innovation:

To keep a competitive edge in the industry, we'll constantly be updating and innovating our system features based on input from customers and new developments in technology.

### Reduce Human Capital Costs Through Digitalization:

Decrease the reliance on manual labor for routine and administrative tasks by 25% within the first two years of implementation. This will be achieved by automating processes such as bookings, check-ins/check-outs, housekeeping scheduling, and maintenance requests, thereby allowing staff to focus on higher-value activities that enhance guest experiences.

### Boost Workforce Productivity:

Provide hotel employees with resources that will increase the efficacy and efficiency of their work. We want to provide integrated maintenance and customer service tools, real-time information access, and job automation to boost staff productivity by 20% in the first year of implementation.

### Expand new hotel locations:

Attract a minimum of 10 franchisees in the next 10 years to bolster our expansion strategy aimed at establishing 30 new locations throughout Canada.

## Success Metrics

### Enhanced Guest Experience Metrics

* Customer Satisfaction Improvement: Achieve an average customer satisfaction (CSAT) score of 90% within the first year post-implementation, as measured by surveys conducted at various touchpoints (check-in, post-stay, and post-service usage).
* Mobile App Adoption: Ensure 70% of guests download and use the hotel's mobile application for services such as check-in, check-out, room service, and bookings within six months of app launch.
* Service Resolution Efficiency: Reduce the average resolution time for guest service requests by 50%, aiming for a resolution time of under 2 hours for at least 95% of requests.

### Operational Efficiency and Staff Productivity Metrics

* Digital Check-in/out Penetration: Achieve 80% of all check-ins and check-outs through digital channels, significantly reducing front desk congestion and wait times.
* Housekeeping Optimization: Implement a real-time room status tracking system, aiming to reduce the average room turnaround time by 30% while maintaining quality.

### Financial Performance Metrics

* Direct Booking Growth: Increase direct bookings through the hotel’s digital platform by 30%, reducing commission expenses paid to third-party booking sites by 20%.
* Operational Cost Efficiency: Achieve a 20% reduction in operational costs associated with manual processes (e.g., paperwork, manual billing) within the first year.
* Revenue Enhancement: Generate a 15% increase in revenue per available room (RevPAR) through improved occupancy rates and upselling opportunities within the first year.

### Data and Security Metrics

* Data Integration Completeness: Successfully integrate 100% of existing data sources (reservation systems, customer feedback, operational systems) into the platform within six months, ensuring a single source of truth.
* Privacy and Security Standards Compliance: Maintain 100% compliance with international data protection regulations (e.g., GDPR, PIPEDA) from the outset, with no data breaches or security incidents.
* Data-Driven Decision Making: Utilize the platform’s analytics to drive at least a 25% improvement in personalized guest experiences and operational decisions within the first year.

### Sustainability and Environmental Impact Metrics

* Digital Transition Impact: Achieve a 50% reduction in paper use by transitioning to digital processes for check-in/out, billing, and room service orders within the first year.
* Energy and Resource Management: Implement energy and resource management features that result in at least a 10% reduction in energy and water usage within the first two years of platform operation.

## Vision Statement

In a fast changing hospitality industry, we aspire to be the beacon of innovation and client delight, transforming every encounter into an opportunity for unforgettable experiences. Our mission is to reimagine the essence of hospitality with our cutting-edge digital platform, making our Canadian business the #1 choice for travelers seeking comfort, convenience, and connection.

We are dedicated to providing a seamless, intuitive, and personalized guest experience from the moment of booking to post-stay feedback. Our platform will use cutting-edge technology to allow guests to tailor their stay to their exact specifications, whether it's selecting the ideal room, scheduling a spa treatment, or discovering local experiences—all at their fingertips.

Our vision revolves around operational excellence. We will provide our team with technologies that automate typical work, allowing them to focus on what they do best: generating outstanding visitor experiences. Our platform will combine all operational aspects, from housekeeping to billing, ensuring efficiency, accuracy, and agility in responding to our guests' requests in real time.

