

<b>Customer</b>	The Sentosa Resort & Spa
<b>Country</b>	Singapore
<b>Industry</b>	Hospitality

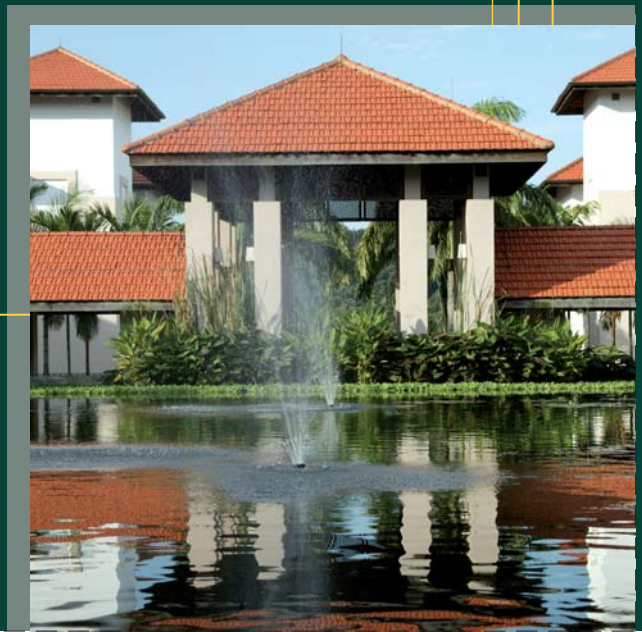


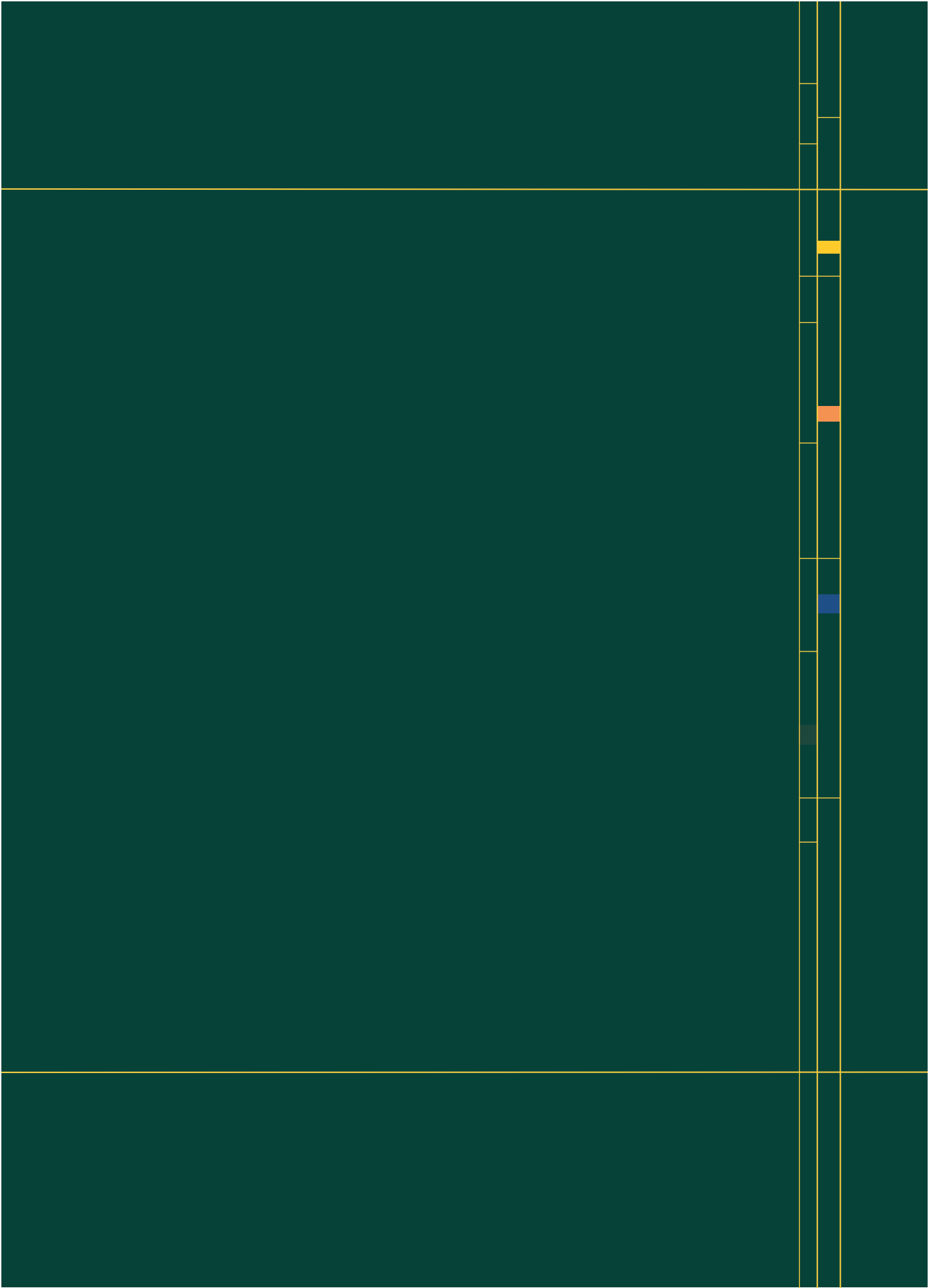
**THE SENTOSA**  
Singapore

A BEAUFORT HOTEL

# The Sentosa Resort & Spa

Luxury resort achieves peace of  
mind with compliance





# The Sentosa Resort & Spa

Luxury resort achieves peace of mind with compliance



The Sentosa Resort & Spa, is an internationally renowned resort, owned by Beaufort Hotels, and managed by HKR Asia Pacific Pte Ltd, a wholly owned subsidiary of Hong Kong public listed company, HKR International Ltd (HKRI). The charming property sits atop a cliff, set in 27 acres of lush tropical woodlands and overlooks the South China Sea. Located in the grounds of The Sentosa Resort & Spa is also Spa Botanica – Singapore’s first and only garden destination spa. The 290 staff of this luxury resort is committed to providing guests with a unique and memorable experience. Since its establishment in December 1991, The Sentosa has won 30 acclaimed awards, a result of the collective efforts of the dedicated team and the excellent service they offer combined with the management’s commitment to continually invest in improving the property and its operations, in which technology plays an integral part. The Resort uses a myriad of software and hardware in different scales to support all aspects of its operations, from its guest services function to its back-end support. The Resort takes compliance very seriously. They have been diligent in up-keeping records of the software assets to maintain compliance. As an added precaution, the property decided to seek expert help to confirm full compliance of its software. The company enrolled in Microsoft’s LicenseCare program, and TecBiz FRisMan was appointed to conduct an on-site assessment. The two-day process confirmed that the Resort’s software assets are mostly compliant. With only a few further adjustments, The Sentosa achieved full compliance, and peace of mind.

Customer Profile	Business Solution	Solution	Benefits
