

Product brochure

Reservations and the front desk for hotels and resorts, owned outright.

Rooms, tables, tickets and activities booked against one availability position, and a guest folio that is current from check-in through check-out. Bought once and owned outright.

One availability position	Rooms, tables, tickets and activities, across every channel.
The folio is current	Not assembled at check-out.
One guest record	A returning guest is recognised across properties.
Owned outright	Run in the operator's own environment.

What it does

Reservations

Every booking, from the front desk, the website or a partner, is made against one availability position, so no system holds its own version of what is free.

One availability position	Every booking is made against one availability position, not a copy held in each system. Rooms. Tables. Tickets. Activities.
The desk, the website and partners	A booking from the front desk, the website or a partner is made against the same availability.
The channels already in use	The booking channels the operator already sells through stay where they are. idataraya integrates asasii stay with them, rather than asking the group to change how it sells in order to change how it records.
The same figures at the desk and the outlets	Reservations, the front desk and every outlet read the same availability, rather than copies synced on a schedule.
Overbooking is not a reconciliation job	With no system holding its own version of what is free, overbooking stops being a reconciliation problem between systems, and double bookings stop being month-end discoveries.

The front desk

The desk runs the stay from check-in through check-out, and what a guest owes is current at the desk rather than assembled at departure.

Check-in through check-out	The desk runs the stay from check-in through check-out, with the guest folio carrying room charges, outlet spend, deposits and adjustments as they happen.
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A returning guest is recognised	One guest record across the group's properties means a returning guest is recognised at the desk, not treated as new.
No surprises at departure	What a guest owes is current at the desk rather than assembled at departure, so check-out stops being where the surprises appear.
Learned in a shift	Seasonal hiring means the desk is taught again every intake, so it is designed to be learned in a shift. Where a task is complex, the system carries the complexity rather than the training material.

The guest folio

Room charges, outlet spend, deposits and adjustments post to the guest folio as they happen, so the desk can answer what a guest owes while the guest is standing there.

On the folio as it happens	Each line posts to the guest folio as it happens, not at departure. Room charges. Outlet spend. Deposits. Adjustments.
Outlet spend from asatii pos	Restaurants, bars, cafes, gift shops and ticket counters run on asatii pos. Where the guest is staying, the charge posts to the guest folio; where the guest is not, the sale settles at the counter.
Payments against the folio	DuitNow QR, card and e-wallet payments post against the folio, not into a separate takings figure.
An answer at the desk	Because the folio is current, the desk can answer what a guest owes while the guest is standing there.

Guest records

One record carries the guest's stay history, spend and entitlements, and a returning guest is recognised across properties rather than treated as new at each one.

One record for each guest	One record for the guest, the member or the season-pass holder, carrying stay history, spend and entitlements.
Recognised across properties	A returning guest is recognised across the group's properties, not treated as new at each one.
Rooms, outlets and attractions	The same guest record runs across rooms, outlets and attractions, rather than a separate one at each counter.

Who it's for

The reservations team	Rooms, tables, tickets and activities booked against one availability position from the front desk, the website or a partner, through the booking channels already in use, with overbooking no longer a reconciliation job.
The front desk	Check-in through check-out with the folio current as charges and outlet spend land, returning guests recognised from one record, and a desk designed to be learned in a shift.

Outlet teams	Restaurants, bars, cafes, gift shops and ticket counters on asasii pos, posting a staying guest's spend to the folio and settling directly for everyone else, with tables, tickets and activities on the same availability as the rooms.
Group finance	Occupancy and room takings from every property consolidated in asasii ledger with outlet takings and stock as the days close, a rollout proven at one front desk first, and a system the group owns outright.

A day at a resort on asasii stay

07:30 A booking from a partner	It lands on the same availability position the front desk and the website book against, so no system holds its own version of what is free.
10:00 A table for tonight	Booked at the desk against the same availability position as the rooms, and read by the restaurant.
11:30 A guest checks out	The folio has carried every charge as it happened, so nothing is assembled at departure. The payment posts against the folio.
12:30 Lunch on the folio	A staying guest's lunch is rung up on asasii pos at the restaurant and posts to the guest folio as it happens.
14:00 A returning guest checks in	Recognised from one guest record across the group's properties, not treated as new. The deposit goes on the folio as it is taken.
16:00 A day visitor at the gift shop	Not staying, so the sale settles directly at the counter on asasii pos.
21:00 A question at the desk	A guest asks what is owed so far. The folio is current, so the desk answers while the guest is standing there.
Day close Figures to the group	Occupancy and room takings go to asasii ledger and consolidate across every property, so group finance reads the month while it runs.

A licence, not one more system to reconcile

The operator buys a standard product configured to its own structure, and keeps every record it produces. idataraya is paid to customise, install and maintain it.

	A system at each counter	asasii stay
Who owns the software	Each system's vendor	The operator, outright
Where the guest records live	Spread across the systems	The operator's own environment
What is free	A copy in each system, synced on a schedule	One availability position for every booking
What a guest owes	Assembled at departure	Current on the folio as charges land

A returning guest	Treated as new at each property	Recognised across properties
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Security and Malaysian compliance

PDPA 2010	Guest data stays in the operator's own environment.
Roles	Each role is scoped by property and function.
Single sign-on and MFA	On every console, with the operator's own identity provider.
Audit trail	Every action recorded with the previous value and kept for seven years.
The operator's records	Bookings, folios and guest records are held in the operator's own environment.
Card data	Card payments go through the operator's own acquirer, and card data stays with it.

Services

Rollout plan and proposal	Send the properties, the number of rooms and the booking channels and systems in use. An engineer replies with a rollout plan, an integration plan and a proposal. asasii stay runs at one front desk first, before a group commits every property to it, so what no specification captured comes out during real service rather than in a workshop.
Moving across in the shoulder season	asasii stay is installed in the operator's own cloud account or data centre, and the cutover is planned against the operator's calendar, not idataraya's. The previous system stays available until the new one is trusted, and staff are trained against the real counter. Nobody replaces a property management system the week before a long weekend.
Support and maintenance	One team looks after the system for the life of the agreement, staffed when the property is full. Severity-based response times, measured monthly. Continuous monitoring from within the operator's environment. A drilled backup and restore. Releases, patches and incident response. Changes as the operator opens outlets and adds properties.
The yearly agreement	Software updates, the customisations made for you, monitoring, severity-based response and restoration targets, and the changes needed as the operator opens outlets and adds properties. Hosting stays with you. It is a fee, not a subscription.

Talk to our team

Send us the properties, the number of rooms and the booking channels and systems in use. An engineer replies with a rollout plan, an integration plan and a proposal.

Send us	The properties and their addresses, The number of rooms at each, The booking channels and systems in use
You get back	A rollout plan, An integration plan, A proposal
Email	info@idataraya.com
Website	stay.asasii.com/contact/

asasii stay is a product of idataraya Sdn Bhd (1263428-K), Kuala Lumpur. Deployed in the client's own environment, customised and maintained by idataraya. info@idataraya.com · stay.asasii.com