When the Customer comes first the Customer will last

Clusters
Hospitality

The hospitality industry has always been customer loyalty driven and fiercely competitive. Hotels, B&Bs and other hospitality accommodations need to make sense out of piles of unstructured data for reservations, marketing & operations, customer behavior, best deals and prices. New 3rd platform technologies as **Mobile, Cloud, Data Analytics and smart ERP & CRM solutions** can handle available front & back office data, effectively control customer and reservation pipelines, tackle competition, adapt faster to changes, exploit analytics and **optimize business to maximize profits and achieve goals.**

Resolve your problems and increase efficiency, by working smarter … not harder!

With our brand new, intelligent, integrated and ready-to-use system that incorporates Front Office Management, ERP, CRM, BMP, Mobility and Data Analytics under a unique platform, eliminates multiple entries, facilitates collaboration companywide and monitors customers & suppliers, bookings, marketing, financials, accounting, supply and inventory, workflows. With **24/7 access from any point and device** quickly and efficiently, it offers **360º real-time view** of your business through cloud: … **with Clusters Cloud for Hospitality!**

Empower your hospitality company under a unique umbrella **with Clusters Cloud** that unleashes accountability, visibility, collaboration and decision making, **to lead your business to profit!**

Ergon Iris   **Technology to inspire**

Clusters

Cloud Software
that combines

Whether you are a hotel chain, resort, B&B or other hospitality accommodation company, small, medium-sized or big, we have a modern, intelligent Cloud system that incorporates 30 years of experience & thousands of clients feedback, under a unique platform to manage multiple units, combine front & back office, reduce costs, optimize operations, improve customers services, respond in-time, have a full picture, perform efficiently and turn your business into success...**Clusters!**

- **Front Office**
- **Back Office**
- **Customers Relations**
- **Supply & Inventory**
- **Financials & Accounting**
- **BPM Workflows**
- **Data Analytics**

All in ONE!

On Web   **On Premise**

Modern   **Simple**

Mobile   **Fast**

Clusters is mobile, customizable, fast and ready-to-use to fit to your business size and needs!

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Clusters Features

- ✓ **Front & Back Office**
- ✓ **Customers Relationship**
- ✓ **Supply Chain & Inventory**
- ✓ **Warehouses Management**
- ✓ **Financials & Accounting**
- ✓ **Food & Service Recipes**
- ✓ **Equipment Management**
- ✓ **Workflows**
- ✓ **Data Analytics & Reports**

Top must-have features of software in hospitality!

Front & Back Office together

Handle reservation pipelines from check in to check out quickly on a calendar and automatically update back office. Use automatic entries, different payment methods & currency, flexible price policy scenarios. **No double entries to ERP & CRM.**

Customers Relationship Management

Monitor customers, collaborators & suppliers collaboration progress, costumers' requests and characteristics, connect directly through e-mails, create strong relationships & loyal customers.

Supply Chain & Inventory

Quickly track inventory network wide, monitor items attributes as lots, weight etc., serial numbers, POS, barcodes & QRs, different warehouses, reduce wastes and eliminate write-off & profit loss.
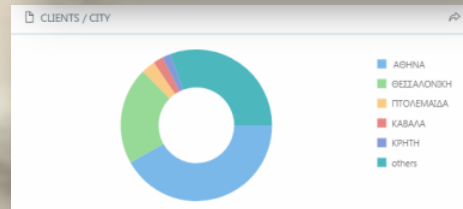
Ergon Iris **Technology to inspire**
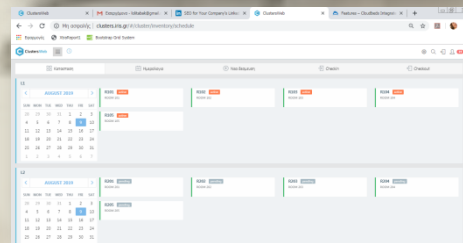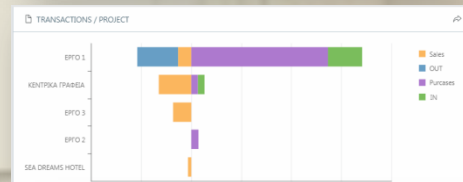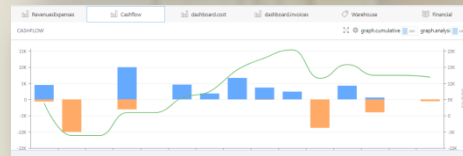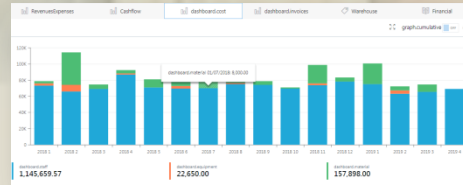
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Warehouses Management

Handle multiple warehouse unit orders, inventory, valuation, supplies for bars, restaurants, health centers etc., delivery, POS, barcodes, QRs, serial numbers etc.

Financials & Accounting

Streamline financial & accounting functions with automated procedures and no double entries from Front to Back office. Earn time, cost and effort and maximize profit.

Material Recipes Food-Services

Manage product recipes in restaurant, bar, spa etc. per unit & cost center, track inventory, allocate expenses, monitor resource costs and adjust on the fly.

Equipment Management

Streamline equipment use, service and maintenance costs, trace history with alerts for equipment consistency, availability & performance.

Workflows and Job Tasking

Share common information as tasks, documents, work scheduling in all devices, enhance continuous collaboration, reduce conflicts and increase ability to immediate response and issue solving.

Data Analytics & Reporting

Optimize performance monitoring, visualize company efficiency, lower risks, improve productivity, services, make smart decisions.

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Clusters Benefits

⚙	**Integration & Scalability**	Control business under a unique platform & grow your system according to your needs
💰	**Cost Saving**	Reduce your IT costs and pay-as-you-go!
🧩	**Security**	Feel secure with Microsoft Azure ©, security identity authentication & access levels
🛡	**Performance**	Discover the real-time intelligent simplicity at your fingertips
👥	**Collaboration**	Connect units, people and share common information
🖥	**Adaptability**	Customize to ideally suit your needs and grow together
🛠	**Perpetual Support**	Be updated continuously by IT experts
☁	**Accessibility**	Access all information companywide 24h/7, from anywhere and with any device

Clusters creates secure and **unlimited communication** channels between front & back office personnel and managers under a unique platform and shares valuable **real-time information** through common procedures. It permits **effective in-time reaction** in changes, fast and **accurate decision making** and turns your business into **success**

Clusters

For Hospitality

ERGON IRIS has over 30 years of experience in development of top quality, innovative software for companies of the public and private sectors and over **10.000** installations and satisfied customers all over the country and abroad.

Our experts and collaborators are outstanding professionals and scientists with long experience and know-how in software analysis, development and support to guarantee enhanced customers satisfaction.

Our **vision** is to give true business value to customers and collaborators in a consistent and stable environment to improve and grow bigger and better together!

Our **mission** is Perpetual Innovation, Reliability and Customers Success.

ERGON IRIS

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