

CASE STUDY

NEWHOTEL & SUNSOL HOTELS

 **Newhotel**
Software

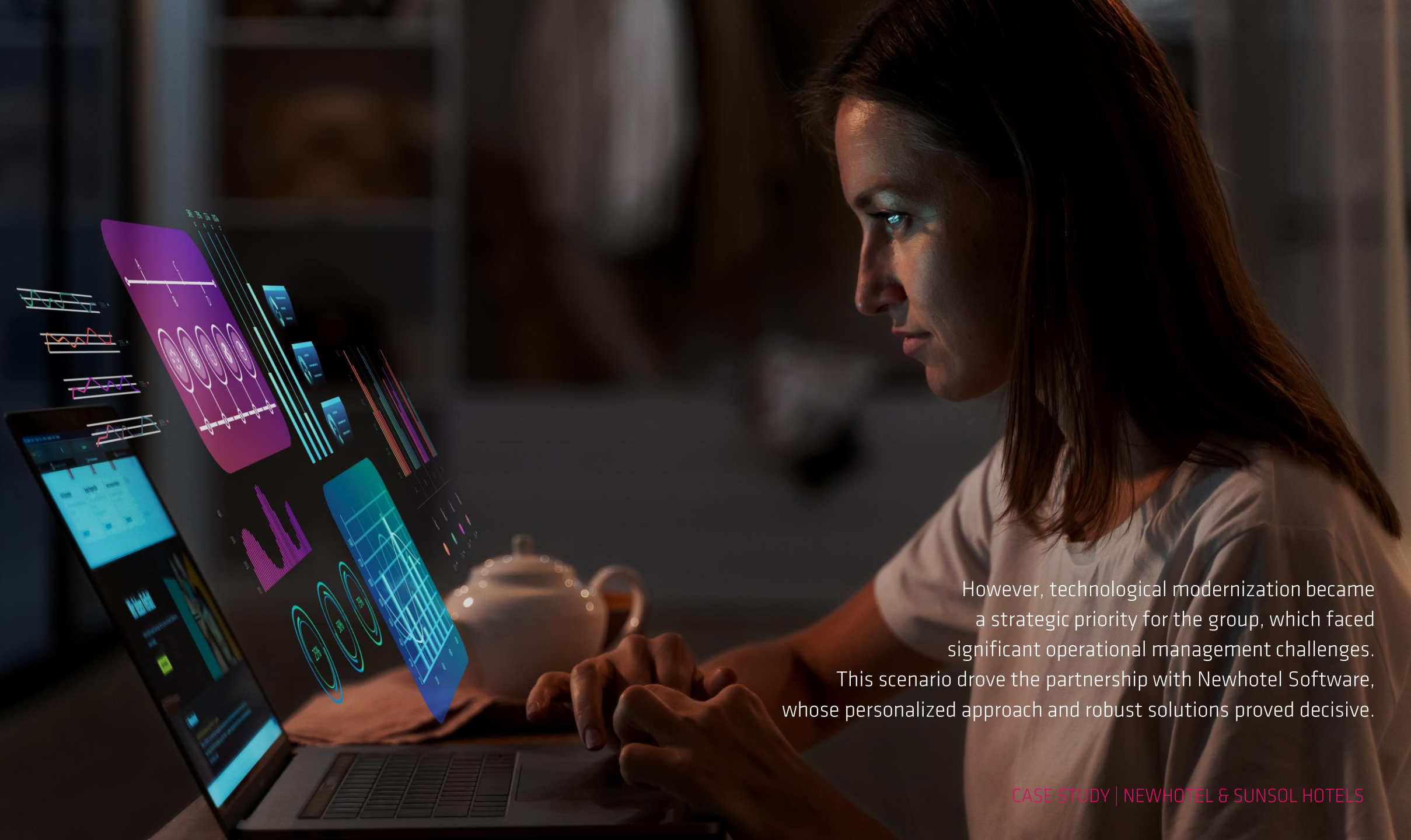
SUNSOL
HOTELS



CONTEXT

Sunsol Hotels & Resorts is a benchmark in Venezuelan hospitality, operating in iconic destinations like Margarita Island and Coche Island. Combining excellent hospitality and paradisiacal destinations, Sunsol is renowned for providing unforgettable experiences for those seeking tranquility, adventure, or cultural immersion.