Financial performance and growth are critical to our vision. We hope to considerably increase revenue while decreasing reliance on third-party platforms by using direct bookings, streamlining resource management, and providing targeted upsells. Our platform will give actionable insights drawn from data analytics, allowing us to constantly improve our services and operational strategies in order to stay ahead of industry trends.

Data privacy and security are crucial. Our commitment to protecting our guests' information remains steadfast. We will maintain the greatest levels of data protection, earning our guests' trust and maintaining compliance with global rules.

Our vision goes beyond the digital realm. We are committed to sustainable and responsible hospitality. Our platform will promote eco-friendly practices, lowering our environmental impact and encouraging guests to take part in our sustainability projects.

As we look ahead, our objective is clear: to become the most popular hotel brand among young people in Canada. We will constantly evolve, pushing the envelope to exceed expectations, foster loyalty, and inspire our guests to travel the globe with us. Together, we will set new benchmarks for the hospitality business.

## Business Risks

### Data security and privacy

Technological Changes: Rapid advancements in technology can quickly render existing software obsolete. Keeping up with new technologies and trends is essential to remain relevant and competitive in the market.

### Intellectual Property Protection

Protecting intellectual property (IP) rights is crucial for software development companies. There is a risk of IP theft, infringement, or unauthorized use, which can undermine the company's competitive advantage and revenue streams.

### Market Competition and Differentiation

The hotel industry is highly competitive, with numerous players vying for market share. A significant risk is the failure to differentiate the hotel management platform from competitors. This includes offering unique features, superior user experiences, or more efficient operational capabilities. Without clear differentiation, the platform risks being overshadowed by existing solutions, impacting adoption rates among hotels and satisfaction levels among end-users.

### Integration and Compatibility Challenges

Hotels operate with various legacy systems and third-party applications for different aspects of hotel management, such as payment processing, customer relationship management (CRM), and property management systems (PMS). Ensuring seamless integration with these existing systems is critical. There is a risk that integration challenges could lead to operational disruptions, inefficiencies, or increased costs, undermining the value proposition of the new hotel management platform.

### Regulatory Compliance and Legal Risks

The hospitality industry is subject to a myriad of regulations, including but not limited to, consumer protection laws, labor laws, and health and safety standards. Additionally, as the platform will handle sensitive guest data, it must comply with global data protection regulations such as GDPR in Europe and PIPEDA in Canada. Failure to comply with these regulations could result in substantial fines, legal challenges, and damage to the brand's reputation.

### User Adoption and Change Management

The success of the platform depends on its adoption by hotel staff and guests. There is a risk that resistance to change, lack of training, or inadequate support structures could hinder effective adoption. Ensuring that the platform is user-friendly, providing comprehensive training programs, and establishing clear channels for support and feedback are essential to mitigate this risk.

### Dependence on Third-Party Vendors and Technology Partners

Developing and maintaining a sophisticated hotel management platform often requires collaboration with third-party vendors and technology partners. There is a risk associated with dependency on these partners, including potential disruptions in service, disagreements over contractual obligations, or changes in third-party vendor strategies that could affect the platform's functionality and reliability.

## Business Assumption and Dependencies

### Market Demand and Technological Adoption

We assume a continuous increase in demand for digital solutions within the hospitality industry, driven by evolving consumer preferences towards convenience and personalized experiences. This includes the readiness of both hotel staff and guests to adopt new technologies for enhancing operational efficiency and guest satisfaction.

### Regulatory Stability

The project assumes a stable regulatory framework, particularly concerning data protection and privacy laws, which will not impose unexpected compliance costs or operational restrictions.

### Technological Infrastructure

The scalability and security of the technological infrastructure form the foundation of the platform's reliability. This dependency includes robust servers, secure databases, and comprehensive network capabilities to handle varying loads and protect against cybersecurity threats.

### Integration Capabilities

Essential to our strategy is the assumption that the platform will seamlessly integrate with existing hotel management systems and third-party services, enhancing our operational capabilities without significant disruptions.

