CASE
STUDY
ON

SMARTCARD SYSTEM
iBonus

Synopsis:

Royal Falcon Hotel is a 3 star property located in the heart of Dubai. They have created their rooms keeping in mind that their guests should experience overall comfort and luxury. The Hotel offers 84 rooms comprising of Twin occupancies, Double sharing and lavish Suites. The hotel provides facilities like Satellite TV, Wi-Fi Internet, Central AC, Electric Shaving Socket, Adult sized Bath Tub, Bathroom Amenities, Full Mirror, Safe Deposit Facility, Laundry Services,24 Hrs. Room Service, Airport Transfers (Upon request) to all the in-house guests. The hotel has meeting rooms and five restaurants – Johnnies (lounge); Moulin Rouge (Italian restaurant); Daawat (Indian restaurant); Sursong (Pakistani restaurant); Sheble (African night club).

Detail:

The hotel is easily reachable from any part of Dubai and is nearby to the Dubai International Airport. For those of you who adore shopping, the famous Gold Souk in Deira is just a few minutes away; the famous Deira City Center is also just around the corner. Deira Creek and many other attractions such as Business, Trading, or Sightseeing are easily accessible.

For a hotel, transparency and guest satisfaction could be the major factors which determine winning or losing. They may need to settle and update Bonus Points to all prestigious customers during Bill settlement. iBonus Loyalty and Prepaid System, as an off-the-shelf system, have successfully been deployed in their site. AVI Infosys LLC has also helped them to successfully come up with 4 different tiers – Privilege card, Silver card, Gold card & Platinum card.

iBonus System managed to survive in the rugged environment and is providing required speed to finish the transactions in record time. iBonus Terminal is used as Bonus System for Loyalty applications. iBonus Terminal is automatically adding Bonus Points during each purchasing, even the customers presents their Loyalty Cards.

This way Business Owner and Customers enjoy win-win situations. iBonus generic version has 95% of what this project is needed. Based on the core of journal database, card replacement, repair and renew and all other rugged software design, Technical Consultant team in AVI INFOSYS LLC managed to design and deploy the specification based on policies of the Client. Many customers of iBonus System find that the generic version can suit their need. Based on its robust data handling algorithm, even customization is needed, this can be done very quickly while maintaining its beauty, thereby lowering the cost of customization.