TCA | Hospitality

Contents

PUSHING BOUNDARIES TO EMPOWER GROWTH.

TCA

Who is TCA?

We are a Latin-American software company. Since our foundation in 1982, we have been focused on being a strategic technology partner to our clients in the Retail, Healthcare, and Hospitality industries, empowering them to take control of their businesses and to achieve desired growth through our products and services.

We build industry-specific, end-to-end business software along with services that are developed and deployed based on deep technological and business specialization to meet operational and financial needs.

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TCA AT A GLANCE

+20,000
Successful technology projects

18 Countries around the world

+1,000 Industry defining customers

+1,000,000
Software application users

+250 products

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Our misson

To empower companies in the hospitality, retail, and healthcare industries through vertical software applications and services to gain control of their business and achieve a sustainable growth.

Our vision

To become the largest and most reliable software company in Latin America, by providing innovative applications and services that help our customers build industry-defining companies.
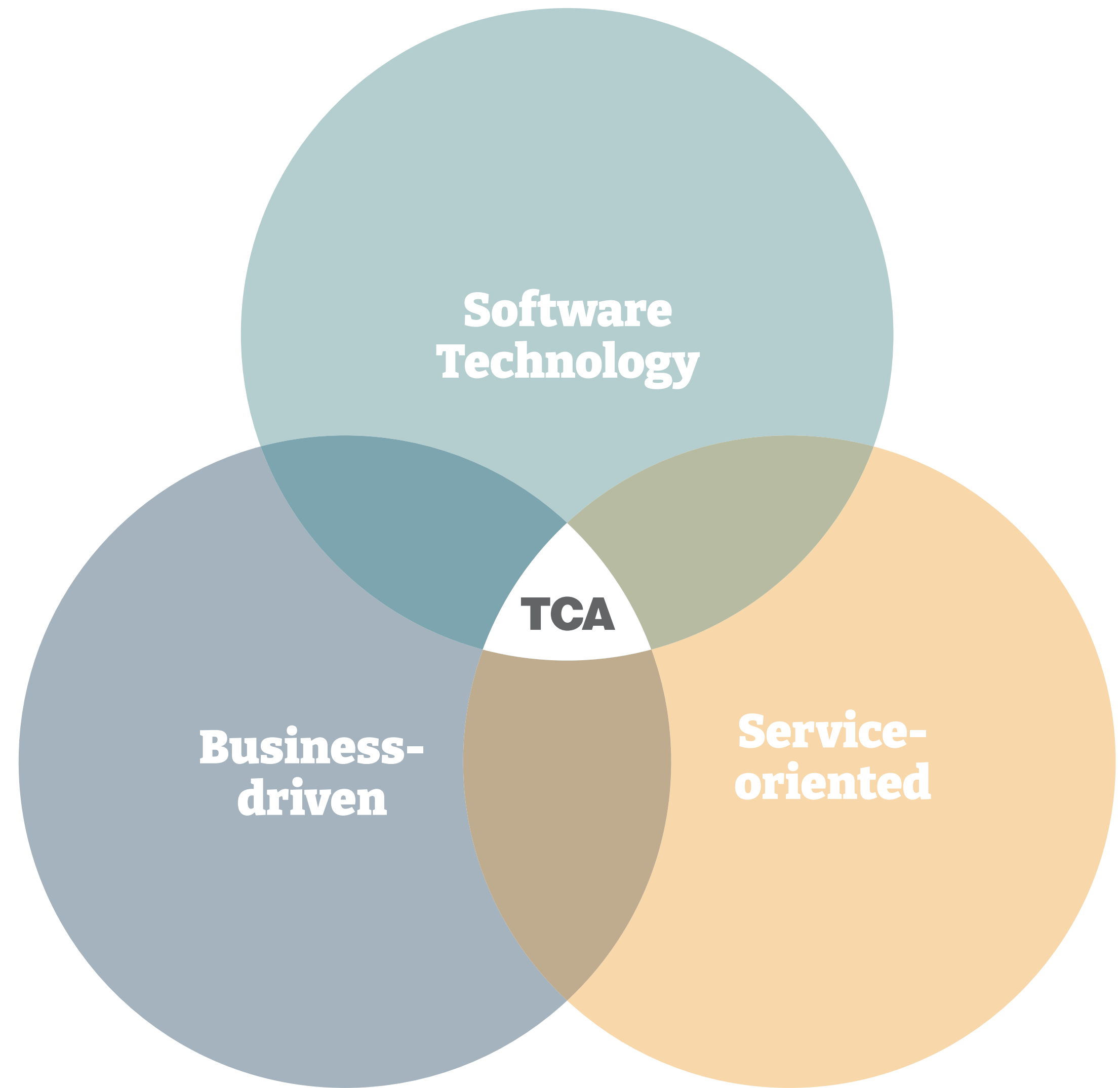
Our values

