



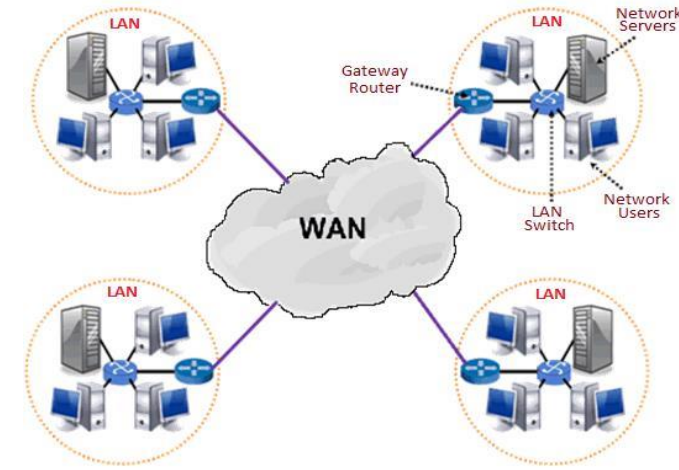
Introduction to Internet, WWW and Web Browsers

Basics of Computer Network

01

LAN (Local Area Network)

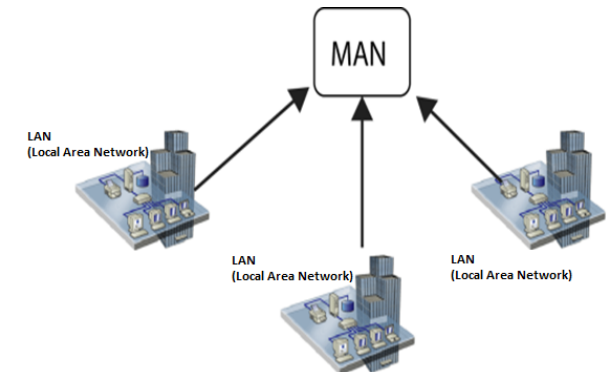
Local Area Network (LAN) provides data communication within shorter distance and connects several devices such as computers and printers. This type of network contains computers that are relatively closer and are physically connected with cables and wireless media.



02

MAN (Metropolitan Area Network)

Metropolitan Area Network (MAN) is an extensive network that connects numerous corporate LANs together. Usually MANs are not owned by sole organization. Their communication devices and equipment are maintained by a group or single network provider that sells its networking services to corporate customers.



03

WAN (Wide Area Network)

Wide Area Network is connecting two or more LANs together, generally across a wide geographical area.

Internet

Internet is called the network of networks. It is a global communication system that links together thousands of individual networks. In other words, internet is a collection of interlinked computer networks, connected by copper wires, fiber-optic cables, wireless connections, etc.

A computer can virtually connect to other computers in any network. These connections allow users to interchange messages, to communicate in real time (getting instant messages and responses), to share data and programs and to access limitless information.



Archi

Basics of Internet Architecture

Internet architecture is a meta-network, which refers to a congregation of thousands of distinct networks interacting with a common protocol. In simple terms, it is referred as an internetwork that is connected using protocols. Protocol used is TCP/IP. This protocol connects any two networks that differ in hardware, software and design.

Process

TCP/IP provides end to end transmission, i.e., each and every node on one network has the ability to communicate with any other node on the network.

Layers of internet Architecture

Internet architecture consists of three layers:

IP

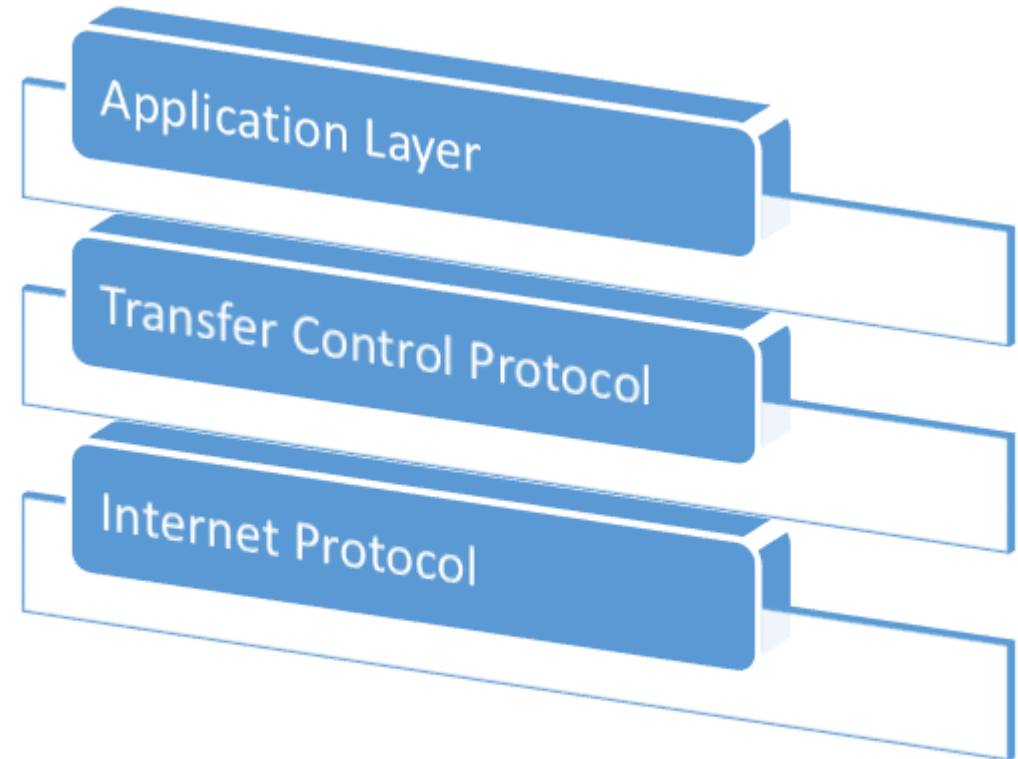
In order to communicate, we need our data to be encapsulated as Internet Protocol (IP) packets. These IP packets travel across number of hosts in a network through routing to reach the destination. However IP does not support error detection and error recovery, and is incapable of detecting loss of packets.

TCP

TCP stands for “Transmission Control Protocol”. It provides end to end transmission of data, i.e., from source to destination. It is a very complex protocol as it supports recovery of lost packets.

Application Protocol

Third layer in internet architecture is the application layer which has different protocols on which the internet services are built. Some of the examples of internet services include email (SMTP facilitates email feature), file transfer (FTP facilitates file transfer feature),etc.



The three layers of internet

Services on Internet

WWW and Websites

World Wide Web is being used on internet right now. WWW is the name given to all resources of the internet, which you can access with a web browser.

