

IDEaS Enhances Client Experience Through Tailored Learning Pathways and Expanded Training Opportunities

World's leading provider of revenue management solutions continues to evolve its "Client-First Framework" to meet tomorrow's opportunities

MINNEAPOLIS—Jan. 8, 2024— IDEaS, a SAS company, the world's leading provider of hospitality revenue management software and services, redoubles its commitment to providing a top-tier client experience with new enhancements to the IDEaS learning journey. Included in this effort are the implementation of live chat support, monthly live learning events, quarterly panels, and on-demand tailored virtual training sessions.

The needs of hotels are changing, and as IDEaS technology adapts, the company is committed to investing in its teams and tools to ensure the best-in-class experience clients expect. Last year, the company introduced a "Client-First Framework" to evolve the client experience to meet tomorrow's opportunities. Now, in 2024, the company has expanded and enhanced its learning offerings to meet client needs.

- **Meeting clients in their moment of need** – In an industry where timeliness is critical, resolving questions, concerns, and other system issues can't wait. Effective support content and response speed are critical components of customer satisfaction, with most customers expecting companies to interact in real time. To ensure clients continue to get the help they need in a timely manner, IDEaS now offers live chat support led by a skilled team of IDEaS' Client Success professionals.
- **Elevating the learning experience** – IDEaS has committed to an expanded training approach. Among the planned enhancements are continual learning pathways tailored to specific client roles like revenue manager, sales manager, or general manager. These on-demand activities help build organization-wide knowledge of system capabilities and internal alignment with revenue management culture. As the hospitality sector continues to grapple with high staff turnover, these education opportunities will help clients quickly bring new staff members up to speed. Additionally, work is underway to revamp system help to ensure content is practical and easy to use.
- **Building a community of support** – Education is an active effort, and building a community of peer learners is an effective way to foster these valuable interactions. To facilitate, IDEaS has developed a calendar of live learning events. Community Connection sessions are a monthly forum where users can explore what's new and discuss how to make the most of their systems with IDEaS and other users. Monthly Focus sessions provide interactive webinars covering practical, sought-after topics related to system management and more. Finally, quarterly Panel Discussions will offer a deep dive into strategy with industry and system experts—as well as a peek behind the curtain at what's driving system outputs.

Sanjay Nagalia, co-founder, COO, and technology officer, IDEaS, said: "Providing a best-in-class client experience is one of the key drivers for our global teams. Effective implementation, training, and system adoption are crucial for our clients' day-to-day work and ensuring they gain the most ROI from our solutions. To do so requires an ongoing learning journey. IDEaS is committed to listening to our clients, implementing the enhancements they need to be successful, and being a part of their journey today and tomorrow."

Coral Brevig, director, learning and development, IDeaS, said: “Client success is our success, and these enhancements to our support and training showcase our commitment to this shared goal. Whether we’re working with newcomers or well-established clients, I’m excited about our efforts to keep users engaged and confident across their journey with IDeaS solutions.”

Clients can view and enroll in upcoming live learning events via the [IDeaS Discover Learning platform](#) (accessible with an active user account and appropriate permissions).

About IDeaS

IDeaS, a SAS company, is the world’s leading revenue management software and services provider. 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. With more than 30 years of expertise, IDeaS delivers revenue science to more than 30,000 properties in 154 countries. Results delivered. Revenue transformed. Discover greater profitability at [ideas.com](#).