

Mainstay *Messenger* 2017-Q3



mainstay
Professional

2 Contents

3 Welcome

Introduction and Contacts

4 Directors Viewpoint

Brexit means Brexit

5 Mainstay Anniversary

Two years and four releases later...

6 New releases

V3.6 Ready to roll

7 Mainstay Support

8 In the pipeline

Product Roadmap

9 Channel Manager

What does it do?

10 New Customers

Welcome to Powersoft

Welcome

This is the second of our new style Newsletters , Mainstay Messenger. We hope that you will find it both interesting and useful.

It's been a while since the last newsletter and that because we've been very busy working on improving Mainstay and are about to release version 3.6.

We know that a number of you have been quite eager to have Channel Management in Mainstay and we can now announce that we have selected a Channel Management solution that works with all of the major OTA's and we are trialling it with a couple of hotels.

Brexit continues to roll on and with the weak pound hopefully you have been able to cash in on the European tourists eager to sample what Britain has to offer at bargain prices due to the strength of the Euro.

Hopefully you have all had a busy summer and have a bit of time to take breath before the Christmas rush

Best Regards

Colin Eley

Managing Director

Contact Details

Powersoft HQ

Powersoft Computer Services Ltd
16, Newhouse Business Centre
Old Crawley Road, Faygate,
Horsham , West Sussex.
RH12 4RU

☎ 01293 562730

www.powersoft-services.co.uk

www.mainstay-professional.co.uk

Sales

Robyn Lambourne

☎ 01293 649686

✉ rlambourne@powersoft-services.co.uk

✉ sales@powersoft-services.co.uk

Support

☎ 01293 649680

✉ support@powersoft-services.co.uk

Accounts

☎ 01293 562730

✉ sales@powersoft-services.co.uk

Technical

☎ 01293 562730

✉ support@powersoft-services.co.uk

Directors Viewpoint

Well there's been quite a lot of changes since the last newsletter came out last year and we are certainly going through turbulent times.

Brexit continues to cause a huge amount of uncertainty. The EU don't appear to have any concept on negotiation and want everything on their terms so its difficult to see how any sensible resolution will ever be reached. The politicians of all parties seem to have no concept of reality and don't seem to understand that it takes agreement from both sides so you have to be prepared to make concessions. In reality most of the politicians wanted to remain but now they have to deliver Brexit which is why there is so much turmoil in British politics at the moment.



I'm sure we're all keen to see an agreement reached for EU citizens living in the UK and UK citizens living in Europe. The uncertainty isn't good for anyone and the hospitality trade is heavily reliant on workers from overseas. We used to have foreign workers in Britain prior to the common market so it's not unreasonable to expect the same post Brexit. We will have to wait and see. The only good news is that a weak pound makes the UK more attractive to overseas visitors so that should be good for the hospitality trade.

Since the last newsletter we've been working hard on Mainstay to bring you a number of new features and enhancements that'll hopefully make your lives easier and reward your continued loyalty to the brand.

We will continue to enhance and develop mainstay for the future so you can assured that it will enable your business to succeed and flourish in the current marketplace. The next major development in the pipeline is channel management.

To this aim we have recently entered into a partnership with Vertical Booking to utilise their Channel Management portal so we can bring you a wide range of OTA's through a single portal at an affordable cost. The service is available immediately to customers who wish to maintain the online inventory manually and development has begun on providing an integrated solution which will be available later in the year.

Wishing you all a busy and successful Autumn and Christmas Season .

Colin Eley

Managing Director

Mainstay Anniversary—2 years at Powersoft

In May it was two years since Powersoft purchased the rights to Mainstay from Pinnacle Technology.

During the last two years we have been working hard to improve the product in all areas.

They say that beauty is skin deep, this isn't really true of computer software, most of the changes we have made take place under the surface. The changes have included Bug Fixes, enhancements and New Features and mean that Mainstay 3.6 which is now ready for release will be a vastly different beast to the old Mainstay V2 that we took over from Pinnacle.

A lot of work went into the Web booking interface and we have completely re-written it to make it more stable and ensure that the old problems of duplicated or missing bookings has been eradicated. The work has also meant that we have a stable platform around which to build the new Channel Management interface .

The last three releases have incorporated a multitude of changes such as Windows 8/10 compatibility, A new EPOS provider, Samtouch, streamlining of the reservations process, Multi-tariff bookings, Cloud Backups and numerous bug fixes. All of these changes have continue to strengthen the product without significantly changing the look and feel so that you don't need to re-train your staff every time a new version is released.

Free of Charge Upgrades

All of our supported customers automatically get new releases of Mainstay free of charge as part of their support and that will continue to be the case.