### Infrastructure and Service Reliability

We depend on the reliability and scalability of our IT infrastructure, including cloud services, to support the platform's operations, ensuring minimal downtime and optimal performance.

### Technology Partnerships

Our project's success is deeply dependent on collaborations with technology partners and vendors for critical components such as cloud hosting, cybersecurity, and payment processing. The quality and stability of these relationships are crucial for the platform's performance and security.

### Compliance with Regulations

Adherence to local and international regulatory requirements is a fundamental dependency. The platform's design and operations must comply with regulations around data protection, financial transactions, and hospitality standards to avoid legal penalties and maintain trust.

### Financial Resources

Continuous development and scaling of the platform require ongoing financial investment. This includes securing initial funding and maintaining a steady flow of resources for operational expenses, development costs, and market expansion activities.

### Marketing and Brand Support

The adoption and success of the platform are dependent on effective marketing and branding efforts. These efforts are crucial for promoting the platform within the hotel chain and to the end-users, highlighting its value propositions and differentiators.

### Expanding Hotel Branding

The business relies on the assumption that implementing new integrated technology will entice more franchisees, reduce costs, and drive sales, particularly by appealing to younger consumers through mobile platform solutions. Success hinges on the effective adoption of this technology and the ability of the mobile platform to captivate the desired demographic. Ultimately, the business's expansion plans and profitability are contingent upon the fulfillment of these assumptions and dependencies.

# Scope and Limitations

## Major Features

### Online Booking and Reservation Management

Enables guests to book rooms through an intuitive online platform, with real-time availability and pricing. The system automates reservation management, reducing manual input and the potential for errors.

### Check-In/Out and Room Assignment Automation

Streamlines the check-in/out process, allowing for mobile check-in/out options and automated room assignments based on guest preferences and status, enhancing the overall guest experience.

### Guest Profile Management

Collects and manages detailed guest profiles, including preferences, stay history, and feedback. This feature supports personalized service delivery, recognizing repeat guests and customizing their experiences.

### Dynamic Pricing and Revenue Management

Utilizes market data, booking trends, and occupancy rates to adjust pricing dynamically. This maximizes revenue potential and helps in developing effective promotional strategies.

### Housekeeping and Maintenance Scheduling

Automates the scheduling of housekeeping and maintenance tasks based on real-time room status updates, ensuring efficient operations and guest satisfaction.

### Customer Relationship Management (CRM) Integration

Integrates with CRM systems to leverage guest data for marketing, loyalty programs, and personalized communication, enhancing guest retention and satisfaction.

### Feedback and Review Management

Facilitates the collection and management of guest feedback and online reviews, allowing hotels to respond proactively to guest concerns and improve service quality.

### Data Analytics for Customer Insights

Leverages data analytics to provide valuable insights into guest behavior, preferences, and trends. This feature supports strategic decision-making, targeting marketing efforts, and customizing guest experiences.

## Scope of Initial Release

### Basic Guest Profile Management

Create and manage simple guest profiles, including essential information such as name, contact details, and reservation history. This foundational feature supports basic personalization of service and enables the initial collection and analysis of guest data for insights.

### Simplified Reservation System

Empower hotel staff to manually add, view, and modify reservations. This streamlined system will efficiently track room availability, facilitating straightforward management of bookings without the need for complex algorithms or integration with online booking platforms.

### Enhanced Room Services Management:

This feature extends beyond basic room inventories to include room status tracking (clean, occupied, needs maintenance) and service requests. It enables real-time updates and communication between housekeeping, maintenance, and front desk staff to ensure rooms are prepared to guest specifications, improving operational efficiency and guest satisfaction.

### Basic Billing Module:

Automate the generation of straightforward invoices for guests, detailing charges for their stay and any additional services selected (e.g., room rate, breakfast). This module allows for manual entry of services and payments, streamlining the billing process.

### Staff Management System:

Introduce a centralized platform for managing staff schedules, tasks, and communications. This system will support assignment of duties based on real-time needs and availability, track completion of tasks, and facilitate direct communication among team members. By optimizing staff allocation and enhancing coordination, this system aims to improve overall operational efficiency and responsiveness to guest needs.