Terminologies related to WWW

Web documents can be linked together, and are called “Hypertext”. Hypertext systems offer an easy approach to manage huge collections of data, which includes text files, pictures, sounds, movies and more. In a hypertext system, when you view a document or your computer screen, you can also access all the data that is linked to it.

HTTP and Links are foundation for WWW. Web page is displayed in the web browser. It is a kind of word processing document which contains pictures, sounds and even movies along with text.

Websites

A collection of associated web pages is called “Website”. Websites are housed on the web servers. Copying a page onto a server is called “publishing” the page, which is also called “posting or uploading”.

Communication on Internet

Email

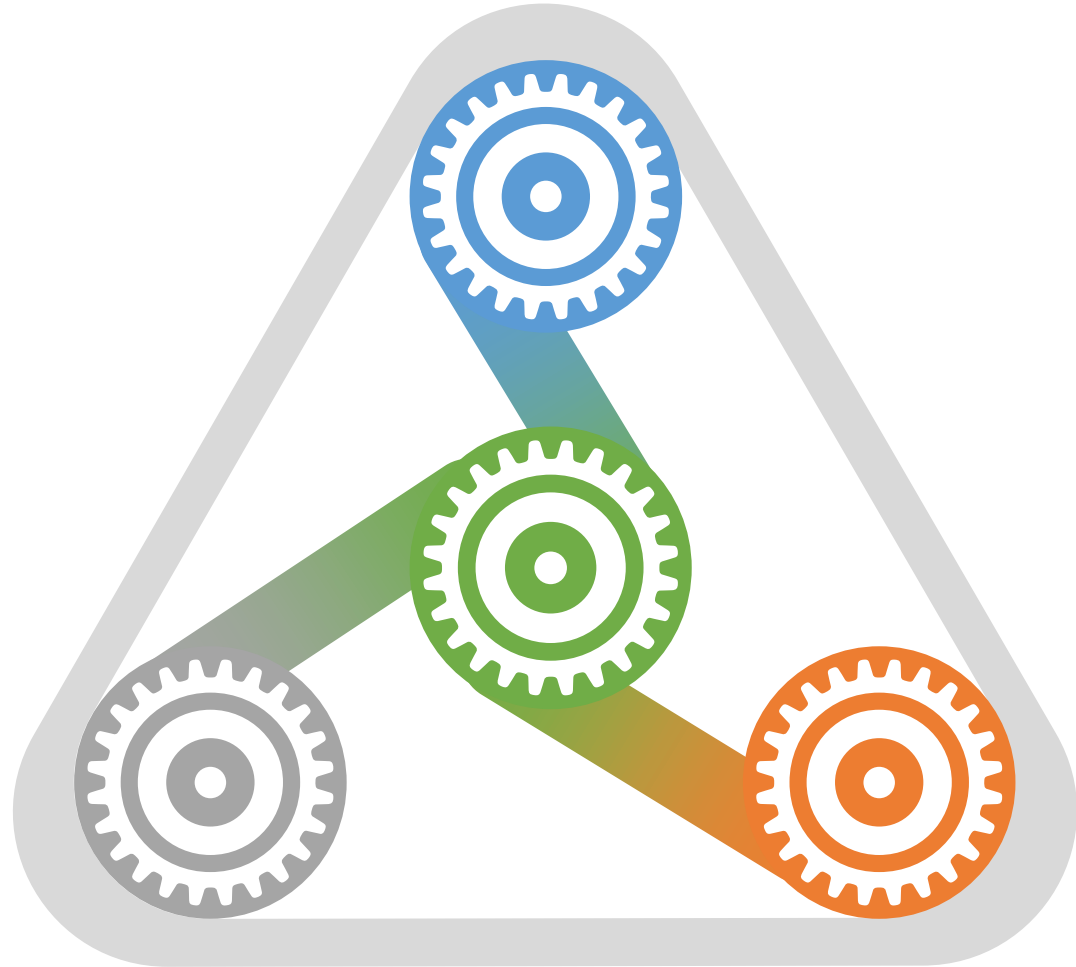
Electronic mail or email is one of the key parts of e-revolution which is specially designed for communication purpose. Once you have an email account, you can start sending electronic messages to anyone if you have the recipient's email address. The format of an email address is "username, @ symbol, domain name (yahoo.com, gmail.com, etc.)"

Video Conference

A video conference is a telecommunication technology, which permits two or more people in different locations to interact via mutual video or audio transmission simultaneously. It is also called visual collaboration and is a type of groupware. Video conferencing uses telecommunication technology to bring people at different sites together for a meeting/conversation.

Instant Messaging

Instant Messaging (IM) is a process of transferring real-time messages between users. It facilitates private chat room atmosphere. IM alerts users when some of their peers are online, so the users can start chatting with them.



WIFI

Wireless LAN has become popular for use these days which is based on the technology called Wi-Fi (Wireless Fidelity). This uses radio waves to transmit signals and provides access to the internet within a short distance.

Broadband Connection

Broadband connections are considered as high speed connections, as they use modes that can handle several signals at once, such as fiber optics, twisted pair cables, coaxial cable and other technologies. Even with hundreds of users on the network, these connections allow large files and complex web pages to download quickly.

Web Browsing Software

“World Wide Web” or simple “Web” is the name given to all the resources of internet. The special software or application program with which you can access web is called “Web Browser”.

Launching a Web Browser

Web browser is an application that is located on a computer’s disk. Once you have an internet connection, you can launch a web browser using the following methods:

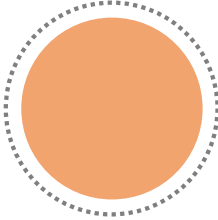
Popular Web Browsing Software

- Google Chrome
- Mozilla Firefox
- Opera
- Internet Explorer

Search Engines

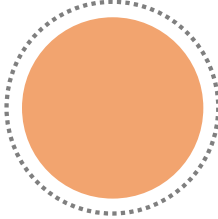
Search Engine is an application that allows you to search for content on the web. It displays multiple web pages based on the content or a word you have typed.

The most popular search engines are listed below.



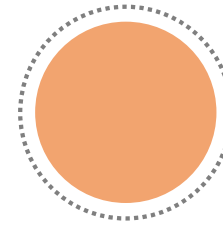
Google

Google is the most popular and robust search engine launched in the year 1997 by Google Inc. It was developed by Larry Page and Sergey Brin. It is written using C, C++ and Python. Beyond searching content, it also provides weather forecasts, sports score, temperatures, area codes, language translation, synonyms, etc.