However, technological modernization became a strategic priority for the group, which faced significant operational management challenges. This scenario drove the partnership with Newhotel Software, whose personalized approach and robust solutions proved decisive.

TRANSFORMATION

The main challenge for Sunsol was to replace a property management system (PMS) used for over a decade without compromising operational continuity.

This transition, prompted by external factors, required a solution that ensured:



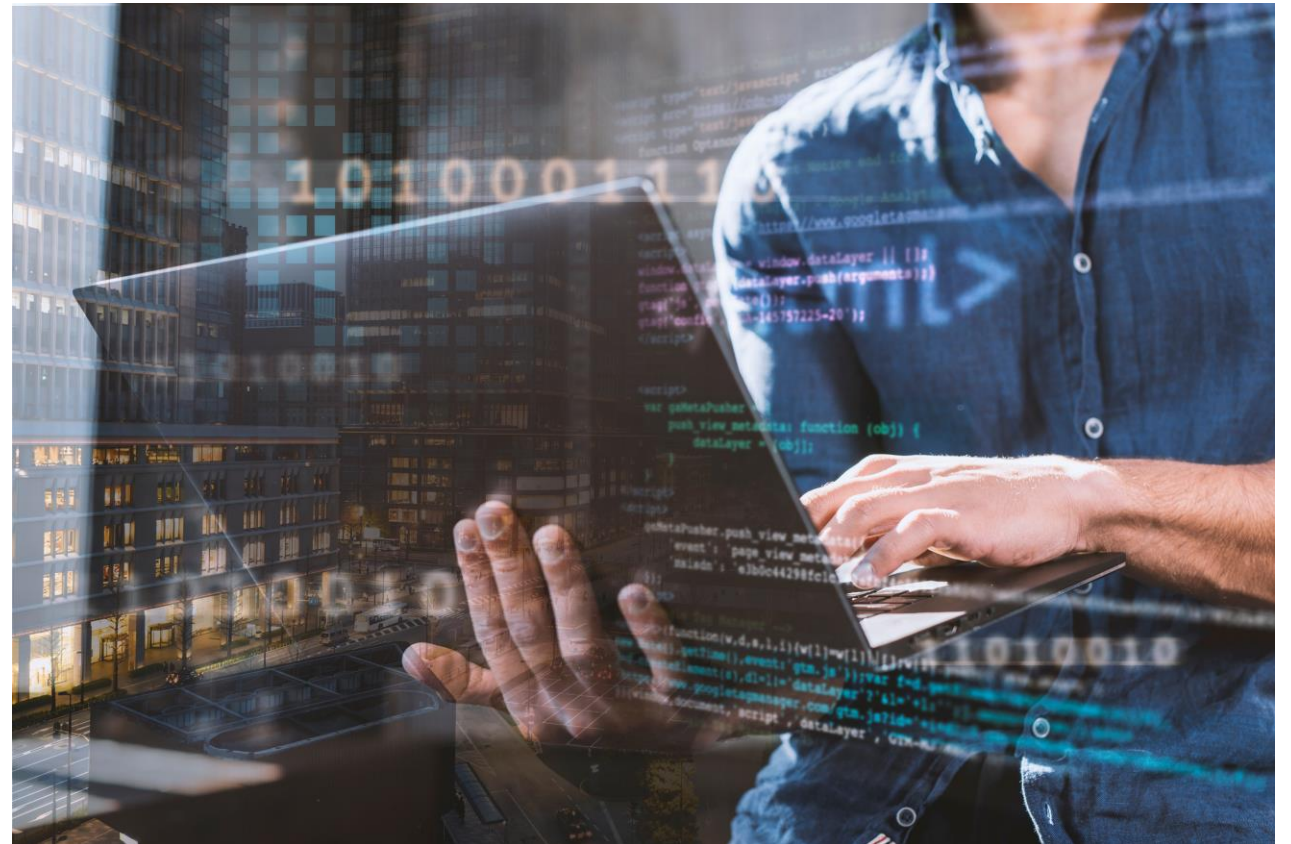
A swift and effective transition



Controlled costs aligned with the existing budget



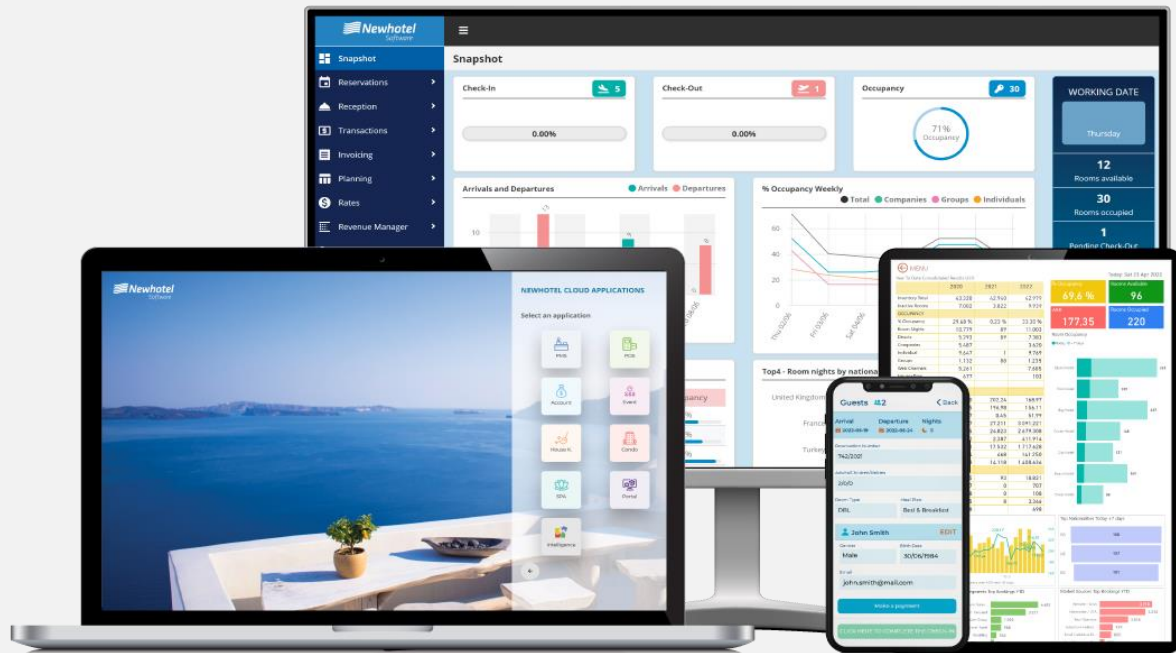
Efficient training to minimize the impact on teams





Daniel Rojas, IT Corporate Manager

"The transition was inevitable, but it was essential to find a solution that ensured business continuity without increasing operational costs."



CHOICE

Sunsol Hotels selected Newhotel Software as a strategic partner for its ability to provide comprehensive technological solutions tailored to the specific needs of the hospitality sector.

With a broad and flexible offering, Newhotel excels at integrating all areas of hotel operations—from reservations and operational management to online distribution and integration with sales channels.

Sunsol's trust in Newhotel is rooted in its proven experience, continuous innovation, and focus on helping hotels streamline processes and enhance efficiency. Newhotel's tools not only optimize operations but also deliver unique guest experiences, ensuring high-quality standards and consistent results.



Founded in 1984, Newhotel Software is a global leader in developing integrated technological solutions for hotel management.

Headquartered in Lisbon and with a direct presence in seven countries, Newhotel has over 6,000 installations across 64 countries, offering a portfolio of more than 50 technological applications and hundreds of certified interfaces.

