

Frontdesk Anywhere Helps Tremblant Elysium Boost Their Guest Experience While Going Mobile

To create a heavenly guest experience, Tremblant Elysium luxury vacation rental company developed its own standards and processes, with a strong focus on mobility and the help of award winning Property Management System, Frontdesk Anywhere.

([PRWEB](#)) March 31, 2015 -- When the president of Tremblant Elysium, a luxury 85 unit resort located at one of the premier ski resorts in North America, needed a management solution that would enable his team to delight guests and exceed their expectations he turned to cloud hotel management software Frontdesk Anywhere.

Kamal Shah, president of Tremblant Elysium, had a vision for how his accommodation property should be run: no reception and no check-in required. Instead an army of mobile concierges and staff would be available 24/7 to provide high touch level of service that would delight their guests. He then came to realize that traditional hospitality systems and processes would not enable his team to deliver his vision. Kamal turned to Frontdesk Anywhere for it's all-in-one offering of property management and online sales distribution.

The staff at the luxury vacation rental company takes full advantage of Frontdesk Anywhere's mobile friendly solution for guest check-ins and concierge services as well as the online distribution manager that connects their website, the ski resorts' destination marketing organization's website and online travel agencies.

Luxury Accommodations in Canadian Paradise.

Tremblant Elysium was founded in 2007 and is nestled in Mont Tremblant, one of North America's top ski resorts. Its ambitious mission and guiding principle lie in its very name: Elysium, a place or state of complete happiness, a paradise in Latin, offered to the guests. Demanding standards have been set, both towards the marketed properties and the level of service, to provide the best quality, worry free and hassle free vacation home experience. The combination of these different elements makes Tremblant Elysium a one-of-a-kind company and ensures guests enjoy an ecstatic stay.

Why Tremblant Elysium chose Frontdesk Anywhere

Kamal was using Excel in the early days to manage his business. In 2009, he felt the business had grown enough that he needed a more robust yet still simple solution. He came across Frontdesk Anywhere while surfing the web for PMS Systems.

Kamal recalls what he liked the most about the system after his first thorough search:

The software looked very simple so staff would easily be able to adopt it.

The person he talked to was very attentive to his needs and really helped him.

The simplicity of the straightforward pricing was very attractive and he felt secure that there would be no hidden fee surprises.

He liked that there was no long term contract required.

Overall Frontdesk Anywhere was also the most responsive Property Management Software company he got in touch with; most of the others did not call back or tried to sell something he did not need.

How Frontdesk Anywhere Supports Tremblant Elysium's Business:

“Frontdesk Anywhere has been critical in our success by nature of its mobile functionality. We don’t have a front desk as we feel its an inconvenience for our guests to park their cars and come inside simply to check-in. All our homes have an electronic lock and we provide an access code so guests can self check-in. We were the first to create the Mobile Concierge Concept”, stated Kamal Shah.

The concierges visit guests half an hour after they check in to provide a tour of the property and remain available during the entire length of the stay. Concierges manage reservations on the go: they check-in and checkout guests, make changes to bookings, add comments and take payments all within Frontdesk Anywhere on their iPad.

Housekeepers also make use of the mobility and real-time updates of Frontdesk Anywhere. They can view work orders and change room statuses instantly once they leave the property.

In addition to Frontdesk Anywhere’s property management solution being mobile and responsive, Kamal really appreciates its relation with the team, both in San Francisco and in Orlando: “The thing we value most about Frontdesk Anywhere is the incredible tech support and all staff who are always happy to help” says Kamal. A feeling shared also at Frontdesk Anywhere: “We admire the outstanding service delivered at Tremblant Elysium, and the impressive growth that logically came with it. The entire team is proud to work with Kamal and to count him as a happy customer.” stated Thomas Lyle, CEO of Frontdesk Anywhere.

About Tremblant Elysium

Established in 2007 by Kamal Shah, Tremblant Elysium is an 85 unit luxury resort in Mont Tremblant, Quebec, Canada. Elysium is a place or state of ideal happiness; paradise in Latin. Its also the guiding principle of Tremblant Elysium, which aims at providing hassle free and worry free holiday experience. More information can be found at tremblantelysium.com.

About Frontdesk Anywhere

Established in 2009 and headquartered in San Francisco, Frontdesk Anywhere is a leading provider of innovative hotel management software for independent hotels and management groups. The company is focused on converging processes traditionally performed by separate systems into a single all-in-one productivity application in the cloud. All modules are seamlessly integrated within the application and accessible from any computer or connected mobile device. For more information about Frontdesk Anywhere and its hotel management software email sales@frontdeskanywhere.com or visit frontdeskanywhere.com.

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