Perched high atop a cliff on 27 acres of lush tropical woodlands overlooking the South China Sea, The Sentosa Resort & Spa and its Spa Botanica have garnered numerous prestigious international awards.	As a world-class spa resort destination, The Sentosa Resort & Spa sought to achieve absolute compliance to licensing laws.	Microsoft LicenseCare program appointed a LicenseCare consultant, TecBiz FRisMan to evaluate the Resort’s license inventory of 99 desktop computers, including Point-of-Sales terminals, as well as 5 servers.	<ul style="list-style-type: none"><li>• Assurance of thorough compliance to licensing laws</li><li>• Greater knowledge of technicalities to achieving compliance</li><li>• Complete and detailed inventory of licenses now on file and readily available.</li></ul>



“We depend on technology to ensure smooth day-to-day running of the property. Compliance therefore, is not a choice. It is fundamental to our business. Not having the proper software installed may impact our operations and business viability.” — Mark Griffiths, General Manager of The Sentosa Resort & Spa



### Situation

For the internationally renowned The Sentosa Resort & Spa, technology plays a big part in their daily operations, from its guest services functions to back office administration. A myriad of software is installed to help manage the numerous elements of ensuring that the Guests' experience with the Resort is the best they ever had. "We depend on technology to ensure smooth day-to-day running of the property. This is fundamental to ensuring that our Guests are taken care of from the moment they make a reservation with us and during their stay with us," said Mark Griffiths, General Manager of The Sentosa Resort & Spa. "Compliance therefore, is not a choice. It is fundamental to our business. Not having the proper software installed may impact our operations and our business viability." Compliance has always been top of The Sentosa's agenda. It is a combined responsibility of the Resort's Finance and IT team. The process of maintaining compliance is budgeted yearly and is an annual exercise. For the past few years, The Sentosa has always maintained software assets records and information by maintaining their own Excel worksheets. They supplemented this internal system by participating in a compliance program that is based on guided self-assessment. While this process seems to work, The Sentosa decided to bring in on-site experts to confirm that they are fully compliant. They wanted to achieve total peace of mind, a step they felt they needed to uphold their world-class reputation and limit any risk of breaching the law.