## Scope of First Subsequent Release: Integration and Automation Enhancements

### Enhanced Online Booking

Develop and integrate an online booking system to allow guests to make reservations directly through the hotel’s website or mobile app, including real-time availability checks.

### Reservation Management

Implement automated reservation confirmation, modification, and cancellation processes, reducing manual workload and improving guest satisfaction.

### Data Collection for Customer Insights (Light)

Collect basic data from guest stays and feedback for insights. Initially, this could be as simple as tracking the most frequently booked room types and guest feedback scores to identify areas for improvement.

## Scope of Second Subsequent Release: Advanced Analytics and Personalization

### Advanced Data Analytics

Introduce advanced analytics tools with dashboards for real-time insights into guest behavior, booking trends, and revenue management, supporting more informed decision-making.

### Personalized Guest Experiences

Utilize guest profile data to offer personalized room recommendations, services, and promotions, enhancing the guest experience and loyalty.

### Feedback and Reputation Management

Functionality: Implement a system for collecting, managing, and responding to guest feedback across various channels, including direct feedback and online reviews.

### Cybersecurity & Audit Program

Functionality: Implement a robust cybersecurity framework and audit program, partnering with industry leaders like Oracle and IBM for source code verification. This initiative will ensure the highest standards of data protection and system security, adhering to Canadian regulations.

## Limitations and Exclusions

### Software Licensing

The project may rely on proprietary software components or platforms requiring licenses, which could increase operational costs and impose limitations on customization and scalability.

### Intellectual Property

Developing unique features or integrating specific technologies might infringe on existing patents or copyrights, necessitating careful legal review and potential licensing agreements.

### Emerging Technologies

While incorporating cutting-edge technologies such as AI and IoT can enhance the HMS, the practicality of implementing these technologies depends on current maturity levels, support ecosystems, and integration capabilities.

### Transition to Check Inn #1 Hotel Management System

Migrating data from third-party services to our new system, Check Inn - the #1 Hotel Management System, poses integration and compatibility challenges. This strategic migration requires careful and precise planning for secure data transfer and system interoperability, potentially affecting deployment timelines and resource allocation.

### Development Costs

Initial and ongoing development costs must be balanced with expected ROI. Budget constraints could limit the scope of features, the extent of third-party integrations, and the quality of the user interface and experience.

### Operational Expenses

Recurring costs for hosting, maintenance, support, and licensing fees need consideration. Budget limitations may necessitate compromises on system performance, reliability, and scalability.

### Data Protection and Privacy

Compliance with international data protection laws (e.g., GDPR, CCPA) requires significant investment in security infrastructure and practices, impacting design and operational procedures.

### Accessibility Standards

Ensuring the system meets accessibility standards for people with disabilities may require additional development efforts and costs.

### Industry-Specific Regulations

The hospitality industry is subject to various regulations that can affect system requirements, such as financial reporting standards, health and safety requirements, and labor laws.

# Business Context

## Stakeholder Profiles

### Hotel Owners and Investors

Hotel owners and investors aim for high profitability and ROI from their properties. They seek a hotel management system that boosts revenue, cuts costs, and increases property value. They are interested in features for financial reporting, revenue management, and market insights to support decision-making. Their strategy focuses on market expansion, guest satisfaction, and sustainable growth. They value scalable technology for managing multiple locations efficiently.

### Hotel Management and Staff

Hotel management and staff, the system's primary users, emphasize ease of use, efficiency, and system flexibility. They need a system that simplifies operations like check-in/out, room management, maintenance, and guest communication, with adequate training and support for quick adoption. Their objective is to improve operational efficiency, minimize errors, and enhance guest service for greater satisfaction and loyalty.

### Invited Guests

Guests demand a smooth, personalized experience from booking to check-out. They expect the hotel management system to facilitate easy online booking, mobile check-in/out, customized room settings, and direct staff communication. The convenience of digital amenities, like mobile room control and information on dining and local attractions, is crucial for positive experiences, leading to favorable reviews and repeat visits.

