FCS Computer Systems

FCS e-Engineering

The Electronic Work-horse to meet all your needs!

Hotels face massive challenges across an increasingly incomprehensible operations environment, from dealing with suppliers, room maintenance, third-party contractor, engineering supervision, preventive maintenance, general maintenance, job inspection, repair and services, purchase and receivable, account department to work schedule and carrying out entirely with less.

Setting the benchmark for Quality Services

How does one ensure quality? Quality is guaranteed if and only if the system and staff complement each other. Ever so often, the employees are not motivated to produce quality work because they are hindered by systems that burden rather than assist them. Here's where the similarity between FCS e-Engineering and other systems ends. FCS e-Engineering empowers the staff to make sound decisions, and most importantly to achieve performance expectations. By automating many mundane tasks, employees are able to focus on areas pertaining to quality. Their motivation will no longer be centred on what to do, but on how to do it.

It is a fact that a hotel that is stagnant in its delivery of service will eventually fade in existence. To remain in the forefront of the hospitality industry, a hotel must be able to maintain an incomparable reputation at all times. Part of the strategy of preserving an impeccable name is to take precautionary measures in every aspect of managing the hotel. Preventive maintenance involves periodic inspection to ensure that potential problems are solved before they actually surface. FCS e-Engineering accommodates the function for preventive maintenance to ensure that subtle enhancements constantly renovate the hotel without disrupting guests. Such contingency planning involves more costs, but complacency to plan in advance will result in even more dire consequences

Effective Management

FCS e-Engineering enables hotel to meet specific issues head on – maximizing productivity while controlling costs. You get the essential tools to ensure project management checklist, increase multiple tasks flexibility, simplify the process of working with building contractors, coordinate project management more efficiently, better manage inbound and outbound activity, and utilize resources more effectively.

More than 3000 hotels rely FCS e-Engineering to gain competitive differentiation in the marketplace.



FCS Computer Systems

FCS e-Engineering includes:

General Engineering Service (GES) Module

For the ultimate in operational security, the GES module offers secure access for designated staff in workflow management. Built specifically for all your engineering needs, the system allows you to manage and organize your workflow from order management, demand forecasting and visibility, core equipment management, financial and transaction, engineering job schedule, multi-site job, and operations. This system module can also help you generate the necessary reports you need to optimize customer service, inventory levels, productivity, and profitability.

Preventive Maintenance Service Module

With this module, you no longer have to worry about equipment failures as it helps you track and order preventive engineering services request in system schedule. The system can help you generate up to date reports on equipment status and availability, maintenance of equipment and assets to maximize ROI and depreciation of those assets.

Job Tracking & Monitoring Module

This easy to use module helps you track job completion at various levels with departments and contractors in a seamless and systematic approach. At each level, reports are generated with links to view equipment used and history during each service process for greater business efficiency.

Equipment Registration Module

Using this module, you can index and track and index all hotel equipment with classification system based on area registration, or detail registration in an instant. The system allows you to view details of such as storage rooms and view of equipment with all the necessary reporting features required in management and supervision.

Public Area & Room Registration Module

A simple to use module to allow superivisors and management staff to access detailed information on room classification and service area and facilities.

Reporting Module

The reporting module consists of an extensive database that enables management to track the status of jobs from the initial request to completion. Managers are also able to decide when they require summary reports, detailed reports, graphic reports and checklist reports. The reports simplify the processes of performance evaluation, cost control and forecasting analysis for management. By gaining access to priceless information on the weak areas, management is given a clearer picture on how to boost productivity while controlling resource consumption. The reports generated will enable management to reconcile job requirements and human resources conflicts as well as plan inventory needs in advance.

FCS e-Engineering experience built in.

FCS e-Engineering feature solutions that help you reduce costs, drive revenue, and straighten your operation. You can oversee complex equipment, improve inventory accuracy, control forecasting demand, streamline seasonal equipment purchasing, simplify scheduling, track jobs and liens against specific customer jobs, and manage and document spec requirements and contracts in a timely manner as well as plan all your resource needs.





