



# Elevating Hospitality Excellence at **TIME Ruba Hotel & Suites, Makkah!**



# Client Overview

**TIME Ruba Hotel & Suites** is a premier hotel in Makkah, renowned for its commitment to providing exceptional guest experiences and operational efficiency. As a new hotel, they sought solutions to enhance their operations and guest satisfaction. They reached out to trustangle team for expert advice and recommendations.





TIME Ruba Makkah partnered with trustangle to implement a suite of cutting-edge solutions:



Shiji PMS: A robust Property Management System designed to optimize front-desk operations, manage reservations, and enhance guest interactions.



Shiji Infrasy POS: A powerful Point of Sale system that integrates effortlessly with the PMS, streamlining food and beverage operations and improving service efficiency.



Reachware Connect: A comprehensive solution to bridge communication gaps between various hotel departments, ensuring cohesive operations and seamless guest service.



Reachware pay : An advanced invoicing and billing solution that simplifies financial processes, ensures compliance, and enhances transaction transparency.



# Implementation

trustangle's expert team managed a seamless transition, ensuring minimal disruption to daily operations. The integration of these systems was executed with precision, providing a unified platform that aligns with TIME Ruba Makkah's strategic goals.



# Results

**Enhanced Efficiency:** Streamlined operations across front desk, food and beverage, and financial management, significantly reducing manual processes and operational bottlenecks.

**Improved Guest Satisfaction:** Real-time updates and integrated systems improved service delivery, leading to a notable increase in positive guest feedback and repeat bookings.

**Operational Transparency:** Unified data and reporting tools provided actionable insights, enabling informed decision-making and strategic planning.



# Conclusion

The implementation of Shiji PMS, Shiji Infrasy POS, Reachware Connect, and Reachware Fatoora has transformed TIME Ruba Makkah's operations, setting a new standard for hospitality excellence. Shiji & Reachware's solutions delivered substantial value, positioning TIME Ruba Hotel & Suites, as a leader in guest-centric and efficient hospitality management.



# Testimonial

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Shiji & Reachware team with trustangle has been exceptional in transforming our operations at TIME Ruba Hotel & Suites, Makkah. The flawless implementation of Shiji PMS, Shiji Infrasy POS, Reachware Connect, and Reachware Fatoora has greatly enhanced our efficiency and guest experience. Their unwavering commitment to quality and innovative solutions has set a new benchmark for the industry, adding substantial value to our business

**Mohamed Adel, General Manager, and Waleed Sameer, Corporate IT Manager**  
**TIME Ruba Hotel & Suites, Makkah**

