Technical specification

Deployment, reservations, the front desk, the guest folio, guest records, figures for the group, security, data and service for asasii stay.

Deployment

Where it runs	The operator's own cloud account or data centre
Installed by	idataraya, who installs it, hardens it and keeps it current
Keys, backups and data	Held by the operator's team
Rollout	At one front desk first, before a group commits every property to it
Cutover	Planned against the operator's own calendar, in the shoulder season, with the previous system available until the new one is trusted
Training	Against the real counter
Works beside	asasii pos at the outlets, asasii commerce for stock, asasii procure for purchasing and asasii ledger for group reporting

Reservations

What is booked	Rooms, tables, tickets and activities
Availability	One availability position, read by reservations, the front desk and every outlet
Where bookings come from	The front desk, the website or a partner
Booking channels	Those already in use stay where they are; idataraya integrates asasii stay with them
Overbooking	Not a reconciliation problem between systems, because no system holds its own version of what is free

The front desk

Scope	Check-in through check-out
Returning guests	Recognised from one guest record across properties
At departure	What a guest owes is already current, not assembled at check-out
Learning	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

What it carries	Room charges, outlet spend, deposits and adjustments, each as it happens
Outlet spend	Posted from asasii pos where the guest is staying; settled at the counter where the guest is not
Payments	DuitNow QR, card and e-wallet payments post against the folio, not into a separate takings figure
What a guest owes	Current at the desk, and answerable while the guest is standing there

Guest records

The record	One for the guest, the member or the season-pass holder
What it carries	Stay history, spend and entitlements
Across properties	A returning guest is recognised, not treated as new at each one
Across the operation	The same record across rooms, outlets and attractions

Figures for the group

To asasii ledger	Occupancy and room takings, consolidated across every property as the days close, with takings from asasii pos and stock from asasii commerce
Reconciliation	Against settlement daily, in asasii ledger

Security

Sign-in	Single sign-on with the operator's identity provider and MFA on every console
Roles	Scoped by property and function
Audit trail	Every action recorded with the previous value, kept for seven years

Data and integration

Personal data	Guest data stays in the operator's own environment, under the Personal Data Protection Act 2010
Card data	Card payments go through the operator's own acquirer, and card data stays with it
Export	Every record exports on request
Systems in use	Booking channels, payment providers and accounting packages stay where they are; idataraya integrates asasii stay with them

API	Documented, and open to the operator's other systems

Service

Response	Severity-based response times, measured monthly
Monitoring	Continuous, from within the operator's environment
Backup	A drilled backup and restore
Maintenance	Releases, patches, incident response, and the changes needed as the operator opens outlets and adds properties
Support	Staffed when the property is full
Agreement	One yearly fee covering software updates, the customisations made for you, monitoring, response and restoration targets, and those changes. Hosting stays with the operator

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