FCS is a new age partner that provides global support capability to the hospitality industry. FCS' unique service orientated systems with the provision of converged technologies have become the industry standards for most major hotel chains and are dedicated to optimizing resource allocation and deployment, boosting productivity and efficiency, and achieving guest satisfaction and profitability. Because of our 20 years of intimate knowledge in hospitality, we have enhanced mobility and productivity in the new IP convergence evolution to suit the current needs. We understand hotel's challenges and what makes them successful. We developed service oriented applications for in-room and web based for back office benefit to data mining tools to help effective reporting. The reporting information provides useful information for operational efficiency, speed and points out priorities. Having the best reporting tool allow staffs to show relevant facts in an interesting way, makes all differences in communicating to management and feedback to colleagues. Now, more than ever, achieving measurable results – real data and commercial results – demands that communicators presenting a higher standard of data. All the hotel technologies are integrated to communicate effectively with hotel guests, hotel service personals and vendors. We customized for each hotel's uniqueness and all our components harmonized into an eco-system.

From a single-product company in 1982 to becoming a market-leading end-to-end solutions innovator, provider, vendor and integrator of the latest in hospitality technology today, FCS has about 4,500 installed customers and more than 2000 active customers in over 36 countries. Among this large customer base are leading four and five-star international hotels like The Hyatt Hotels Group, The Jumeriah Hotels, The Shangri-la Hotels, The Hilton Group, The JW Marriott Group, Bass, The ACCOR Group, The Starwood Group, The M&C Hotels, The Intercontinental Group, Sheraton, The Peninsular, The Mandarin Oriental Group, Le Meridians and The Four Seasons.

FCS Computer Systems

Copyright © 2007 FCS Computer Systems. All rights reserved. FCS Computer Systems and all mentioned company names and/or products are trademarks or registered trademarks. Information subject to change without notice.

FCS Computer Systems Australia Pty Ltd – Australia Suite 1 Level 10, 99 Elizabeth Street, Sydney, NSW, Australia 2000

Tel: +61 2 8256 5600

FCS Computer Systems – Canada 77 Lincoln Ave, Brantford, Ontario, N3T 4S8, Canada Tel: + 1 519 304 1867

FCS Computer Systems – Beijing Suite 1606, Prime Tower, No. 22 Chaowai Avenue, Chaoyang District, Beijing China el: +861 6588 5161

FCS Computer Systems – Shanghai Room 908B, Sino Life Tower, No 707 Zhang Yang Road Shanghai Pudong Tel: +86 021-58353629

FCS Computer Systems GmbH – Germany Eschenburgstr, 29 a, 23568 Luebeck, Germany Tel: +49 (451) 29 28 9-0

FCS Computer System Limited – Hong Kong Suite 1504, 15/F City Plaza, 12 Taikoo Wan Road, Hong Kong

Tel: +852 2513 8888

FCS Computer Systems Ltd – India-1ew Delhi 116, 1st Floor, Roots Tower, Laxmi Nagar District Centre, Delhi 110-092, IndiaTel: +011 4244 8971

FCS Computer System Limited – Macau Av. Dr. Mário Soares, No. 25, Edf. Montepio, 4 andar Sala 37, Macau Tel: +852 2513 8888

FCS Computer Systems Sdn Bhd – Malaysia C1001, Block C, Kelana Square, No 17 Jalan SS7/26, Kelana Jaya, 47301 Petaling Jaya, Selangor Darul Ehsan Tel: +603 7953 7357

FCS Computer Systems (Thailand) Co., Ltd 23rd Floor, Unit 2314, Empire Tower, 195 South Sathorn Road, Yannawa, Sathorn, Bangkok 10120, Thailand Tel: +662 670 4151

FCS Computer Systems – United Kingdom 1 Farnham Road, Guildford, Surrey GU2 4RG England Tel: +44 0 8707707928

FCS Computer Systems – United States Tel: +1 323 650-0449