Innovation

Collaboration

Service

Commitment

WHY TCA ?

Software Technology

Business-driven

Service-oriented

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TCA Hospitality:

At TCA Hospitality, we believe that guest satisfaction is the primary goal, therefore we have specialized in enabling independent and group hotels, resorts, and restaurants with complex operations and high standard services through innovative, highly efficient, and effective software products and technology. Our solutions offer a wide range of applications and services to cover guest reservations, hotel operations, groups & events, retail and food & beverage revenue centers, and accounting and finance. Our purpose is to enable our clients to implement their strategic business vision by providing them with the best technology solutions available on the market today.

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TCA Hospitality at a glance

25% Market Share in Mexico

800 Clients | 18 countries

More than 20,000 Successful implementation projects active

+250k	+1,500	+1,000	+300
Hotel rooms	Hotel Restaurants	Gift shops	Hotel spas

Optimize your operations, maximize your profitability and offer extraordinary experiences to your guests.

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We provide technology for the Hospitality Industry with services that empower extraordinary guest experiences and business growth.

Hotels
and Resorts

Vacation Clubs
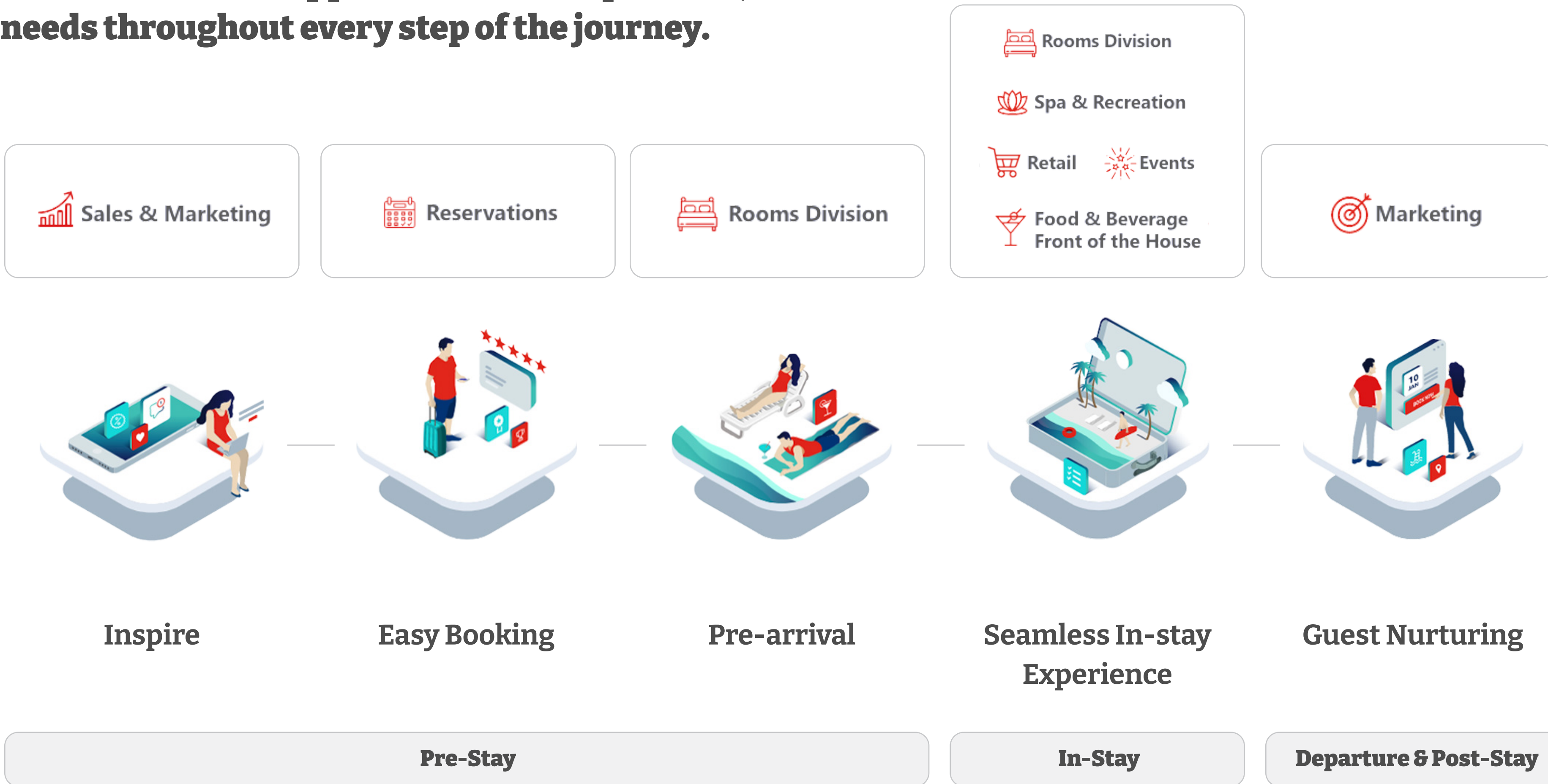& Timeshares

Events and
Conventions

Wellness

Restaurants

TCA Innsist® offers a specialized software application for all operative, administrative, or guest needs throughout every step of the journey.

Rooms Division

Spa & Recreation

Retail   **Events**

Food & Beverage Front of the House

Front Office
Operations

| Sales & Marketing | Reservations | Rooms Division | | Marketing |

Guest

| Inspire | Easy Booking | Pre-arrival | Seamless In-stay Experience | Guest Nurturing |

Back Oficce
Administration

| Pre-Stay | In-Stay | Departure & Post-Stay |

Administration & Finance   **Payroll & Human Resources**   **Purchasing**   **IT Office**   **Business Intelligence & Analytics**

TCA
Innsist®

Guest-centric, business-driven software with 8 Suites and +60 cloud or on premises applications.

TCA Innsist® helps hotels, resorts, and restaurants to run smoothly, be more efficient and profitable, and offer extraordinary experiences to their guests.

Our specialized software applications have an extensive operational and administrative expertise in hospitality to provide end-to-end, integrated, specialized software applications for property management (PMS), guest applications, point-of-sale (POS), financials and purchase management, business intelligence and analytics, and more.

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TCA
Innsist®

Key features:

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Hospitality specialized end-to-end software applications

