



rescompany



**travel and cruise systems  
tailored to suit your needs**



Rescompany was founded in 2003 by experienced professionals from the travel, cruise and IT industry with financial support provided by a private fund.

Having been involved in travel related software development since the beginning of the nineties, we saw a need for a reservation system that was able to integrate customer data management with inventory and prices calculation. The software was originally designed with small and medium sized operators in mind, as they tend to have excellent customer databases. What started as a “small and simple” reservation system has grown over the years into a comprehensive and sophisticated solution shaped by our customers.

In early 2008 a new era started for Rescompany as we acquired two new companies. The first one was Iisil Cruise, a sophisticated Cruise PMS and POS system. The second was Meabis, a standard powerful Hotel PMS application. These systems have now been integrated into the Resco suite of products.

All three systems are based on the same technology and form a comprehensive product portfolio which allows Rescompany to provide unique solutions, expanding our reach into new and exciting markets.

We believe Rescompany offers solutions that provide the same competitive tools to small and medium sized operators that are accessible to large corporations, while keeping systems at a level that is easily maintainable, affordable and resource efficient.

# Reservation and Customer Relation Management Systems

## Resco Central Reservation System

The Resco Central Reservation System (Resco CRS) and Customer Relationship Management (Resco CRM) combines central reservation functionality and customer relationship management within one system thus providing the user with a complete enterprise solution.



The system supports multiple languages and currencies and can be accessed on site as a regular Windows application or from remote locations utilizing Terminal Services or Web browsers. The software suite is built to support cruises, day cruises, wholesalers, tour operators, charters, individual excursions and package groups. Resco CRS and CRM are offered as one complete integrated solution thus improving the flow of data between systems and do not require any other interfaces.

The system is scalable and suitable to handle large call centres for corporations in multi-property and multi-office locations. At the same time it is simple to set up and its multi-language dialogs make it user friendly and easy to use for small operators as well.

## Resco Customer Relationship Management System



Resco CRM allows storing and organising folio information for both travellers and agents to improve communication with current and potential customers. Resco CRM's tight integration with Resco CRS allows for targeted marketing, improving occupancy ratios and maximizing revenue and yields.

The system maintains traveller and agent arrangements, correspondence and brochure requests. Furthermore, it is designed to detect and automatically consolidate travellers with the same personal details.

Booking details such as revenue, payment history, booking workflow and discounts granted are recorded on a travellers, group, agency and agent level. When integrated with Resco HMS or SMS systems the financial and personal details collected by the PMS system can also be retrieved and stored in the CRM module and used again in marketing activities.

### Loyalty Program

Loyalty points can be calculated automatically and added to an account during the booking process based on specific or all purchases. Furthermore, different earning ratios can be defined. Various membership levels can also be defined and linked with products.

### Campaign Module

All data collected in the CRM module can be used as selection criteria when preparing marketing campaigns. The module allows for a multitude of selection combinations including previous campaign results.

### Mailing

Resco CRM allows users to not only prepare a campaign selection, but also email or print documents based on the selection. It can be an email with promotions included, SMS sent to mobile phones, sets of vouchers, tickets, invitations or even invoices. Each mail out is stored for future use and can be sent as many times as is necessary. Responses to mail outs can be registered for each person and the response in turn can be used in follow up campaigns.

## Shipboard Management

### Resco Shipboard Management System

Resco SMS is an integrated shipboard property management system that scales from a super yacht or a small river ship to mid and large sized cruise ships. It is a modular solution that handles all shipboard management needs including Point-of-Sale, Front and Back Office Management, Hotel Inventory, Crew Administration, Payroll, Safety Management, Medical Reporting, Maintenance Tracking and much more.



### Resco Point-Of-Sale

Resco POS is an integrated system component designed to support the operations of all revenue generating departments. The component is suitable for Food & Beverage as well as for Retail outlets.



Through the use of touch screen technology, the Resco POS provides an experience that is intuitive and easy to use, yet powerful and fast. A version running on Windows Mobile based PDA's is available as well.

Any off the shelf industry standard hardware can be used for the POS terminals and printers. The POS also includes a standard interface to third party inventory systems and extensive sales reporting and statistics.

### Resco Inventory Management

Resco INV offers functionality required to manage hotel inventory in an efficient, time and cost saving manner. It controls orders that need to be placed in advance and often require forecasting. Inventory must be monitored carefully to stay within set budgets to avoid large inventories. Features such as ordering, receiving, issuing, adjustments, inventories in main and departmental stocks, stock lists and reports linked to corporate purchasing systems are included.



## Hotel Management

### Resco Hotel Management System

Resco HMS covers all aspects of property management required by hotel operations. From reservation, check-in and check-out, to sales of items at bars, restaurants and shops, and the management of a guest's account including marketing and mailing. System data can be exchanged with external systems such as Central Reservation, General Ledger, Internet Cafe, Door Locking and Electronic Payment systems.



### Comments from Rescompany customers:

*"I just built my first charter cruise in the new upgrade – and I have to say Bravo! It gets easier all the time. Thanks for all your hard work."*

Michelle Ceravola  
Windstar Cruises

*"The Resco team is always quick to acknowledge a request and efficient with a solution to any problem. Thank you for the consistent customer support."*

Brooke Ericson  
North Star Cruises Australia

*"Wow, just received the latest update notes and it looks really good, there are lots of things there that I think will be great to implement here at Potters. All in all I think that the items in the upgrade are great and I really look forward in using them. Many thanks for all your help"*

Helen Murray  
Resco Project Coordinator  
Potters Leisure Resort

*"I can confirm the response time with Resco is light years ahead of the other software companies I've worked with.*

*I am extremely happy with the new look, it looks wonderful. I believe our passengers will be delighted.*

*You will be able to demonstrate to potential new customers the flexibility of your system to adapt to the needs and wants of any end user."*

Jon Burrows  
AMA Waterways

## Rescompany Systems Ltd

Saunders House  
52-53 The Mall  
Ealing, London  
W5 3TA  
United Kingdom  
Tel: +44 20 3178 8090  
Fax: +44 20 3178 8091  
[www.rescompany.com](http://www.rescompany.com)



## Rescompany Systems Australia Pty Ltd

Suite 204, Level 2  
304–318 Kingsway  
Caringbah, NSW 2229  
Australia  
Tel: +61 2 9526 7711  
Fax: +61 2 9526 7717



## Rescompany Systems (Canada)

7164 – 120th Street  
Surrey, BC V3W 3M8  
Canada  
Tel: +1 604 592 8321



## Sales And Marketing

Global Sales  
Peter Winqvist  
E-mail: [myresco@rescompany.com](mailto:myresco@rescompany.com)  
Tel: +61 2 9526 7711



### Sales Europe

Michael Hofreiter  
E-mail: [myresco@rescompany.com](mailto:myresco@rescompany.com)  
Tel: +44 20 3178 8090