

CASE STUDY

INFORMATION TECHNOLOGY (IT)

OPPORTUNITY:

Owners, Morrissey Hospitality Companies and the executive team of The Saint Paul Hotel challenged the IT Group for a revenue replacement for the once thriving local and long distance in-room phone revenue.



SOLUTION:

Morrissey Hospitality Companies' Information Technology Group responded with a detailed recommendation, a proforma, and the implementation of a Nomadix™ high-speed, guest room internet system, which charges revenue based on guest use to either the property management system or a credit card.



THE RESULT:

As more and more guests utilize cell phones, PDAs, and computers to communicate, a once, highly profitable revenue source for hotels has decreased to minimal amounts. MHC's IT Group researched and provided a recommendation, allowing for seamless integration into The Saint Paul Hotel's property management system and a popular guest service. In its first two years since implementation, the system has captured \$110k in previously untapped revenue and is anticipated to grow year-over-year profitability.

