

СУЧАСНІ МЕХАНІЗМИ УПРАВЛІННЯ РЕСУРСНИМ ПОТЕНЦІАЛОМ СУБ'ЄКТІВ СФЕРИ ТОРГІВЛІ ТА ПОСЛУГ

AUTOMATIZATION OF SYSTEM PLANNING IN HOTELS BY THE FIDELIO V8 SYSTEM

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Today, there are several thousand resource planning systems different in the direction, specificity and price policy. Hotel and restaurant enterprises have specially integrated Enterprise Resource Planning Systems (ERP-systems). ERP is one of the most important tools for the hotel industry today; this system helps to seize an affordable market position, seek out the strengths of advanced technologies and make hotel operations easy and effective [3]. ERP services in the hotel industry can help managers improve processes, hospitality, customer service to maximize the potential for smooth operation of the entire system.

General advantages of introducing the existing resource planning systems in the hotel company: built-in guest history, time savings and productivity improvements, supervision, business modules [3].

Having reviewed various types of ERP-systems, it was concluded that Enterprise Resource Planning systems such as Sage X3, filled with convenient business modules, simplify all the complexity of hospitality managers: finance, inventory, HR, purchase, and more [1].

All resource planning systems at the hotel have a more or less similar structure, consisting of modules of the registration and service guests (front office), accounting and management modules (back office) and interfaces to external systems.

Among all the systems studied, the most interesting, in our opinion, is Fidelio V8 - it's a new system, which hasn't analogues in the market hotel management system. It is the ability to solve problems from sales, booking, reception and accommodation of guests, organizing

conferences and banquets, and managing customer relations until the moment that provided complete information for financial control and management accounting of an enterprise [2]. It is a system that provides functionality, reliability, and flexibility. It is a revolutionary embodiment of the proven time of business logic and the concept of further development from the market leader Micros-Fidelio. Fidelio V8 is a powerful report and source form created with the help of market leading Crystal Reports and HTML support [2].

This system has a modern interface in the style of the mail program Microsoft Outlook for the convenience of users who are accustomed to working with Microsoft products.

The significant benefits of this system are that the Fidelio V8 system is an integral part of the global computer reservation systems Amadeus, Saber, Galileo, Worldspan [2]. All hotels in Fidelio are automatically uploaded to these global computer reservation systems. This system can to solve problems of sales, booking, reception and accommodation of guests, organizing conferences and banquets, and managing customer relations until they provide complete data for financial control and management accounting of an enterprise [2]. The only disadvantage of this automated system is the lack of established communication management with suppliers and the fact that the material and labor resources of the hotel are not connected to a single database.

On the basis of the theoretical studies, it was concluded that the Fidelio V8 system can optimize almost all hotel modules, and the lack of logistics and warehouse management is not a significant drawback, because this problem can be solved by other automated programs that focus only on the module supply. Due to the research carried out, the system Fidelio B8 can be used at the enterprises of the hotel enterprises of high capacity.

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