

STARFLEET  
BUSINESS  
SOLUTIONS  
CUSTOMER PROFILE



THE PORTAGE HOTEL RESORT,  
Marlborough Sound, NZ

This luxurious resort hotel in one of New Zealand's most picturesque locations offers the latest in accommodation comfort combined with the elegance and style of historic buildings. The Portage Resort Hotel has forty rooms, a bar and restaurant, and utilises the Starfleet Property Management Software Package.

Alison Evans, Managing Director of The Portage Resort Hotel explains the reasons for investing in a Starfleet software system from Starfleet Business Solutions. "We needed an efficient property management system that interfaced with our point-of-sale installation. It seemed to us after having looked at many systems that either one was offered a product with good property management features but a weak link to the point-of-sale facilities – or the reverse."

"We also needed to find a cost-effective solution, and finally brought our range of possible software packages down to three. The choice of Starfleet was based on thoroughly reviewing the features on offer against the 'must haves' for our business. In this review Starfleet stood up well against an international market leader which we also evaluated. Although not as sophisticated, Starfleet met our requirements both on the property management side and for a well developed interface to our point-of-sale equipment; and at an affordable investment level. The Starfleet software was installed in 2001 and we are very satisfied with its performance and with the service level particularly when the remoteness of our location is taken into account."

HARDWARE AND SOFTWARE

Portage have six Windows PC's and two notebooks in a LAN, with one of the PC's acting as a server. Starfleet Front Office software is used and is also linked to the Quest Point of Sale system. This comprises three Quest Versa term tills and allows Guests to charge back to their room accounts. Starfleet Debtors and PABX link is also used.



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