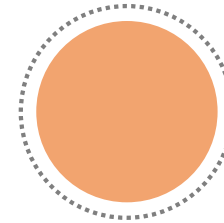
Yahoo

Yahoo is a common search engine launched by Yahoo in the year 1995. It is a multilingual search engine and written using PHP language.



Bing

Bing is also a popular search engine launched by Microsoft in the year 2009. It is written using ASP .Net language. It is used to search web content, video, images, maps, etc.



Ask

Ask is the most popular search engine and application for e-business which was launched by IAO in the year 1996. It was developed by Garrett Gruener, David Warthen, and Douglas Leeds.

- Search for a content on Search Engines
- Accessing Web Browser
 - Using URLs
 - Using Hyperlinks
 - Using Browsers Navigation Tools
 - Back Button
 - Forward Button
 - Refresh Button
 - Close Button
 - Using Bookmarks
 - Using History
 - Using Favorites Folder

Basics of E-mail



Email

Electronic mail is an application that supports interchange of information between two or more persons. Usually text messages are transmitted through email. Audio and video transfer through email depends on the browser in use. This provides a faster way of communication in an affordable cost.

Advantages of Email

Functionalities like attachment of documents, data files, program files, etc., can be enabled. This is a faster way of communication at an affordable cost.

Disadvantages of Email

If the connection to the ISP is lost, then you can't access email. Once you send an mail to a recipient, you have to wait until she/he reads and replies to your mail.



Email

Email Addressing

Email address is a unique address given to the user that helps to identify the user while sending and receiving messages or mails.

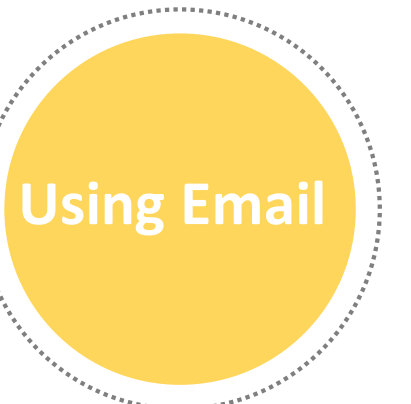
Username - Name that identifies any user's mailbox

Domain name - Represents the Internet Service Provider (ISP).

@ Symbol - Helps to concatenate username and domain name.

For example: user_name@domain_name

Username - user, Domain name - gmail.com



Using Email

The main purpose of using email is to exchange information between persons. The process starts with opening of client email and ends with sending and verifying mail to recipients.

Opening Email Client

In order to interchange messages between people, the first step is to open or create an email account. Follow steps below to create an email account.

Mailbox: Inbox and Outbox

- Inbox - Inbox is an area where you can see all the received mails.
- Outbox - Outbox is an area where the outgoing messages or messages which are in process of sending or which are failed to send are stored.
- Sent mail - Sent mail is an area to view all the sent or successfully delivered mails.



Creating and sending a new E-mail

In order to send a new text message to the user, first create or compose the message which includes the following steps.

- Step 1: Open your mail account by providing correct User name and Password.
- Step 2: Compose or create your message by selecting “compose” option shown in the
window.
- Step 3: In the window displayed, enter recipient’s address in “To” textbox and add “Subject” of message, then add a “Body” of the message and press “Send” button.
- Remember, the subject of the mail should be explicit and short.

Replying to an E-mail message

Replying is giving response to the received mail which includes the following steps.

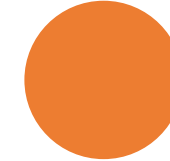
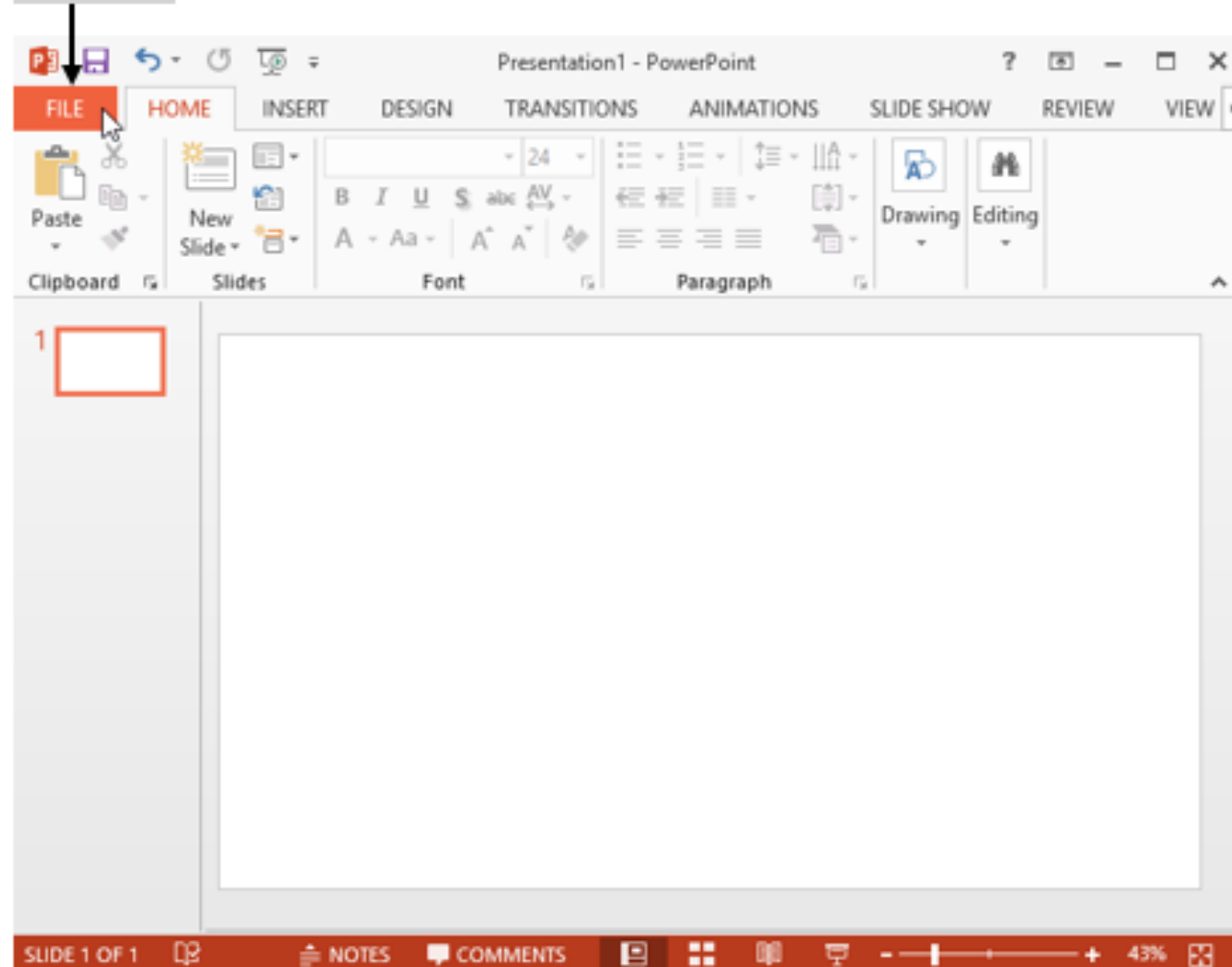
- Step 1: Open an email to which you want to reply and press the “Reply” button or press
“Shift+R” on the keyboard.
- Step 2: In the window displayed, enter “Body” of the mail and click “Send” button. The
mail will be sent automatically to the corresponding person without having to re-type the
“To” address.