Flexible

High availability on cloud or on premises

Available in any device

Appealing and easy to use interfaces
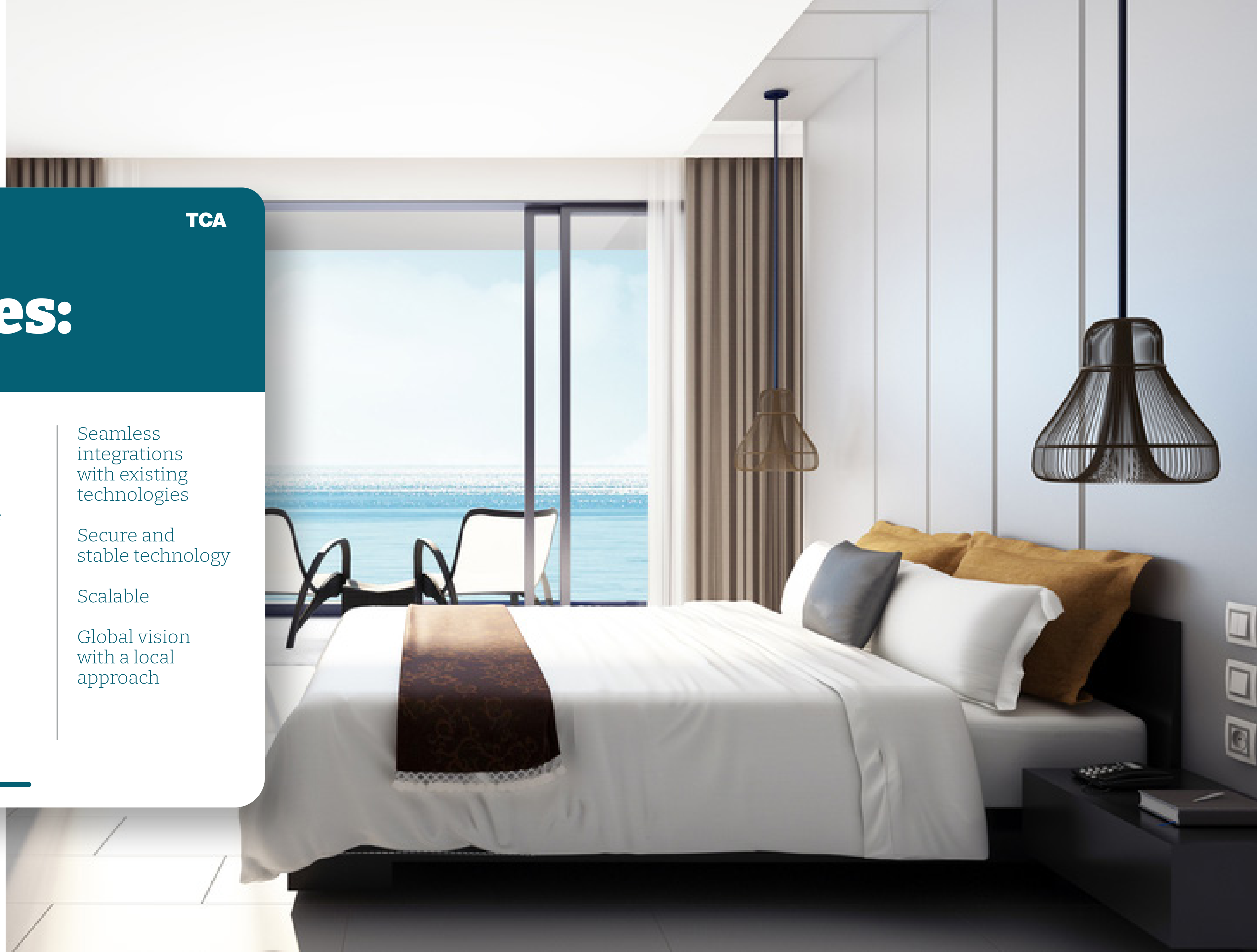
Reliable data flows

Highly configurable

Seamless integrations with existing technologies

Secure and stable technology

Scalable

Global vision with a local approach

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TCA Hospitality Software Applications

Front Office

Hotel Suite
- Property Management System
- Front desk Mobile App
- Hotel Services Mobile App
- Web Check In
- Reservations Mobile App
- My Stay Mobile App
- In-Room TV App
- Guest History
- Central Web Services Bus
- Hotel Web Services Bus
- Electronic Billing Portal
- Vacation Club & Timeshare Management

