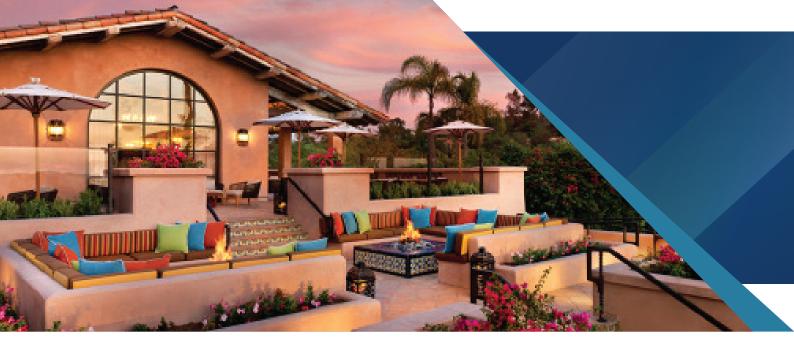# Case Study

Spa Business Efficiencies

RANCHO VALENCIA
resort & spa

SpaSoft™

The Challenge

Prior to making the decision to go with Spa*Soft*, Rancho Valencia was operating on another Spa Management System, which they leveraged to handle their day-to-day spa business. While it was adequate and worked for them at the time, it lacked the overall functionality necessary to take their spa to the next level. "When I first arrived four years ago, I knew we needed Spa*Soft*," stated Kristi Dickinson, Director of Spa & Wellness at Rancho Valencia. "In my experience with our previous system, it just never compared to what Spa*Soft* had to offer. Spa*Soft* truly allows us to run our entire spa operation from a single solution and is one of the most robust systems on the market, which I really can't say for any of the other software I've used in the past." By making the decision to implement Spa*Soft*, Rancho Valencia was able to address their challenges quickly and start benefiting from a complete, modern, and secure spa management solution.

RANCHO VALENCIA
resort & spa

Forbes
TRAVEL GUIDE

Quick Facts

Company
One of the finest five-star hotels and spas in the world

Spa Type
Luxury Resort & Spa Facilities

Location
San Diego, California

SMS Partner
2018

"

Prior to Spa*Soft* it used to take us about 48 hours to complete our inventory - **which now only takes us 6 hours!**

Benefits of Spa*Soft*

Since implementing Spa*Soft*, Rancho Valencia Resort & Spa has seen huge improvements across all areas of their spa operation thanks to the robust capabilities and functionality within the software. One of the biggest areas that have been positively impacted by Spa*Soft* is their inventory processing. Rancho Valencia performs inventory quite frequently, and the time savings they have been able to achieve is simply remarkable. As Kristi stated, "Prior to Spa*Soft* it used to take us about 48 hours to complete our inventory, which now only takes us 6 hours, and we are still finding ways to reduce this time as well. Spa*Soft* is just so much more efficient and has been a real time saver for us." With an 87.5% time savings when it comes to inventory processing, Rancho Valencia is now able to focus more of their time on improving operations and enhancing the overall guest experience. Another benefit has been the Spa*Soft* Dashboard, which provides Rancho Valencia with a real-time view of spa performance at any given time. "With these dashboards, we are able to view all pertinent key performance indicators within a single comprehensive view," stated Kristi Dickinson. "It truly allows us to be more agile, as we are now able run reports in real-time and can address any trends or concerns instantaneously, helping us make better, more informed decisions in the process." The overall ease-of-use of Spa*Soft* has also been beneficial, as performing tasks such as group bookings or setting up promotional pricing can be achieved with a few clicks. With an intuitive user experience, staff are able to operate the software with ease, which has helped to enhance employee satisfaction as well.

Working with the Spa*Soft* Team

From day one Rancho Valencia knew they were in good hands with the Spa*Soft* team, as the implementation process went as smooth as it possibly could. While dealing with third-party interfaces is never easy, the Spa*Soft* team was up to the challenge. "During the implementation process, our training consultant truly did a great job at managing both our staff and processes, as well as dealing with external interfaces to ensure the process went smoothly," stated Kristi. "She really took the time to understand our business, as well as the challenges we were facing, and truly stepped up to ensure the software was implemented in a timely manner." Now that they are up and running on Spa*Soft*, the level of support has continued to exceed expectations and has gone above and beyond to ensure Rancho Valencia is operating as efficiently as possible.

Conclusion

In making the decision to select Spa*Soft* as their spa management solution, Rancho Valencia now has the backing of a complete, all-in-one software that is fully integrated across their entire spa operation. With the ability to enter in their inventory much quicker and with less errors, they can now focus on improving their guest experience and growing the business. The dashboard and reporting capabilities from Spa*Soft* have allowed Rancho Valencia to be more proactive and make decisions based on real-time information. With an easy-to-use interface and a seamless booking process, they have seen an improvement in both staff and guest satisfaction. When you combine a world-class spa management solution in Spa*Soft* with a five-star hotel and spa, the results truly speak for themselves. With Spa*Soft,* Rancho Valencia is able to operate more efficiently, while being able to provide the level of service their clients have come to expect.

About Rancho Valencia

The award-winning Rancho Valencia Resort & Spa - Southern California's only Relais & Châteaux property - has garnered a reputation as one of the most sought after five-star resorts.
The property's offerings are 49 luxuriously appointed guest casitas with private patios, rejuvenating spa treatments at The Spa, two distinctive restaurants - Veladora and The Pony Room - showcasing Rancho Valencia's farm-to-table philosophy, and an award-winning tennis program. Rancho Valencia was hand selected by Forbes Travel Guide as one of the finest five-star hotels and spas in the world (2018) and was awarded the prestigious AAA Five Diamond award (2018), both for five consecutive years. The resort has also been ranked as the #1 resort in the country by U.S. News & World Report (2015) and was listed on Condé Nast Traveler's 2016 Reader's Choice Awards List.

About Springer-Miller Systems

Springer-Miller Systems is a fully integrated suite of hospitality management systems that are tailored to hotels, resorts and spas of every scope and specialty. The suite of solutions includes SMS|Host Property Management System, Spa*Soft* Spa Management Software, and Teres POS. With Springer-Miller's SMS|Host property management software, properties can deliver a premium guest experience backed by technology that will truly revolutionize the way they do business. Spa*Soft* Spa Management System represents a complete, dynamic activities management software solution trusted by five-star spas worldwide. Teres POS provides premium, guest-centric point-of-sale solutions for food and beverage and retail operations at your luxury hotel or resort. For more information, please visit www.springermiller.com.

Learn more about Spa*Soft* at www.spasoft.com