MS PowerPoint

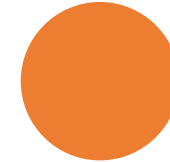
Microsoft PowerPoint is one of the powerful tools of MS-Office, which helps in creating and designing presentations. PowerPoint Presentation is an array of slides that convey information to people in an attractive manner.

Go to FILE



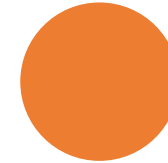
Using PowerPoint

You can create a new presentation by choosing File -> New -> Presentation.



Opening an existing PowerPoint presentation

To open an existing PowerPoint, select File -> Open -> Recent Presentations -> and select the presentation you want to open.



Saving a presentation

- To save a presentation, click on “File” menu and choose “Save” option.
- Every presentation will be saved by default as presentation1, presentation2, presentation3 and so on.
- To change the default save location, select Save As -> Computer -> Browse.
- Click on the browse option to see a window where you can select desired location to save the file.



Creating a presentation using a template

File → New → and select desired template.



Creating a Blank Presentation

- A blank presentation has no pre-formatted designs or colors. Every required element in the presentation has to be created or inserted specifically by the user.
 - To create a blank presentation, select File → New → Blank presentation.



Entering Text and Editing

- To enter text in a slide, insert a new slide.
- A slide has two sections:
 - Click to add the title.
 - Click to add the subtitle.



Inserting and deleting slides in a presentation

- To create a new slide, follow the below steps:
 - Go to Home -> New Slide or
 - Insert -> New Slide or
 - Right Click over the slide -> select New Slide.

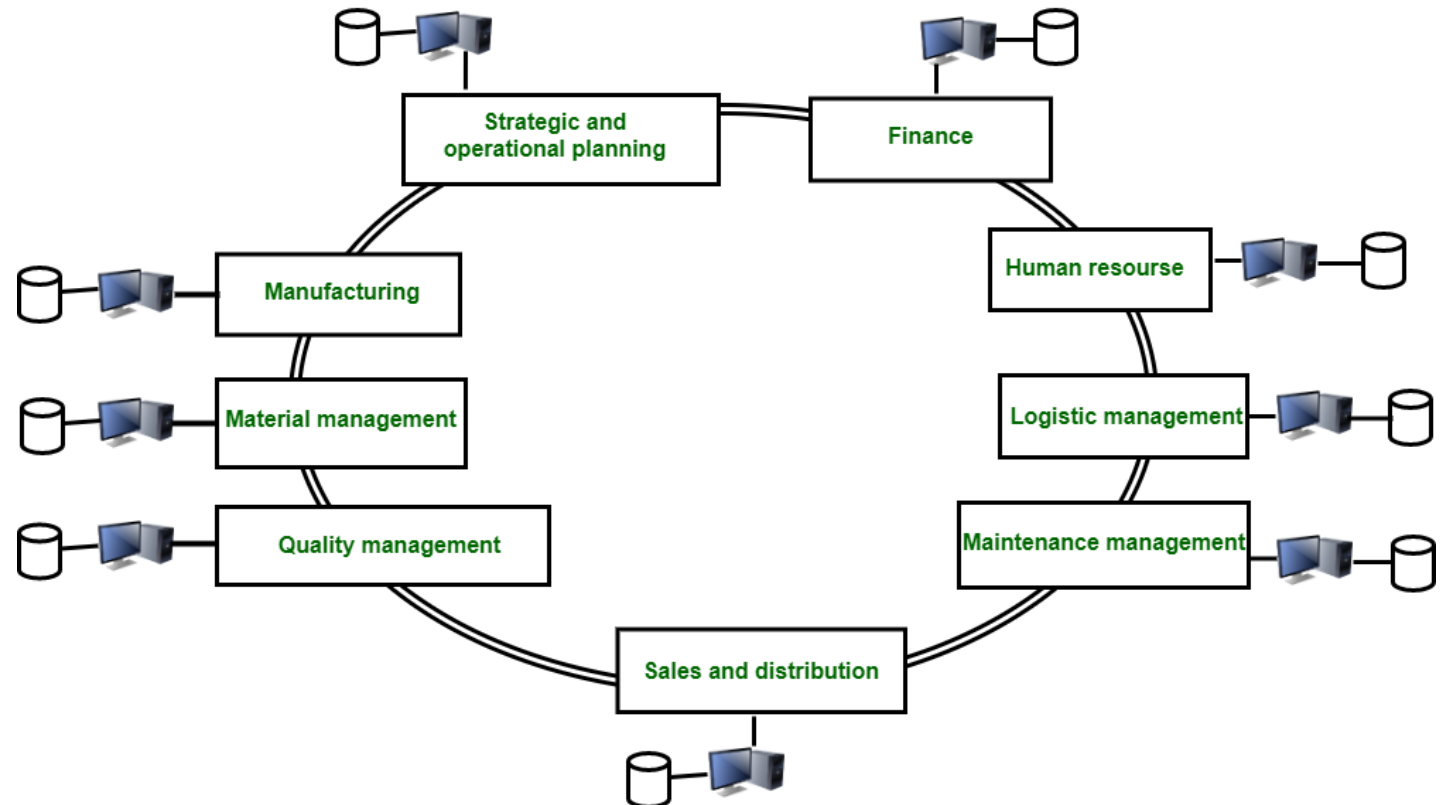
Introduction to ERP



- ERP stands for Enterprise Resource Planning.
- ERP systems are the kind of software tools which are used to manage the data of an enterprise.
- Different departments like receiving, inventory management, customer order management, production planning, shipping, accounting, human resource management, and other business functions
- Basically, it is the practice of consolidating an enterprise's planning, its manufacturing, its sales and marketing efforts into one management system.
- It combines all databases across different departments into a single database which can be easily accessible to all employees of that enterprise.

