

## Editors Desk

Welcome to CiMSO News...  
Edition 1 for 2018



Happy and Prosperous 2018 to our Customers and Partners from all CiMSO staff here in Cape Town.

## In this Newsletter

- Managing those complex changes at your property/ company
- e-learning and on-line support pilots
- CiMSO keeps growing
- Frequent Questions
- Welcome to the CiMSO family!

## Your feedback

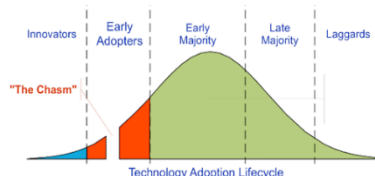
As always, we appreciate your suggestions and feedback. Please send us your information, pictures, and feedback to:

[marketingza@cimso.com](mailto:marketingza@cimso.com)

## Managing Complex Change in larger organizations

When changing a Property Management Solution, one of the biggest challenges for a Hotel or Resort Manager is managing change throughout the organization. Staff need to accept and adopt the new processes and changes coming from a new system. Not all staff are the same and neither do all staff adopt the technology change in the same manner. A certain percentage of staff will jump at the opportunity to learn and find the benefits of the new technology – call them “Innovators and Early Adopters”. Others will stand back and wait for someone to set the expectations before

engaging – let’s call them the “Majority”. Others might avoid using the new technology as far as possible – call them “Laggards”. The above graph represents your staff and when replacing a PMS-ERP system, leadership needs to drive change differently for each respective group within the technology adoption lifecycle. Change does not happen just because the goal has been set. I came across a model by Knoster, Villa and Thousand (2000) on managing complex change and



when asking General Managers, the changing of a property management system absolutely falls under the “Complex Change” category.

### Managing Complex Change

Vision	+	Skills	+	Incentives	+	Resources	+	Action Plan	=	Change
■	+	Skills	+	Incentives	+	Resources	+	Action Plan	=	Confusion
Vision	+	■	+	Incentives	+	Resources	+	Action Plan	=	Anxiety
Vision	+	Skills	+	■	+	Resources	+	Action Plan	=	Resistance
Vision	+	Skills	+	Incentives	+	■	+	Action Plan	=	Frustration
Vision	+	Skills	+	Incentives	+	Resources	+	■	=	False Starts

We found managers who can effectively and consistently provide the Vision + Skills + Incentives + Resources + Action Plan, can successfully manage complex change like replacing a Property Management Solution at single- and multi-property environments alike.

Johan Marais – Editor

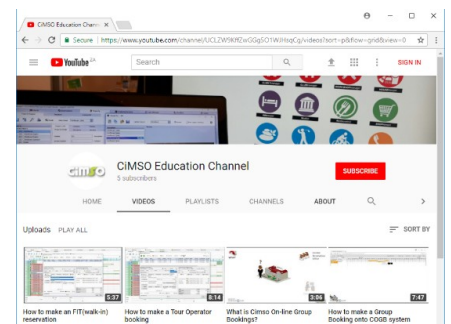
## NEWS...

### CiMSO e learning piloted

During 2<sup>nd</sup> half of 2017, CiMSO piloted the development of five e-learning modules. The successful recording and posting of pilot modules to YouTube confirmed the

value of making training available to customers in an on-line environment for JIT (Just-in-time) training for new customers and existing customers alike. Says Managing Director, Pieter Roux: “On-site training and project management will always be an option, but with on-line JIT training and eventually certification roadmap, CiMSO is positioning itself as not only providing a top class turn-key product and support, but allowing top-of-class educational options to our customers.”

To see the sample video vignettes



simply Google “cimso educational channel” and click on “videos” to see a playlist. Please send us your feedback to [marketingza@cimso.com](mailto:marketingza@cimso.com)

### CiMSO keeps growing

2017 was an exciting year and CiMSO experienced excellent customer growth during the year. Subsequently CiMSO grew its staff compliment in both Africa and Asia offices. New voices you will speak to in Africa include Simone Steven (Marketing and Sales) and Thomas Buys (Customer Support). CiMSO now has 510 Servers and 981 point-of sales spread across 13 countries providing beds for 72,585 guests per night.



### CiMSO support now piloting on-line chat

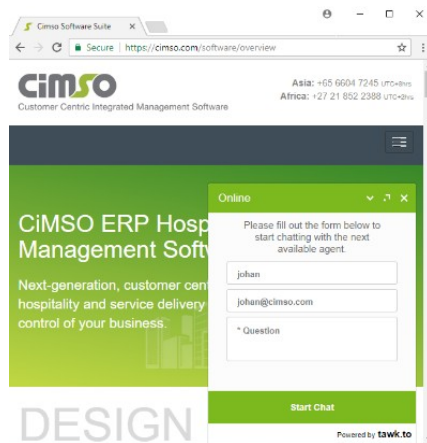
CiMSO has now added a live “Chat” functionality, allowing both current and new customers to direct questions to

the CiMSO support or the CiMSO sales & marketing teams.



To experience the CiMSO on-line "Chat" button functionality, please go to: [www.cimso.com](http://www.cimso.com)

Click on the "Start Chat" button to chat or to leave an off-line message for our support and sales teams.



## Frequent Questions:

### Is CiMSO Software only meant for large Hotels, Lodges and Resorts?

CiMSO not only provides next generation fully integrated software solutions to Lodging and Hospitality, but also Restaurants, Retail, Services, Fitment centres and Fuel stations.

CiMSO software has been installed from 3 room properties up to 1000 room properties, thanks to CiMSO's affordable and scalable pricing module.

## A hearty welcome to the CiMSO family...

In this edition we would like to welcome

### Sport Klub Windhoek (SKW) Namibia

SKW is one of the most prominent and well-known Sport Clubs in Southern Africa.



Established in 1951, SKW provides different sport facilities, including Archery, Table tennis, Soccer, Tennis and Volleyball. In addition, SKW host the legendary Windhoek Oktober Fest.

SKW procured CiMSO's CLUBmanager, RESTaurateur (for the club's food & beverage requirements) and CLIENTmanager CRM with the ability to manage members, accounts, communications and loyalty.

### Seven on Marine Hermanus South Africa

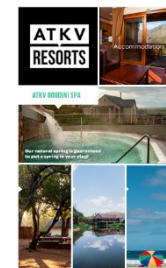


The sophisticated contemporary design of 7 On Marine, a unique architectural masterpiece, brings the ocean and mountains into the calm textural spaces of the beautiful interiors. Each space and suite ingeniously conceived to provide a sensory journey.

Nearly 3 years in the planning, owner Heidri Saayman chose CiMSO's INNkeeper, RESTaurateur and INVENTORYmanager for this beautiful Boutique Hotel.

### Major upgrades and independent audits were executed at the following resorts:

#### ATKV Resorts South Africa



ATKV, installed in 1999, was successfully upgraded from version 3 to version 4, during the 2<sup>nd</sup> half of 2017.

The upgrade allows the ATKV to benefit from a multitude of features including near real-time on-line bookings.

#### NWR Namibia Wildlife Resorts Namibia



Namibia Wildlife Resorts, installed in 2000, was upgraded during 2017 to the latest version 4, offering Tour Operators and Travel Agents on-line group bookings from anywhere in the world, using CiMSOweb for on-line bookings.

NWR uses CiMSO in all aspects of the business and provide on-line bookings to their customers at their 27 properties throughout Namibia.

To our CiMSO community:  
Have a prosperous 2018!