40
Years

6k
Installations

64
Countries

50
Products

11
Offices

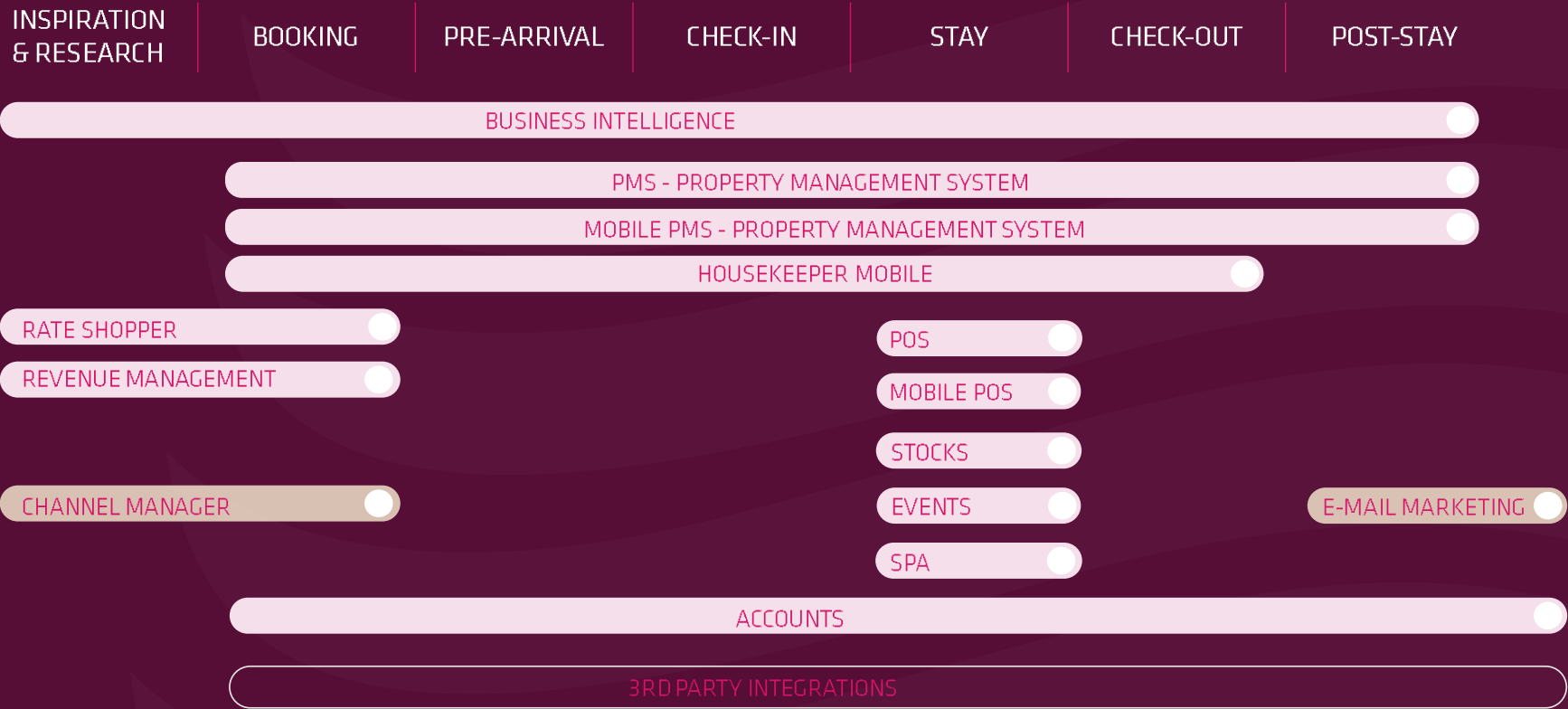


Leading the digital transition, Newhotel provides cutting-edge Cloud solutions like Newhotel Cloud PMS, Revenue Management, and Business Intelligence to promote operational efficiency and profitability.

ONE PLATFORM, ENDLESS POSSIBILITIES

Unified Hotel Technology

Hotel
Users



Hotel
Guests



40 YEARS OF INNOVATION

Over its 40 years, Newhotel has continuously invested in **innovation**, adapting its solutions to the specific challenges of each client. More than a provider, Newhotel is a **strategic partner** focused on the sustainable growth of its clients, helping hotels and resorts reach new levels of **efficiency** and loyalty while shaping the **future of hospitality**.