Before ERP

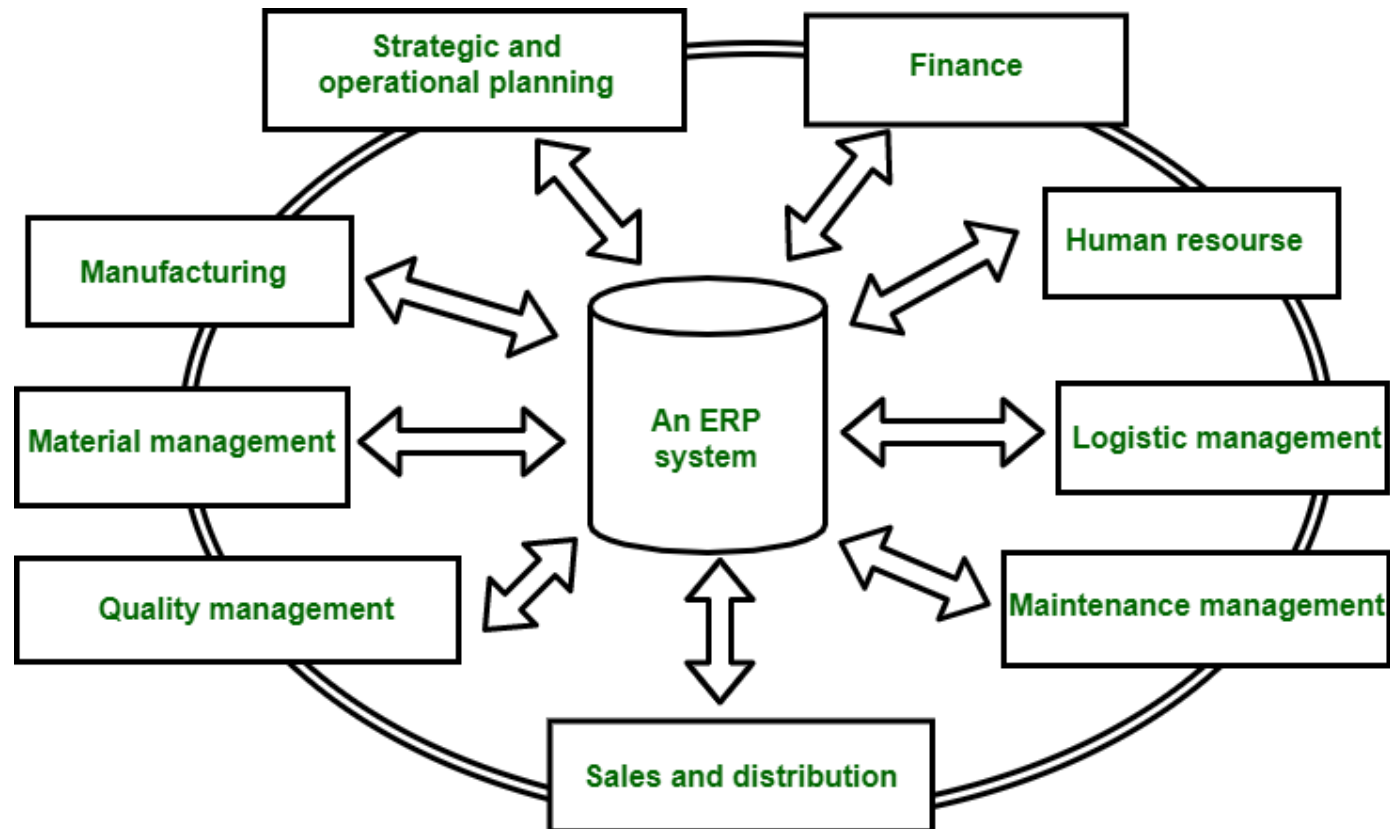
Before an ERP system, there are different databases of different departments which they managed by their own. The employees of one department does not know about anything about other department





After ERP

After ERP system, databases of different departments are managed by one system called ERP system. It keep tracks of all the database within system. In this scenario, employee of one department have information regarding the other departments.





Characteristics of ERP

The four characters of an enterprise resource planning (ERP) system includes the following

Step 1: Open your mail account by providing correct User name and Password.

- **Modular Design -**

- The modular design of an ERP system incorporates distinct business modules such as manufacturing, financial, accounting, and distribution.
- Each module takes care of various functions of a particular section or department within your organization.

- **Central Common Database -**

- Implementing a common centralized database management system, which is also called a DBMS, is an important characteristic of an advantageous ERP system.
- All data is entered and stored only once and then utilized by all departments simultaneously. Remember, the subject of the mail should be explicit and short.



- Flexible and Open Database -

- Organizations are almost always dynamic in nature, which is where ERP systems offer flexibility to respond to the changing needs of the enterprise.
- These systems have an open system architecture, allowing them to attach or detach any module as and when required without affecting the other modules.

- Automatic Generation of Information -

- An ERP system provides business intelligence tools such as executive information systems, decision support systems, early warning systems, and more.
- These aid in allowing manufacturing operations to make effective decisions pertaining to their overall production process.

Benefits of Using ERP

This system helps in improving integration.



It is the flexible system.



There are fewer errors in this system.



This system improved speed and efficiency



There is a complete access to information.



Lower total costs in complete supply chain.



This system helps in Shortening the throughput times



There is sustained involvement and commitment of the top management.

Limitations of Using ERP

Managers generate custom reports or queries only with the help from a programmer and this will create a problem that they did not receive information quickly, which is essential for making a competitive advantage



There is no proper decision-making scenario i.e. this systems provide only the current status, such as open orders. Whenever there is need to look for past status to find trends and patterns it become difficult. That aid better decision-making



No doubt that data is integrated within the system, but there is no integration of data with other enterprise or division systems and it does not include external intelligence.

Business Process in ERP

A business process can be thought of as a collection of activities happening in an enterprise during the day to day functioning.

Through these business processes, enterprises achieve their objectives.