### Solution

Through Microsoft LicenseCare program, The Sentosa engaged on-site consultants for a more complete and accurate assessment of its software compliance. Microsoft LicenseCare program offers on-site assessment of software compliance status. Through the program, Microsoft works with end-users and helps them achieve total compliance. This will help prevent corporate end-users from facing legal action from the use of unlicensed software. When The Sentosa contacted Microsoft, TecBiz FRisMan was appointed to conduct the on-site assessment in March 2005.

"Compliance is an educational process. The process has taught us how technicalities, in which we have a knowledge gap, could impact our compliance."

— Derrick Lam, Financial Controller, The Sentosa Resort & Spa





Derrick Lam, Financial Controller of The Sentosa Resort & Spa, explained, "The Sentosa's operations are quite extensive. We wanted to be meticulous and thorough in our assessment as it's part of our business practice and policy." Two TecBiz consultants were sent to assess the situation and evaluate the Resort's 99 computers and Point-of-sale (POS) terminals. The exercise was completed in two days. Time was spent documenting all registered licenses, going through the Resort's well-kept records, followed by a thorough inspection of all the computers, terminals and servers to evaluate the software installed. It was good news when the consultants informed The Sentosa that they were close to 100% compliant. The Sentosa merely had to fulfill some technicalities and some under-licensing due to personnel changes. Lam said: "The experience with TecBiz was fantastic. While we were not surprised by their assessment of us being mostly compliant, we learnt something new; that it is possible to be technically non-compliant." Technical non-compliance occurs when software is actually licensed but the license sticker is not displayed on a piece of hardware. In the case of the Resort, their POS hardware was found technically non-compliant. Their POS has legal software assets on them, however because it needs regular maintenance and replacements, certificate of authenticity stickers may have inadvertently been removed. The Sentosa, quite easily put their minds at ease by taking simple actions to reach complete compliance. They ensured that every POS terminal has a certificate of authenticity stickers clearly displayed.

### Benefits

As a world-renowned resort, managed by the HKR Asia Pacific Pte Ltd, compliance is fundamental to The Sentosa. "The consultants from TecBiz were very helpful. We intend to work with them on an annual basis to ensure compliance and transparency for the financial office," said Lam. The process was simple and thorough, and the Finance office and the IT team learned new details of compliancy that will help them ensure full compliance at all times. Lam advises end-users seeking full compliance with software licensing regulations: "Compliance is an educational process. And no matter how much time you dedicate yourself to this, internal perceptions are almost always different from the external perceptions. " This experience has highlighted to us that we have a knowledge gap in ensuring absolute compliance. There are numerous elements and technicalities involved, and therefore, it is useful to seek expert advice to bridge this gap."



### Software and Services

- Microsoft Office
- Microsoft Exchange

### Partners

- TecBiz FRisMan

# About The Sentosa Resort & Spa

The Sentosa Resort & Spa was the proud recipient of the prestigious World Travel Awards – Singapore's Leading Spa Resort 2005 in London.

This year, in March 2006, Spa Botanica - Singapore's first garden destination spa triumphed with the *Best Spa Experience* at the *20<sup>th</sup> Annual Tourism Awards 2005* for the third consecutive year.

In 2005, The Sentosa was awarded the URA Architectural Heritage Award for the Spa Botanica Building. It was a S\$10.5 million-dollar restoration of a 19<sup>th</sup> century army barrack, conserving it to house 15 indoor treatment rooms and 6 outdoor spa pavilions. In the same week, its Spa Botanica won the "Spa of Singapore" award at the SpaAsia Wellness Summit in Thailand. It was also winner of the Small Luxury Hotels of the World - Best Spa Award 2005.

Spa Botanica was accredited ISO 9001:2000 Certification (UKAS Quality Management) for the fine provision of spa treatments and wellness activities as well as the operation of a gymnasium and swimming pool last year.

The Sentosa is owned by Beaufort Hotels, and managed by HKR Asia Pacific Pte Ltd, a wholly owned subsidiary of Hong Kong public listed company, HKR International Ltd (HKRI). HKRI also owns and manages The Sukhothai Bangkok.