CHALLENGE

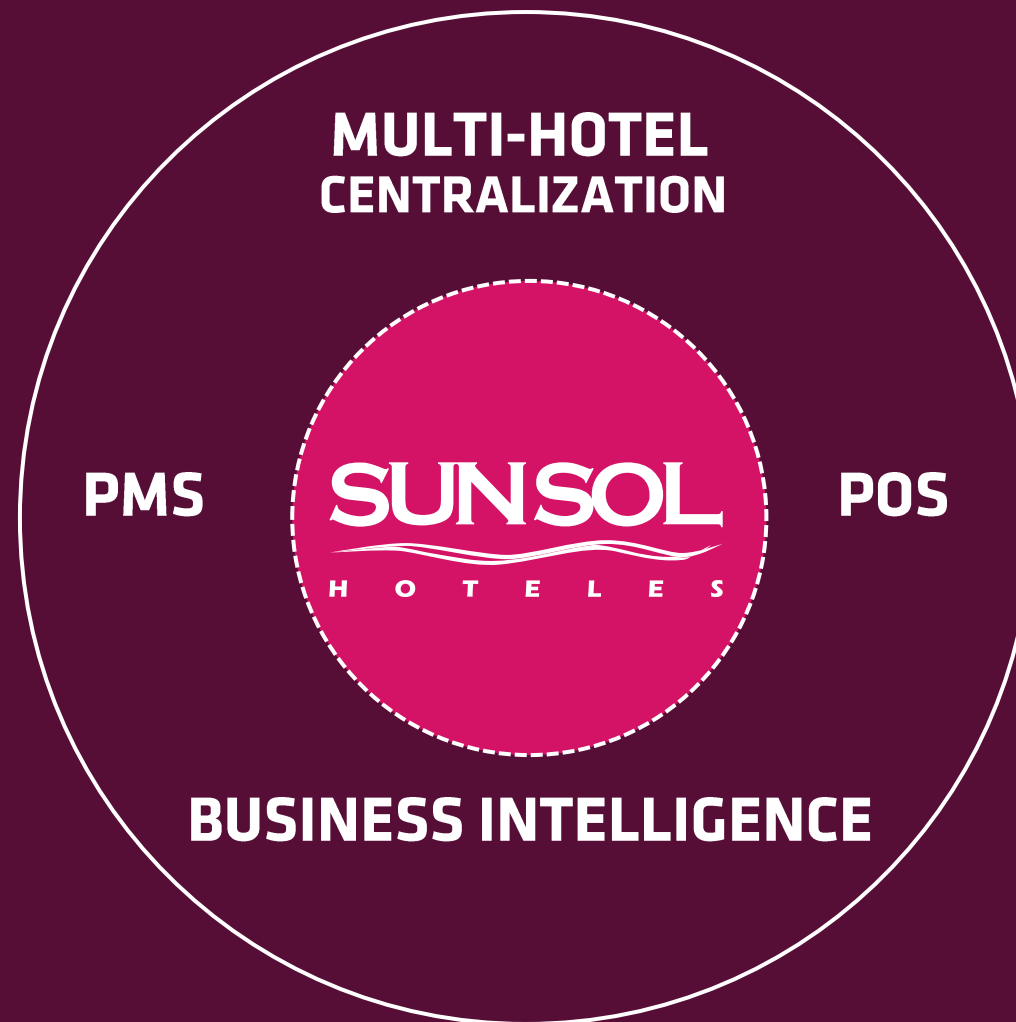
The challenge was compounded by the need for remote training to integrate the teams across the **four properties** within a short timeframe without compromising the rigor and quality of the process.

The decision to choose **Newhotel**'s software was driven by trust in its track record and the team's ability to quickly address Venezuela's fiscal and operational demands.

THE PROPOSAL INCLUDED:



- A centralized, multi-currency PMS for the four properties.
- A POS system for Hotel Unik.
- An advanced Business Intelligence module.
- Bidirectional integration with the group's back-office system.





NEWHOTEL DISTRIBUTOR

Additionally, the long-standing relationship with Newhotel's local distributor was crucial in aligning Sunsol's specific needs with the proposed solutions.



Daniel Rojas

"The flexibility of Newhotel and the continuous support were decisive factors in our decision."

With **1,336 rooms** across **four properties**, the implementation process was meticulously planned, transitioning one property per week.

Consolidated remote training ensured that teams were prepared without significantly impacting operations or generating additional costs.

Daniel Rojas

"The transition was surprisingly smooth. Newhotel's ability to replicate our existing processes facilitated team adaptation."





PARTNERSHIP

The collaboration between Newhotel and Sunsol also enabled **customization of performance reports and KPIs** to meet the group's specific needs, marking a key milestone in the implementation's success.

The adoption of Newhotel's solutions brought substantial changes to Sunsol, including:



Operational Efficiency

Improved responsiveness and real-time, data-driven decision-making.