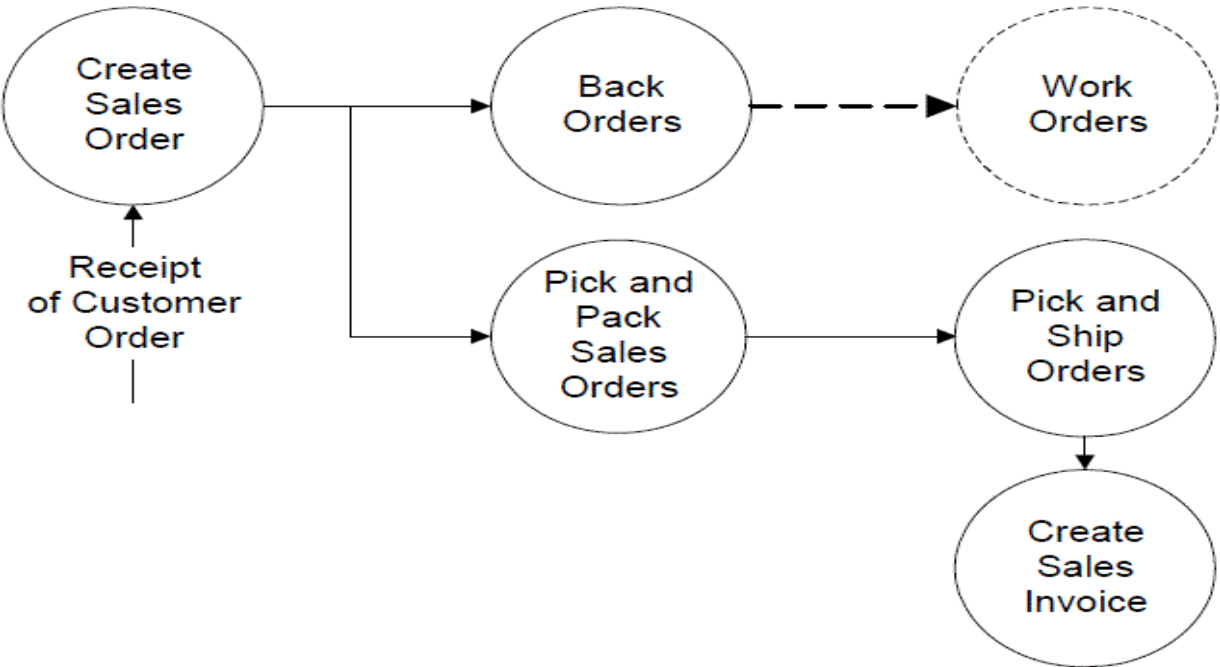
Sales business process starts with a Sales order creation.

The below are the important Business processes occur in a typical manufacturing company.

Procurement process (buy)

- ☐ Production process (make)
- ☐ Fulfillment process (sell)
- ☐ Financial Accounting process

The diagram is a pictorial representation of the selling business process which includes activities or sub-processes of a profit enterprise.

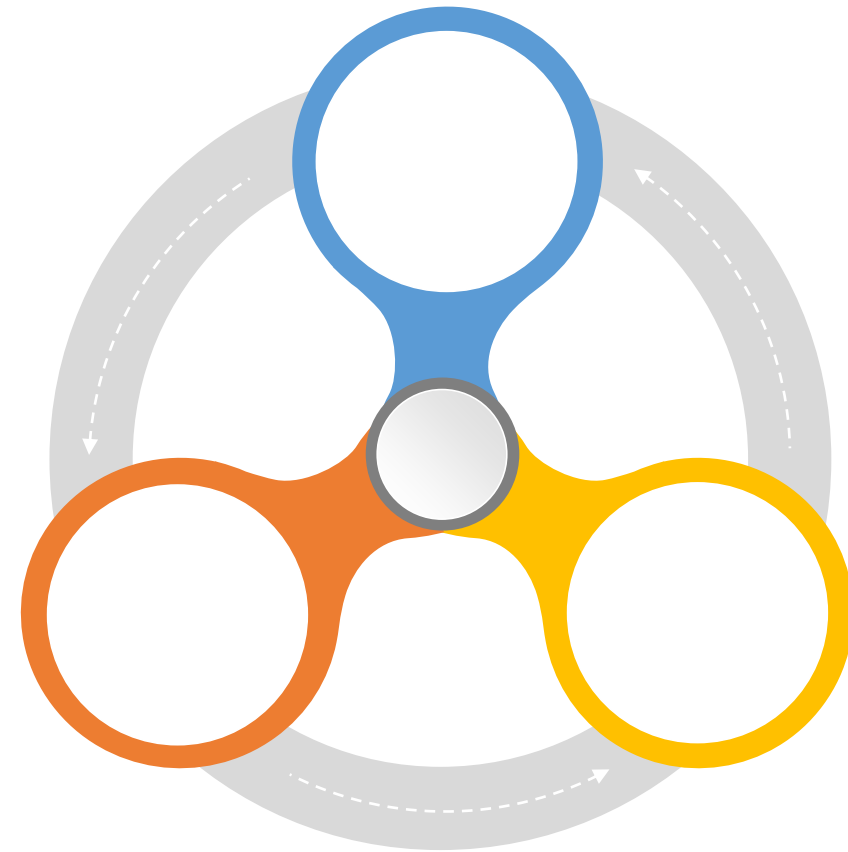


History of Opera Micros ERP

On June 23, 2014, Oracle announced that it has entered into an agreement to acquire MICROS Systems, Inc., a provider of integrated software and hardware solutions to the Hospitality and Retail industries, and creating three Oracle business units: Oracle Hospitality, Oracle Food and Beverage, and Oracle Retail.

MICROS

- MICROS offers a range of software, hardware and related services along with rapidly growing cloud solutions to manage hotels, food & beverage facilities, and retailers.
- MICROS' proven and innovative technologies are built and serviced by more than 6,600 employees with deep domain expertise and are in use across 330,000 customer sites in 180 countries



Business Processes In Hotels

Four key operating processes in the hotel are:

The process of hotel housekeeping, The process of supplying necessary inputs, The process of guests arrivals and departures and The process of producing and serving food and beverage.

The process
of hotel
housekeeping

The process of supplying
necessary inputs

The process of
guests arrivals
and departures

The process of
producing and
serving food and
beverage

Supporting Processes

- Understand markets and services
 - Determine customer needs and wants
 - Measure customer satisfaction
 - Monitor changes in market or customer expectation
- Develop vision and strategy
- Design hotel products and services and market and sell

OPERATING PROCESS

The process of
hotel housekeeping

The process of
supplying necessary inputs

The process of
guests arrivals
and departures

The process of
producing and serving
food and beverage

SUPPORTING PROCESS

Understand markets and customers

Understand markets and customers

Understand markets and customers

Understand markets and customers

MANAGERIAL PROCESS

Develop and manage
human resources

Manage IT

Manage financial
and physical resources

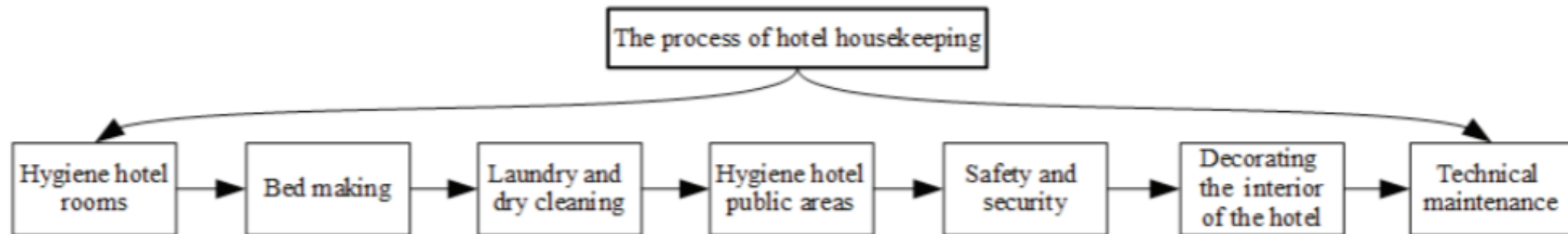
Manage reputation,
quality and change

The Process of hotel house keeping

The process of hotel housekeeping is an essential and basic part of the **hotel guests experience and satisfaction**.

