

**Customer** Hi!Hotels,  
grupo Thomas Cook

**Industry** Tourism

**Country** Spain

**Employees** 1,200  
(peak season)

**Solution** QuoHotel  
(on Microsoft Dynamics NAV)

**Users** 250

**Implementation year** 2002

**Hotels** 20 in Spain (3\* and 4\*)



## Hi!Hotels, from Thomas Cook Group, manages in an integrated way all its hotels with QuoHotel and Quonext

*“All daily hotels information required by our CEO, COO or Sales Manager is easily available in the shortest time from QuoHotel”.*

**Toni Ramírez, IT Manager in Hi!Hotels**

### Hi!Hotels/ Thomas Cook

Hi!Hotels is a hotel chain born in 2007 that belongs to Thomas Cook Group. Until 2002, and under another name, it had a Hotel Management System that forced the company to perform manually a great amount of its business processes.

In order to manage in an integrated way all its hotel businesses using a single solution, Hi!Hotels decided to install QuoHotel and all its modules.

### QuoHotel unifies information

Since QuoHotel was put into operation, Hi! Hotels has automated all its business processes, seamlessly managing the large volume of information that its 20 establishments and 1,200 employees generate. Moreover, few users are needed to enter all the data from their hotels, a fact that helps to save a lot of time and money.

QuoHotel also allows to instantly check all hotels daily data. This feature is highly appreciated by the company in order to increase autonomy, speed and efficiency.

### An easy software that helps to save time

From Hi!Hotels point of view, QuoHotel a very friendly solution that eases its employees work when dealing with complex processes such as costs evaluation, contracts creation and replication to all establishments, bulk check-in or check out, etc. According to Toni Ramírez, IT manager in Hi!Hotels, *“for instance, accounting closures in all our hotels, that previously needed a whole week, now are performed in only 2 days”.*

Being a solution based on Microsoft Dynamics NAV is another point highlighted by Mr. Ramírez. Microsoft's environment is complemented by another products such as Office, easing the user's work: it is a well-known framework and can be quickly and easily learned.



### Quonext, essential part in the implementation process

From the moment Quonext started QuoHotel implementation, the product has been evolving and adapted to all market needs. Not only to Hi!Hotels requirements, but also to the ones of other customers or hotel chains that requested to solve its needs. Quonext has had the expertise to unify all criteria in order to have a solid product.

### Facing the future with Quonext's help

Mr. Ramírez explains the projects that Hi!Hotels has in mind for the future, alongside with Quonext and QuoHotel:

*“We want to benefit from tools that currently we are not using, such as QuoHotel’s Business Intelligence [...]. Working with dynamic graphs obtained from data stored in this software would help our Management Board and also decision making process to study the chain’s evolution and all decisions to be made in the future”.*

