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IDeaS Revenue Solutions First RMS Provider to Achieve Level IV Global Support Certification from Hotel Tech Report

*Company also secures Top 10 Global Hotelier's Choice Award
for the third year running*

MINNEAPOLIS—Jan. 19, 2022—IDeaS, a SAS company, the world's leading provider of hotel revenue management software and services, announced today it is the first RMS provider to achieve [Level IV Global Support Certification (GCSC)](#), the highest level of certification, from Hotel Tech Report. The company also ranked in the Top 10 Global Hotelier's Choice Award in the annual HotelTechAwards for the third year in a row.

The certification is a result of IDeaS' heavy investments into tools, processes and strategies to ensure the ongoing success of its clients across all four of the key pillars of the GCSC Rubric, including pre-emptive support, reactive support, coaching, and customer validation.

- **Level IV Certification** – The GCSC certification program analyzes software vendors along critical dimensions of customer support infrastructure to help hoteliers minimize risk and maximize positive outcomes when selecting technology partners. To become certified, companies must open their internal systems to Hotel Tech Report for assessment along HTR's rigorous 34-point GCSC Rubric.

- **Global Hotelier's Choice Award** – This award leverages real customer data to determine best-of-breed hotel technology offerings. It uses key factors of total verified customer reviews, geographic reach of reviews, and overall review sentiment and ratings. Each category is based on customer feedback and key proprietary data signals such as integration compatibility, organizational health, market share, partner network strength, and customer support quality.

- **Outstanding client satisfaction gives IDeaS the leading edge** – More than 115 verified IDeaS clients from 58 countries across six regions voted for the Global Hotelier's Choice Award, in addition to 42 partner recommendations and 103 verified integrations.

Jordan Hollander, co-founder, Hotel Tech Report said: "The authentic voice of the customer decides the winners of the annual HotelTechAwards—ranking hotel software solutions based on users' experience in buying, implementing, and using those solutions. We're thrilled to highlight the value that the world's leading software solutions deliver to their customers."

Dr. Ravi Mehrotra, co-founder, president, and chief scientist, IDeaS, said:
"IDeaS' global teams continued their commitment to ensuring our clients are completely satisfied from first engagement through the lifecycle of our relationship. Even during these challenging times, earning this recognition is a testament to our outstanding team's efforts, from sales to support, and our relentless focus on client success. We couldn't be prouder to be recognized by those that matter most, our clients."

About IDeaS
IDeaS, a SAS company, is the world's leading provider of revenue management software and services. With over 30 years of expertise, IDeaS delivers revenue science to more than 18,000 clients in 145 countries. Combining industry knowledge with innovative, data-analytics technology, IDeaS creates sophisticated yet simple ways to empower revenue leaders with precise, automated decisions they can trust. Results delivered. Revenue transformed. Discover greater profitability at ideas.com.

About Hotel Tech Report
HotelTechReport.com helps 170k hoteliers each month to understand the changing hotel technology and digital transformation landscape. We help hoteliers make smarter decisions about which technologies to adopt, keeping scalability and adaptability in mind. Hotel Tech Report helps hoteliers uncover the value propositions of emerging technologies and how they align with the needs of your property stakeholders and guests.