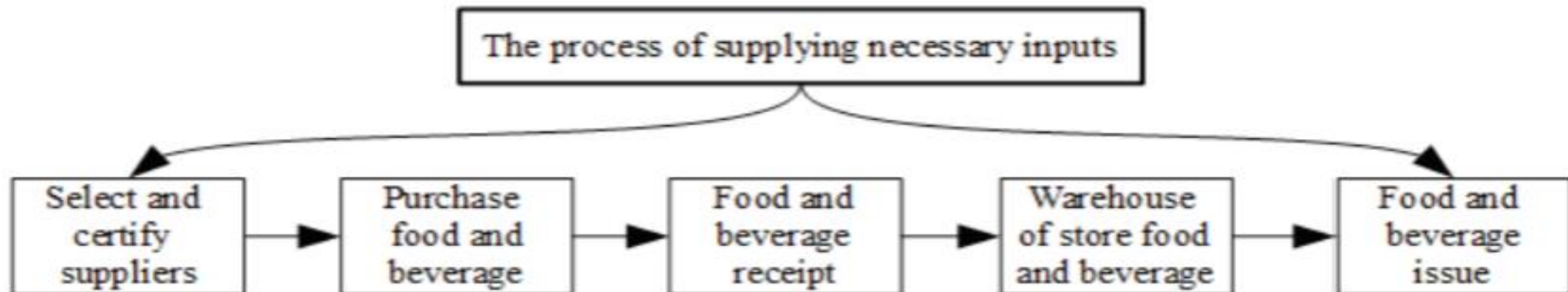
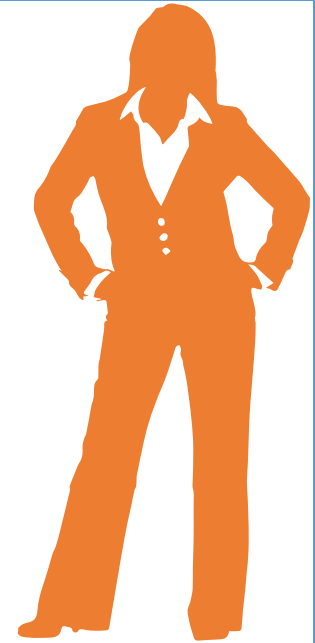
Reservation and producing food are also important, but what guests really want is to feel at home, to feel comfortable

The staff giving this service **do not necessarily interact with the public**, the quality of their work is basic in molding hotel guests' pleasant memories of their stay



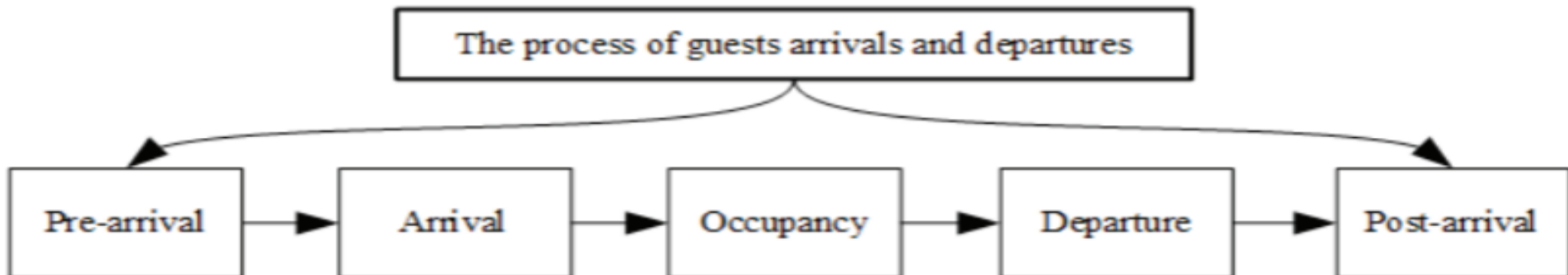
The process of supplying necessary inputs

- Includes providing various kinds of goods and materials for the hotel business as a whole
- Operation activities within this business process depends on the kind, type, size and category of hotel, as well as the time of its operations.
- The owner of this business process evaluates and selects suppliers based on their ability to supply product in accordance with the requirements of the hotel



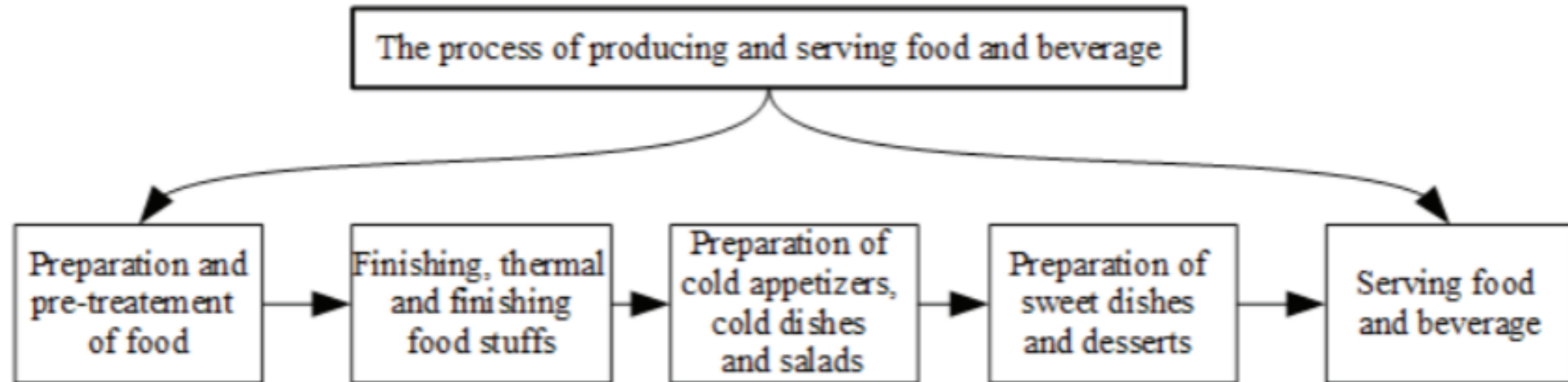
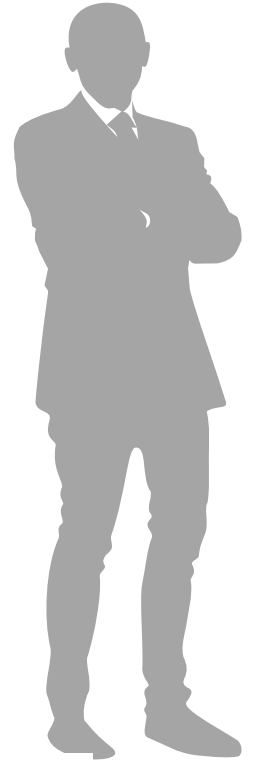
The process of guest arrivals and departures