Revenue Centers Suite
- Event & Group Management
- POS Restaurants
- POS Waiter Mobile App
- POS Hostess
- Restaurant QR-Code Menu
- Kitchen Display
- POS Giftshop
- POS Spa Salon
- Spa Management
- Spa Concierge Mobile App

Back Office

Administration & Finance Suite
- Financials
- Purchasing
- Supplier Portal
- Payroll
- Fixed Assets

Reports & Analytics

Reports & Analytics Suite
- Hotel Analytics
- Financial Analytics
- Purchasing Analytics
- Food & Beverages Analytics
- Spa Analytics
- Retail Analytics
- Guests Analytics

Reports & Monitoring Suite
- Reporting Services
- Interfaces Monitor

3rd-party Interfaces

Main Operation
- Call Accounting Interface
- Keyless System Interface
- Internet Interface
- Payment Gateways Interface
- TV System Interface
- PBX Interface
- ID Reader Interface
- Minibar System Interface
- Check In/Out Kiosk Interface

Tax certification providers
- Electronic Billing Interfaces
- Electronic Billing Portal Interface

Distribution
- Hotel Booking Engie Interface
- GDS/OTA/CRS´s Interface
- Revenue Management System Interface
- Channel Management Systems Interface
- Timeshare Interface

CRM
- Loyalty Systems Interface
- CRM Interface
- Survey System Interface

Other 3rd-party Vendors
- PMS Interface
- POS Interface
- SPA Interface
- Back Office Interface
- Employee Access Control Interface
- Guest Mobile App Interface

Services

We generate long-lasting relationships with our clients, by becoming strategic technology partners.

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Extract the full potential of our technology

We are committed and obsessed with generating successful and high-quality technology projects to help our clients materialize their strategic business vision.

Our services are managed by people with deep industry, business, and technology expertise

so that our customers can get the most out of the software applications, optimize the value of their investment, and maximize their performance.

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Installation & training

Project and software are uniquely configured to specific customers' needs through a distance, on-site, or hybrid implementation process.

Application Support & Maintenance

Helpdesk support to help our customers to have an uninterrupted operation through our software products. 24/7 multilingual service with technicians that understand the in-depths of the business operation.

Account Managing & Consulting

Consultants with deep knowledge in products and industry business are assigned to each account to help customers improve and maximize productivity by taking advantage of the full potential of TCA solutions.

Cloud Support

Cloud managed services that include: resources management, monitoring, information security, backups, and infrastructure restore management.

PUSHING BOUNDARIES TO EMPOWER GROWTH.

We have gained the trust of the greatest players in Hospitality industry, by helping them solve their business challenges through technology, and increasing their possibility of building industry-defining companies.

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TCA Hospitality:
Some of our clients

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POSADAS.

HOTELES BUENAVENTURA
CONECTA CON EL ALMA DEL DESTINO

HOTELES
Misión®

PARK ROYAL.
HOTELS & RESORTS

HS HOTSSON
HOTELS & RESORTS

SHERATON

SantaFe
grupo|hotelero

MILLENNIUM
HOTELS AND RESORTS

VELAS RESORTS.
MÉXICO

ibis
HOTELS

WYNDHAM
HOTEL GROUP

THE RITZ-CARLTON

GRUPO
VIDANTA®

HOTELES
Lucerna.

Mundo
IMPERIAL
ENTERTAINMENT & HOSPITALITY

Hilton

COURTYARD
BY MARRIOTT

ORIGINAL

ostar
GRUPO HOTELERO

WORLD
OF
HYATT

amr
COLLECTION

chablé

InterContinental
HOTELS & RESORTS

Hampton
by HILTON

chablé
HOTELS

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TCA Hospitality:
Some of our clients

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TCA software® solutions

To stand out in the hospitality business, hoteliers need to push boundaries to be at the forefront of the ever-evolving guest expectations.

At TCA Hospitality, we are committed to delivering innovative, accessible, specialized software applications and services that enable better guest experiences and more efficient and profitable businesses.

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Let's grow together

tcasoftwaresolutions