PROTEL

Organization: Protel
Location: Turkey
Website: protelturkey.com
Industry: Hospitality

- Protel Turkey, established in 1989, is the technology solutions and services provider for the hospitality industry
- Serves more than 1,200 hotel and restaurant chains in Turkey
- Dozens of business and technology partners

Notable data sources:

SYBASE® micros®

BellaDati deployment:
OnPremise

Business Situation
Protel offers a portfolio of products and services for hotels, restaurants, stadiums or cruise ships across Turkey. Orchestrating solutions from numerous business partners, Protel has been recently forced to start seeking flexible data integration platforms, enabling consolidation, visualization and immediate access by managers and employees in the service.

Technical Support
Protel clients were overloaded with numerous heterogeneous applications and software components ranging from Point of Sale terminals, planning and scheduling software, and proprietary CRM systems.

BellaDati Solution
Protel decided to host and operate BellaDati as unifying platform for more than 1,200 hotels and restaurants in Turkey. BellaDati periodically collects and integrates data from various systems as well as delivers standardized financial and operations reports directly to clerks' terminals and managers' laptops. Selected reports include capacity utilization, suites segmentation, occupancy forecast, VIP guests' overview or visitor's rotation.

Products and Services used
- Point of Sale terminals (MICROS)
- Sybase database
- Windows 7 OS