- Is a central spot of communication with guests at all stages of their stay in the hotel (from booking to payment of hotel bills).
- The process of guests arrivals and departures can be divided into five main activities
- Front office employees must be aware of guest services and guest accounting activities at all stages of the guest stay
- Front office staff can viably serve the hotel visitors if they have a reasonable understanding of the flow of this process in hotel



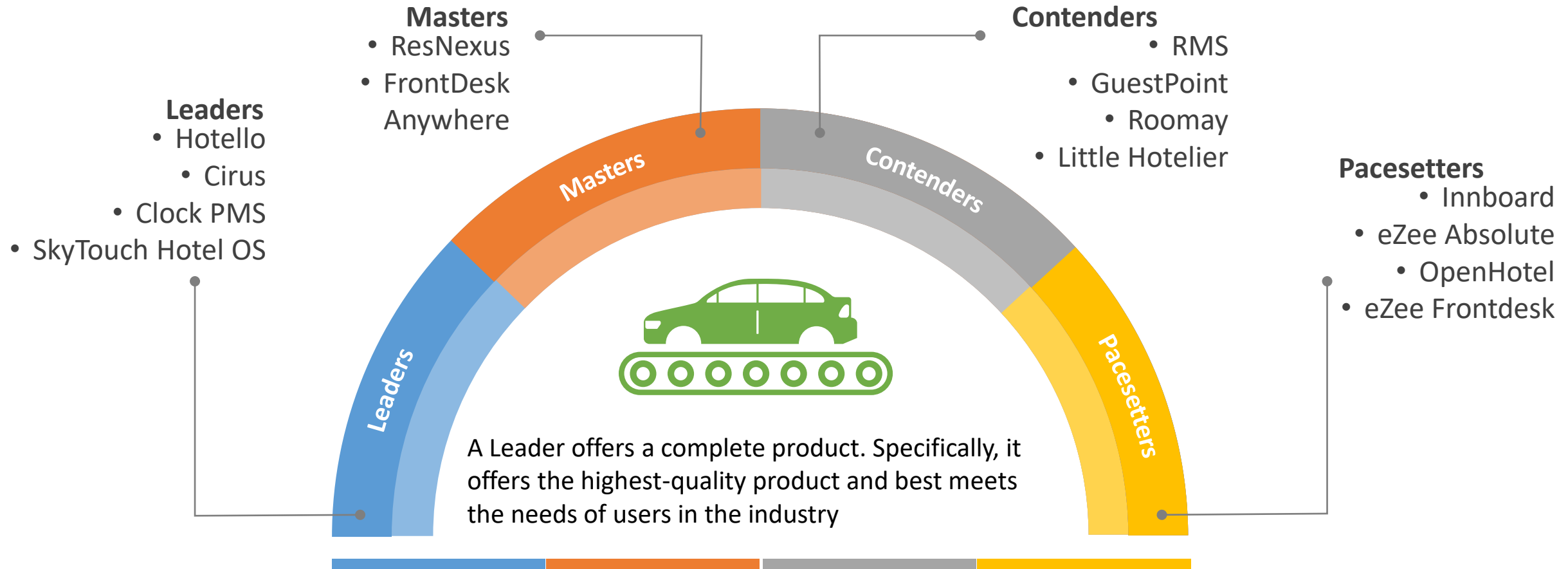
The process of producing and serving food and beverage

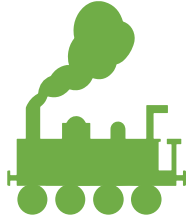
- The primary function is to provide food and drink to a hotel's guests
- This process have duties in producing, serving and selling food and beverages in hotel
- The process is divided into two sub-processes those are food and beverages product and food and beverages service
- Typical most important activities within this process include: preparation and pre-treatment of food, finishing, thermal and finishing food stuffs, preparation of cold appetizers, cold dishes and salads, preparation of sweet dishes and desserts, and serving food and beverage



LEADER IN HOTEL MANAGEMENT SOFTWARE

In every December, Gartner places many Hotel PMS as a **LEADERS**, **MASTERS**, **CONTENDERS** and **PACESETTERS** in hotel management software in its Frontrunners quadrant.





Seven Key Considerations to Ensure a Successful ERP Implementation.

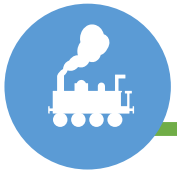
1. Your ERP Implementation is an Investment
2. Leverage Experienced Project Managers
3. Start with a Solid Implementation Strategy
4. Partner with Experienced Consultants
5. Do Rigorous Testing
6. Prepare with Comprehensive Training
7. Be Ready for Change

A successful ERP implementation is critical for organizations to achieve operational excellence and optimal profitability. Unless you are working with the right partner, the process will be challenging.

ERP IMPLEMENTATION BEST PRACTICES

Understanding & Prioritizing Your Key Requirements

Gaining a complete understanding of the processes in your hotel and how they function and affect overall business is pivotal while choosing the vendor and ERP software.



1

Establishing Key Performance Metrics

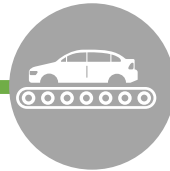
By establishing Key Performance Indicators (KPIs) that will allow you to quantifiably measure the performance of your software post-implementation.



2

Invest Time in Training

Investing a little time in the training of your employees in the new software can go a long way towards satisfying your users and deriving much greater ROI from the tool in the long run



3

4



Get Everyone Onside

It is important to communicate properly with everyone to make sure they are on the same page to ensure your ERP implementation success



Thank You

ACT Introduction to ERP