

Emerald Spa - a complete solution for managing spa, fitness, and recreation operations

With Emerald Spa you can identify your most profitable guests, maximize revenues, and streamline operations. Used by many of the world's most successful day, destination, retreat, and resort spas, wellness centers, and fitness/activities businesses.



Management solution.

Emerald Spa provides management staff and guests with a complete review of each and every service associated with a wellness business, whether that business is a stand-alone spa, fitness, recreation or dining facility, or a multi-property, multi-lingual, and multi-currency group. Emerald Spa provides an integrated spa and activities solution that enhances operations management, including a superb web booking engine for spa and activities along with comprehensive management analysis.

Comprehensive view.

Built on Microsoft's SQL database and .Net, Emerald Spa is a scalable modular application with extremely flexible deployment options. Client or member details can be shared across all properties, with approved staff having access to the guest's treatment, class, and purchase history as well as interests and membership status, regardless of where the guest last visited. Across a resort, every spa, restaurant or activity booking can be made from any location and a single guest itinerary can be produced at any time. The result is an enhanced guest experience; higher on-property stay and a complete view of every guest spend.

Exceptional control.

Emerald Spa has the most sophisticated scheduling system available showing payment status, premium guests, and resource availability in a single screen. 'Drag-and-drop' functionality enables fast bookings of rooms with staff and equipment all automatically allocated.

Emerald Spa provides flexible views of every appointment, the ability to print any screen, and powerful staff planning capabilities. Group activities are easily bookable with the click of a mouse.

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Package plans, flexible pricing, and gift certificates let you promote frequent visits. The online store, exercise, and nutrition plans extend the relationship, promote guest/member loyalty, and boost retention while increasing revenues. Emerald Spa's multi-location inventory and integrated point of sale system manages retail stores, food outlets, and consumables used in the provision of services—all controlled using touch-screen or mouse and keyboard deployment.

Reporting brings detailed analysis.

Emerald Spa provides over 250 industry specific reports that can be previewed before printing, exported to Microsoft Office or created as a .pdf or .rtf. Reports can be saved in a report library and reproduced automatically for a chosen date range, set of staff, locations or guests. Dashboards showing real-time analysis of key performance indicators (KPIs) can be developed for your specific business. Reports are both graphical and text with analysis of trends.

Reporting capabilities include:

Yield and revenue analysis : Provides time of day, day of week, and any other time-based analysis

Financial and inventory reports : Provides the tools to quickly ascertain the highs and lows of your enterprise

Staff, guest, member, location reporting : All of the tools needed to monitor and evaluate your marketing efforts, including services, equipment, courses, packages, gift certificates, prospects, promotions, and special offers, are included

Emerald Spa components:

- Integrated spa and activities solution for operational efficiency
- Drag-and-drop functionality enables fast bookings
- Sharing of client or member details across all properties
- Over 250 industry specific reports available
- Integration with property management system (PMS)
- Single detailed client profile to maximize client care
- Integrated retail point of sale
- Inventory and product control

Seamless integration.

Using leading industry interfaces such as HTNG Single Guest Itinerary enables you to use Emerald Spa not only with SoftBrands Epitome Property Management System but with a variety of PMS applications. It also integrates with third party accounting packages.

Customer and staff management.

Guest-focused attention starts with the initial call to create a

prospect and continues to the sale of spa products, online exercise, and nutrition counseling following a visit. From the first client contact, including capturing medical restrictions, Emerald Spa provides a single, detailed client profile to maximize client care and meet your quality standards and revenue expectations. Emerald Spa includes an optional notifications module that includes text messaging, email, and internal communications to ensure any change in circumstances can be immediately communicated to your staff or guests.

Marketing for increased profitability.

Emerald Spa provides superb tools to analyze your guest database, and proactively market your services and retail items to your guests. From seasonal marketing campaigns to questionnaires that you can design, send, and then access the results from your database.

Complete point of sale and inventory.

Your retail and online sales can be a busy and profitable area. Emerald Spa allows you to manage both the point of sale and retail, and consumables inventory aspects including producing purchase orders, analyzing your inventory, motivating, and recording product sales or simply presenting a custom receipt to a guest.

SoftBrands
26110 Enterprise Way
Suite 200
Lake Forest, CA 92630
USA
949 598 6000
949 598 6324

Infor Corporate Headquarters
13560 Morris Road
Suite 4100
Alpharetta, Georgia 30004
USA
866 244 5479
800 260 2640
www.infor.com

Contact your local
Infor office regarding
availability of products
in your region.

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