### IT Staff

The IT and technical support team ensures the hotel management system is secure, reliable, and well-integrated with other systems. They prioritize data security, system stability, and effective technical support to address issues promptly. Regular updates and training are essential for them to meet the hotel's operational needs and protect guest information.

## Project Priorities

### Enhancing Guest Experience

The HMS project's top priority is to improve the guest experience, from booking to post-stay feedback. Key features include streamlined online booking, personalized services, mobile check-in/out, and direct communication with staff. Using guest data for tailored recommendations and preferences is crucial for increasing satisfaction and loyalty, directly influencing hotel reputation and revenue.

### Operational Efficiency and Automation

The HMS aims to enhance operational efficiency by automating and integrating hotel operations, such as reservations, billing, and maintenance. This reduces manual errors and allows staff to focus more on guest interaction, optimizing performance and reducing costs.

### Scalability and Flexibility

The system must be scalable and flexible to support hotel growth and adapt to market changes. It should easily integrate new technologies and services, ensuring long-term relevance and value as the hotel evolves.

### Data Security and Privacy

Data security and privacy are paramount, requiring the HMS to comply with international regulations, implement strong security measures, and ensure third-party integrations meet these standards. This maintains trust and protects sensitive information.

## Deployment Considerations

### Infrastructure and Hardware Compatibility

Deploying the Check Inn #1 Hotel Management System necessitates a comprehensive evaluation of the hotel's current IT setup to ensure full system compatibility. This evaluation covers server capabilities, assessing internet connection reliability, and verifying the availability and readiness of necessary hardware, such as computers, mobile devices, and point-of-sale systems. Depending on the findings, hardware upgrades or IT infrastructure enhancements might be required to accommodate the HMS, with a strong focus on automation for deployment, Kubernetes for auto-scaling, Datadog for real-time data monitoring, Cloudflare for domain management, and AWS database services to ensure scalability and optimal system performance.

### Software Integration and Data Migration

The Check Inn #1 Hotel Management System's introduction must be accompanied by seamless integration with the hotel's existing systems, such as accounting, CRM, and property management software. A critical aspect of this integration is the careful migration of vital data, including guest profiles, reservation histories, and financial records, to the new system. This migration process not only demands precision to maintain data integrity but also highlights our product's distinct focus on enhancing internal hotel operations through an integrated management approach. Ensuring smooth data transition and system interoperability is paramount to avoiding operational hiccups and preserving guest trust, facilitated by a joint database strategy for a unified data ecosystem.

### Training and Support

A successful HMS deployment includes comprehensive training for hotel management and staff to ensure proficiency with the new system. Training programs should cater to various user roles, offering hands-on experience with the HMS's features and functionalities. Ongoing support and access to resources are vital for resolving any post-deployment questions or issues. This support network should include both the HMS vendor's technical support and internal IT support for daily troubleshooting.

### Security and Compliance

The implementation of an HMS necessitates strict adherence to data security and compliance with relevant regulations, such as the GDPR for hotels interacting with guests from the European Union. The deployment plan must incorporate robust security measures, including encryption, access controls, and regular security audits, to protect guest privacy and maintain the hotel's reputation. Compliance with industry standards and regulations by the HMS vendor is also crucia

### Phased Rollout and Testing

A phased rollout strategy is recommended for implementing the HMS, allowing for the gradual introduction of the system across different hotel operations. This approach facilitates the identification and resolution of potential issues in a controlled environment, minimizing the impact on guests and hotel operations. Initial testing should focus on critical functionalities like reservations, check-in/check-out processes, and billing, with feedback from staff and guests guiding further adjustments and training.

### Post-Deployment Monitoring and Feedback

Continuous monitoring of the HMS post-deployment is essential to assess its performance and identify areas for improvement. Key metrics include system uptime, response times, and user satisfaction levels among staff and guests. Regular feedback sessions with users are invaluable for gaining insights into the system's usability and functionality, informing ongoing enhancements and adjustments to better meet the hotel's operational needs.