We have also allowed existing Mainstay users to get the latest releases free of charge when the take support with us for the first time. However that will shortly change .

The latest release Mainstay v3.6 is finally ready and that will be available free of charge to new and existing customers alike, however we are shortly due to start work on the integration with Channel management. This is a large piece of work and will naturally be available free of charge to supported customers.

Existing Mainstay users taking support with us for the first time will be required to pay a nominal license fee when we upgrade their systems to the new version. This is in recognition that the support revenues of our existing customers have contributed towards the R&D costs of this most significant development and it would be unfair to give it to new customers free of charge.

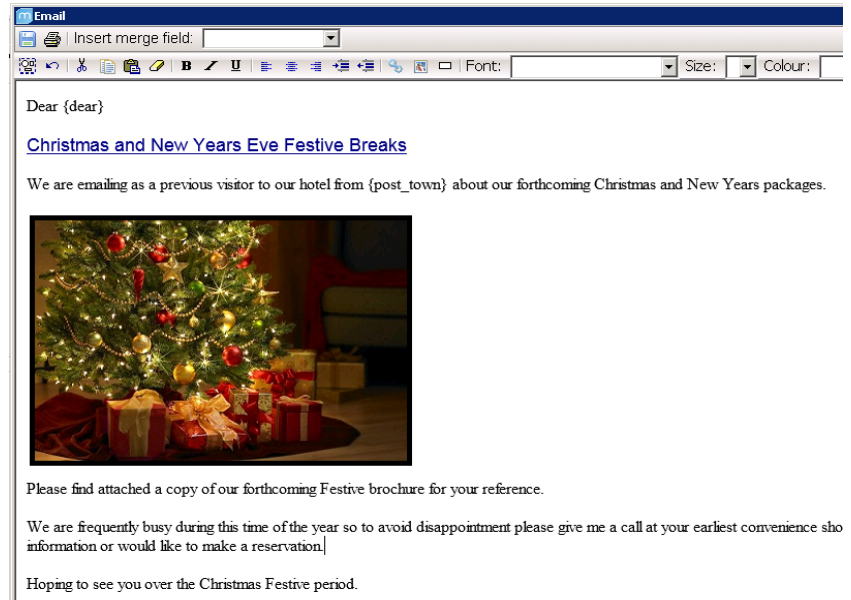
New Releases

Mainstay v3.6 is ready to roll and comes with a number of enhancements and bug fixes. Some of these are listed below:

Enhancement ref 17592: Ability to send HTML emails.

We have modified the system so that there is now the ability to send emails in HTML format instead of plain text so you can now change fonts, add images and improve the overall appearance.

The system will also handle in-line images which are served from a web server rather than embedded in the email itself which means that it is more likely to be rendered correctly in the recipient's email client and reduces the physical size of the email.



Enhancement Ref. 17160: Enhancement to allow partial refund of a deposit.

Previously there was no way to refund part of a deposit to the client and hold the balance of the deposit against the booking (e.g. in the scenario that one room of a multi room booking has been cancelled). The system now allows for a partial refund and the ability to refund part deposit allocate some of it to admin charges and retain the remainder against the reservation.

Enhancement Ref. 17596: New Reservation Reminders report.

A new report on the housekeeping menu gives better visibility of reservation reminders. It can be run for a range of dates to allow for better advance planning of resources.

Enhancement Ref. 17720: Automatic checking of Reporting Calendar.

A System enhancement to check 14 days ahead from the current billing date to issue a proactive warning if the reporting calendar is about to expire.

In total there are 14 enhancements and more than 13 bug fixes in release 3.6 which will continue to enhance Mainstay's facilities and ensure its success now and in the future.

V3.6 is a fully supported release and is available for all of Powersoft's supported Mainstay customers free of charge.

Mainstay Support

Why should I have support?

Support is basically an insurance against impending problems. Support gives you access to Powersoft's helpdesk to resolve queries and minor issues. In the event of more complex issues our support engineers will connect remotely to your P.C's or servers to remotely resolve issues for you. Lastly and more importantly Mainstay support will entitle you free of charge to the latest versions of the Mainstay software to ensure that your business continues to operate in a stable and efficient environment. These new releases have been modified and tested to run properly with the latest versions of Windows and the SQL Server database.

What versions of Mainstay are supported by Powersoft?

We know that there are many more users of Mainstay than we are currently supporting and that these users are running on many different versions of the software. For clarity, only versions from V3.0 and above are supported by Powersoft.

What if I don't have support?

