CHAPTER 1

INTRODUCTION

1.1 Background

In this information era, communication has become more and more important and crucial for the global community. One of the many ways to communicate is by using Internet. Internet can provide real time communication and or data exchange that is not limited by geographical boundaries.

Not only internet can provide virtually unlimited communication, people also use it as a new medium for conducting business transactions (e-commerce). Many systems and applications today are available for this purpose. As an example, the Indo.NET and Ebay.com web sites are some e-commerce web sites; and some portal web site examples are Besthotels.com, Indo.com (hotel portal web sites).

In line with this technology trend, PT. Infotek Jaya Makmur also builds and commercially offers a solution in a form of an application which specializes in building hotel management system. However, up until now, although the company has created many hotel desktop applications called Property Management System or PMS, it has not built any website or application for online reservation system which can connect to the hotels’ PMS applications.
In order to enhance the usage of this application, a system need be built as a reservation portal to enable user to easily reserve hotel rooms from virtually anywhere and anytime by using the Internet connection, rather than using telephone lines, which can be busy and also limited because of the human resources availability.

This web portal will be a suitable place where people who want to reserve a hotel can visit to look for hotel information, compare between hotels, and also make a reservation to any of the available hotels from the portal. This portal will provide up to date information for the visitors since the database is continuously updated by the hotels through the portal’s web services.

1.2 Scope

The whole system works by combining the PMS and the portal altogether. However, the scope of this thesis is constructing a functioning and compatible website portal as bridge between users and the PMS. This website application will be built using PHP language, and it will be using MySQL for the database. To get the updated data from the hotels, web services are used. The structures, development, and the process of the PMS, as well as the data transfer from PMS to the portal are out of scope.

This thesis will be about building an online hotel reservation system that supports current existing system (Property Management System) connected via the Internet. This website will act as a portal between users and the participating hotels. The online system will allow users (website visitors) to choose a hotel from the available hotel list, and
then book a room reservation from this website, afterwards our system will send a notification of the booking/reservation record through emails. The PMS will then send a notification for the corresponding hotel, and a confirmation to the users.

For the reservation, the users are not only able to specify the check in and check out dates, the room type, the number of extra bed (if needed), and the number of people, but also they can select what special packages they want to include with the room reservation (for example: breakfast package, spa, massage, etc).

Figure 1.1 Development Scope
1.3 Assumption

The assumption of the thesis is that the PMS is already fully functioning in the hotels that will be implementing the website. The email notification sent by the portal will be automatically processed by the PMS of the hotel to be updated to its database (not done by the portal). The notifications of reservation status to the customers are done by the PMS, not the portal.

1.4 The Aims and Benefits

The aims of the project scope (reservation portal):

- To be able to accept reservation request from web visitors.
- To be able to send (submit) the request to the corresponding hotels through email (in readable and XML format).
- To be able to receive database updates through the portal’s web services.

The benefits that can be achieved by implementing this system:

- The client hotels which already implement PMS can get reservation process easier, because the staffs do not have to input the reservation records manually.
- More hotels will be interested in purchasing the PMS system because of the additional web application portal, which will expand the market for PT. Infotek Jaya Makmur.
- As an additional business prospect for PT. Infotek Jaya Makmur, because of the payment it receives for reservations that occur through the portal.
1.5 Structures

- Chapter 1: Introduction
  Describe the general context of thesis problems, scope, assumption, aim and benefits.

- Chapter 2: Theoretical Foundation
  Describe theoretical foundation and framework, including some formal analysis theory from latest research, books or other references related to the problems faced.

- Chapter 3: Problem Analysis
  Describe the current condition of the company which inspires the development of the online reservation system.

- Chapter 4: Solution Design
  Describe the methodology suitable to develop the hotel online reservation website, and also the system design of the website.

- Chapter 5: Solution Implementation (Results)
  Describe the result of implementation including the testing.

- Chapter 6: Discussion
  Describe the comparison between the current existing systems compared to upcoming implementation.

- Chapter 7: Conclusion and Recommendation
  Gives general conclusion about the online application, recommendations, and feedbacks.