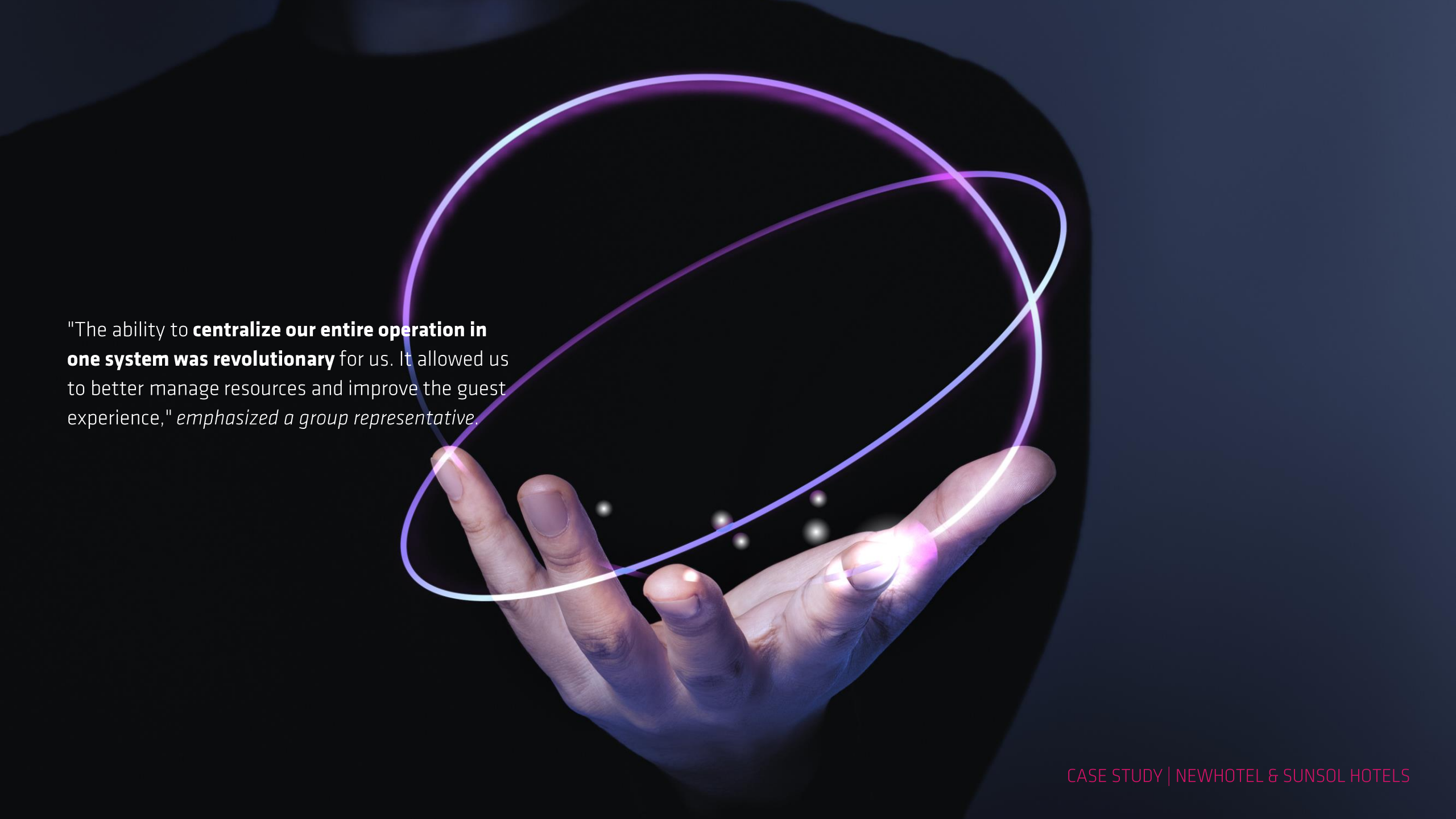
Cost Reduction

Elimination of expensive physical infrastructures like local servers.



Centralized Management

Full control of all property operations through a single management dashboard.

A hand is shown holding a glowing, intertwined ring of purple and white light. The ring forms a complex, overlapping loop that resembles an orbital path. The hand is positioned at the bottom, with fingers spread, supporting the ring. The background is dark, with a few small, distant light points visible. The overall aesthetic is futuristic and technological.

"The ability to **centralize our entire operation in one system was revolutionary** for us. It allowed us to better manage resources and improve the guest experience," *emphasized a group representative.*



CONCLUSION

The experience with Newhotel highlighted important lessons:



Strategic Partnerships
Working with suppliers who understand local specificities is essential.

