LUCY

PURE LIVE DATA FROM ANY SOURCE

REDUCED PERFORMANCE REPORTING

AI ENHANCED FORECASTING

SPEAK TO YOUR DASHBOARD

CONNECT YOUR DASHBOARD TO ANY OUTPUT

WORK IN THE MOMENT

SAVE HUGE SUMS THROUGH EFFICIENCY

As with many businesses, proactively understanding performance data is key to making the right decisions when supporting the prosperity and profitability your Hotel/Hotel Group. Lucy has been designed to provide live data from a group of data platforms and position them into an easily accessible, live dashboard, a process that removes hours of time spent extracting and compiling reports, often from different sources with varying, conflicting results.

Lucy interrogates your key systems and presents a blended cloud-based dashboard of data that serves up Actual v Budget analysis as well as the host of KPI's that drive your business. Lucy will showcase dashboard that can be accessed by anyone with authority to do so and provides a no-surprise, proactive approach to your monthly board meetings and overall strategic planning.

The story of the successful company is best written when everyone is on the same page.

SharePoint
Microsoft Office

PMS

SALES

FINANCE

REVIEW

HR

COGnito FORMS

REVENUE

Track any data point from any Cognito source.

Typical Metric Data Points

FINANCE (e.g., Sage)	Considerations/Sources
Supplier Costs MTD v Budget	Pulled from PO log and Fixed costs – Budget in P&L
Aged Creditors MTD v Budget	Pulled directly from Sage.
Refund Status MTD v Budget	Pulled directly from Sage.
Projected Monthly GOP v Budget.	Sourced from a SharePoint Excel suite.
Projected Monthly EBITDA v Budget.	Sourced from a SharePoint Excel suite.
Departmental Spend Budget v Budget.	Pulled from PO system.
Monthly Food GP% v Budget	Pulled from Live GP Excel log.
Monthly Beverage GP% v Budget	Pulled directly from Sage.

HR (e.g., FOURTH)	
Weekly Payroll v Budget	Pulled from either Fourth or Sage
Projected Monthly Payroll v Budget.	Calculation log held in Excel and managed by finance.
No. Staff Leavers	Pulled from HR
No. New Staff	Pulled from HR

Online Reputation	
Revinate/Review Pro Scores	Manual input twice weekly.
Glassdoor Scores.	Manual input twice weekly.

EPOS (e.g., GUESTLINE)	
Average Spend Per Head F&B MTD v Budget	Extract from EPOS – Budget figure from P&L (Sage)
Average Spend per Head Spa/Golf MTD v Budget	Extract from EPOS – Budget figure from P&L (Sage)
No. Restaurant Covers v Budget.	Extract from EPOS – Budget figure from P&L (Sage)
No. Breakfast upsells MTD.	Extract from EPOS – Budget figure from P&L (Sage)
Value of Breakfast upsells MTD	Extract from EPOS – Budget figure from P&L (Sage)

PMS (GUESTLINE)	
Revenue MTD V Budget	Live Revenue from PMS – Budget figure from P&L (Sage)
Day of the week trading analytics.	Yesterday's trading figure from last year PMS. V this year.
Occ % MTD v Budget	Live data pulled from PMS compared to Budget (Sage)
BOB MTD v Budget	Live data pulled from PMS compared to Budget (Sage)
Cancellations MTD	Live from Sage
Actual ADR MTD v Budget	Live data pulled from PMS compared with Budget (Sage)
Forecast Monthly ADR v Budget	Extrapolation from Excel SharePoint document.

How APIs Enable the Seamless Integration of Content and DRIVE Commercial Performance

Lucy uses AI to help your users understand and use data more effectively, minimizing cognitive bias, amplifying discovery, and elevating data literacy. Get analytics with a full range of augmented capabilities: AI-generated analyses and insights.

During the 18th century, steam engines powered the industrial revolution. Today, Application Programming Interfaces (APIs) are at the heart of the digital revolution. Often described as currency in the digital world, APIs are especially valuable to retailers and brands for guaranteeing speed and safety in the exchange of information and delivering the agility needed to quickly build customer experiences. Lucy harnesses the power of API agility to deliver the future into today.

Having the capabilities to deliver inspiring digital experiences across multiple touchpoints is a must-have in today's fast-paced world of hospitality. This requires a flexible software infrastructure that allows you to respond quickly to customers' needs and dynamic business challenges to stay ahead of the competition. To achieve maximum agility, hotel companies should follow the best-in-class strategy by connecting multiple applications via adaptive APIs, instead of using integrated office software suites that require significant reporting schedules.

- **Initial Consultation**

  A review of what data you're looking to consolidate. A quote is then provided.
  Pricing includes initial build followed by an annual licencing fee.

- **Connection Phase**

  With access to all relevant systems, we knit together your live dashboard for testing.

- **Implementation**

  We'll work with your team during launch and establish data validation.

- **Maintenance/Upgrades**

  When you get going you may wish to add to your live data.

  enquiries: info@hotelgeneralmanagers.com

  DataGlowIT