

# Case Study: SolVen Hospitality

For Steve Soldatovich of SolVen Hospitality, innRoad has been the catalyst for his streamlined hotel operations and enhanced guest experiences. innRoad has allowed weight to be literally lifted off his shoulders.

Managing six properties in beautiful Wildwood, New Jersey, Steve was beholden to the six laptops he carried during the off-season to track their individual performance. In addition to the physical burden, managing six properties on separate computers presented logistical challenges that made the simplest tasks, such as reviewing reservations, cumbersome and complex.

Since partnering with innRoad, Steve has eliminated the operational and physical challenges that were once routine. innRoad's cloud-based property management software provides him with one system through which he can manage all six of his properties with ease. Now Steve has one laptop, one login and complete control of his multi-property hotel operations.

## Instant Efficiency

*"We do at least 20-30 reservations a day, and we can save at least 2 hours a day with innRoad, just with reservations."*

Before innRoad, processing reservations required Steve's team to manually enter booked rooms into the hotel's system and then remove each room from inventory on various online travel agent sites, such as Expedia and Booking.com.

With innRoad, the entire reservation process is automated. Once a room is booked, it's removed from inventory on all channels – instantly saving time and adding efficiency to daily operations.

## Spend More Time with Guests

innRoad allows your team to spend more time with guests, instead of behind the desk.

*"Our property managers are the face of their property, the more time they can spend with guests, the better."*

With innRoad reducing the time needed to complete the front desk and back office functions needed to keep hotels operating smoothly, your team can focus more on delivering the exceptional hospitality that keeps guests returning.

"innRoad is cloud-based, so I don't have to lug around multiple laptops to support my multiple properties. One system. All properties. Much easier."

Steve Soldatovich - CEO  
SolVen Hospitality

## Manage Multiple Properties

Steve enjoys satisfying his guest's needs, beginning with their very first interaction with his hotels.

*"With innRoad's single system we are able to see what's available across all of our properties in one place. That way, we can offer our guests alternatives if their first option isn't available."*

innRoad's flexibility allows managers to customize their screens to monitor multi-property operations, as an individual hotel or separate locations, all within one, cloud-based system and from anywhere with an internet connection.

## Stay Competitive

With innRoad, hotels are able to maximize RevPAR opportunities by keeping rates competitive with the local market, but still providing operators with complete control.

*"innRoad allows us to keep our rates competitive, no matter what's going on with the weather or our current reservations. We can change rates, add discounts and they're instantly populated throughout all of the channels we are marketing our properties. It saves so much time, it's like having another employee."*

With innRoad's cloud-based property management system, SolVen Hospitality is efficiently managing six profitable hotels. By eliminating manual processes and streamlining operations with one system, more time is spent with guests than behind desks, providing Steve, his guests and his team all with great daily experiences.

"Having innRoad is like having another employee. With the time we save we can spend more time with our guests, making sure they have the best experience possible."

Steve Soldatovich - CEO  
SolVen Hospitality

## About innRoad

Founded in October 2007, innRoad provides solutions for the operational challenges that are frequently presented to independent hotel operators. Our cloud-based property management software allows operators to efficiently manage the front desk and back office functions needed to successfully operate a hotel and consistently deliver exceptional hospitality for your guests.