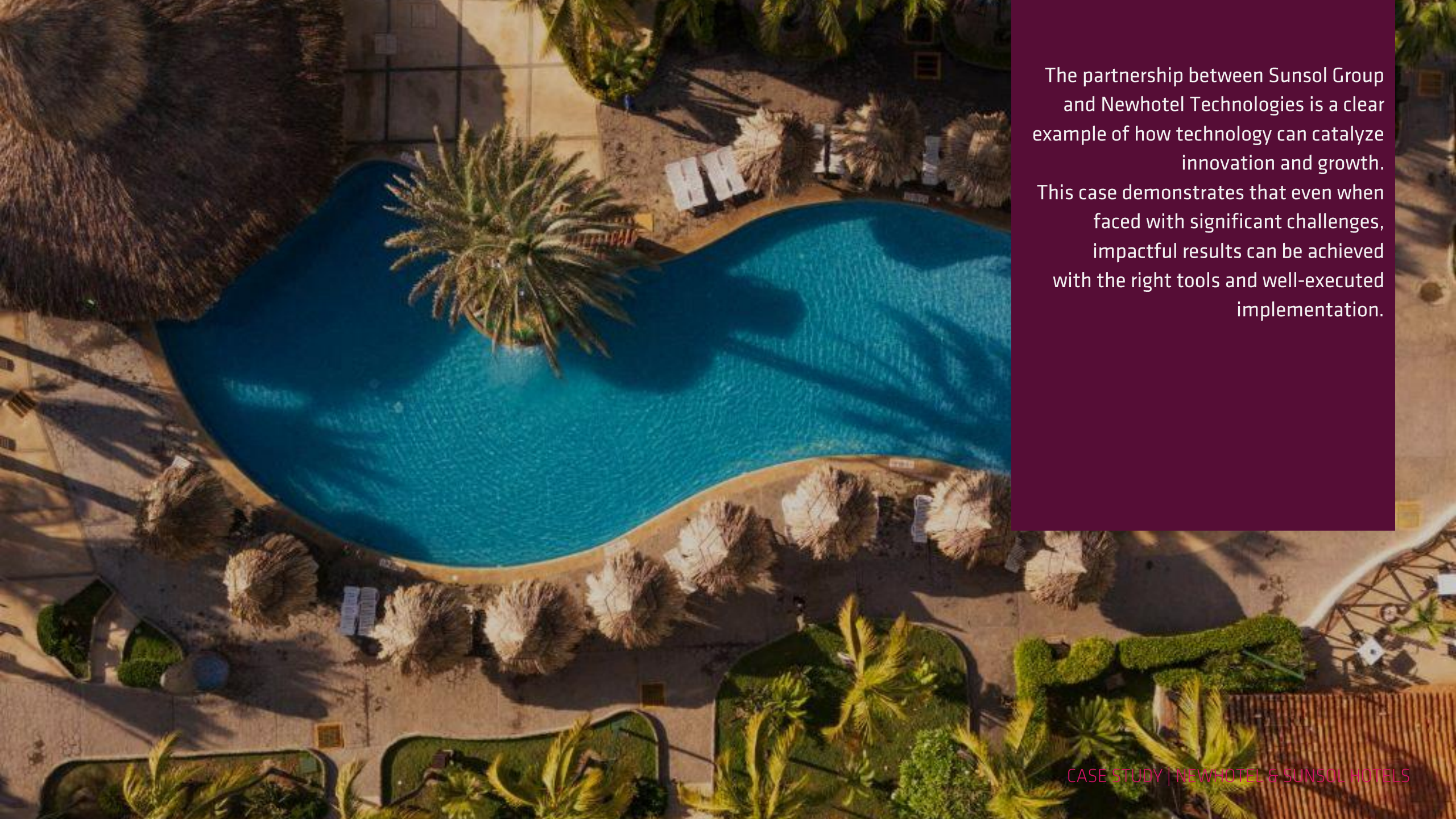


Rapid Adaptation
Flexibility and customization capabilities are crucial in technological transition processes.



When asked about recommending Newhotel to other hotel groups, Rojas was clear:

"We recommend them without hesitation. Newhotel rose to all our needs, delivering robust solutions aligned with our strategic objectives."



The partnership between Sunsol Group and Newhotel Technologies is a clear example of how technology can catalyze innovation and growth. This case demonstrates that even when faced with significant challenges, impactful results can be achieved with the right tools and well-executed implementation.



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