If you don't have support currently you can buy support from Powersoft and upgrade to the latest version of the software by signing a standard support contract for £89 per month which includes support and upgrades to the system. For users who have not taken support by the end of 2017 we will charge a one-off upgrade charge of £ 500 in addition to the ongoing support charge.

What benefits will I get by upgrading to the latest versions?

- The new versions are compatible with Windows XP, Windows 7, Windows 8 and Windows 10.
- The new version is compatible with SQL Server 2012 and 2014.
- The web synchronisation software has been completely re-written to make it resilient and reliable.
- A new EPOS provider Samtouch is now supported by the system.
- The system now supports Sharp POS Version 4.1.2084 and CES Touch Version 8.8.115.
- System Backups have been improved to ensure that backup copies are held for a minimum number of copies and a minimum period.
- There is an additional facility to have backups automatically stored on our cloud server for a small monthly fee of £10.
- The system now supports multiple tariffs on a booking, so a single booking could have a mix of Night Dinner B&B , B&B and Room Only.
- A remote support option has been added to the help about screen.
- Reservations process modified to speed up the entry process.
- Room chart modified so when clicking on an in-house booking it opens the In House screen rather than the reservation screen.

In the Pipeline

Product roadmap

It is our intention to continue to enhance Mainstay to improve its capabilities, and we have created a development roadmap. Naturally our customers will have some pretty good ideas what they'd like to see and we would like to have their views, so if you have any feedback regarding Mainstay please let us know by emailing support@powersoft-services.co.uk.

Whilst Channel manager integration is our main focus of development of the forthcoming months there are other areas that we want to address over the coming months to enhance Mainstay and improve its functionality.

Conferences and Events

Our Mainstay Product Specialist Robyn has a background in Conferencing and Event Management within the Hotel Industry and with her feedback we are looking at improving this area of the system with the possibility of adding a diary facility for managing enquires through to the actual event and perhaps adding enhanced billing facilities for Catering etc.

Reporting

We are continuing to look at some of the reporting in Mainstay to see if we can improve the layout and content to make the reports more effective and meaningful so if there are any areas that you feel could be improved please let us know.

Channel Manager

What does it do??

Many of you will be wondering what a Channel Manager is and what it means to you. In short a channel manager is tool that allows you to maintain the data across several sales channels or OTA's from a single point.

If you wanted to sell rooms across , Hotels.com, Booking.com, Expedia, Trivago etc then you'd need to update the inventory levels and tariffs on each of these websites. A channel manager saves you doing this.

A channel manager allows you to maintain inventory levels and tariffs on single system which then updates all of the different sales channels. When a sale is made through any of the channels, the channel manager is automatically updated and the inventory levels are updated on all of the other channels.

We have teamed up with Vertical Booking to bring channel management to the Mainstay community. The introduction of this channel manager facility will be through a phased process. Initially we will trialling Vertical booking with manual updates to the inventory and tariff levels. We currently have two hotels going through this process.

Once this is running we will start developing an interface to the Mainstay back office so we can automatically maintain the inventory levels and tariffs as we already do with Mainstay online. We will probably do this in two phases 1) Maintain inventory levels and bring booking details from Vertical Booking back into Mainstay, 2) Update Vertical booking with any changes to tariffs as they are setup in Mainstay.

These changes are pretty complex but they are another sign of our commitment to the future success of Mainstay in the leisure sector.

If you'd like more details on how Channel Management would benefit your business please give us a call on 01293 562730.

New Customers Welcome...

Powersoft are delighted to welcome the following customers who are now enjoying the latest versions of Mainstay with Powersoft's support..

Dryfesdale Country House Hotel

Lockerbie, Dumfries and Galloway



Selkirk Arms Hotel

Kirkcudbright, Dumfries and Galloway

WheatSheaf Hotel

Swinton, Scottish Berwickshire



Broadoaks Country House Hotel

Troutbeck, Windermere, Cumbria

Old Manor Hotel

Lundin Links, St Andrews



Bruce Hotel

East Kilbride

Springfield Hotel

Hollywell, North Wales



Craignelder Hotel

Stranraer, Dumfries and Galloway

www-mainstay-professional.co.uk



Powersoft Computer Services Limited

16 Newhouse Business Centre • Horsham • West Sussex • RH12 4RU Telephone 01293 562730 Email sales@powersoft-services.co.uk

REGISTERED OFFICE 16 NEWHOUSE BUSINESS CENTRE, OLD CRAWLEY RD, FAYGATE, HORSHAM, WEST SUSSEX RH12 4RU, ENGLAND

DIRECTORS C J ELEY D V PEACE REGISTERED NO 2630916 VAT NO 602 3240 02