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SPI Software Offers Technology Solutions for Timesharing/Hospitality Clients

Miami, FL – July 2021 / Newsmaker Alert / Founded in 1978, for over four decades [SPI Software](#) has continued to remain the preferred supplier of software solutions for the vacation ownership industry. This amazing longevity has been achieved by providing a broad spectrum of timeshare software, including applications for fractional ownership, private residence clubs, legacy timeshare resorts, HOAs, and vacation clubs.

Software solutions have been created for sales, marketing, property management, central reservations, owner services, rental program management, finance, and strategic data analysis ... all backed by exceptional customer service.

To survive more than 43 years in the Hospitality Technology market, SPI has benefited from a remarkable flexibility to adapt, always remaining at the forefront of timeshare software technology. Their corporate philosophy of continuous development and innovation of new products has led them to create the most advanced timeshare/vacation ownership-focused technology in the world.

Businesses understand that data equals knowledge and being able to easily collect and analyze data in real-time is crucial to their success. As a software provider, SPI helps their customers manage and use data correctly, while also providing every customer with the necessary tools to be successful.



Carlsbad Seapointe Resort, Carlsbad, California, managed by Grand Pacific Resorts.

In 2021, SPI announced the release of [SPI InSights](#), an integrated tool utilizing Microsoft's Power BI platform, a business analytics service provided by Microsoft. SPI has built a series of reports, dashboards, and templates through Power BI that access the SPI software and are available for immediate use. Current Dashboards include Salesperson Efficiency, Availability Snapshots, Tours & Sales Grids, Sales Center Scoreboard, Staffing Reports, Membership Dues, and Service Request Tracking.

By using SPI InSights with Power BI, which is a global product, other data sources outside of the SPI platform can also be accessed to create companywide dashboards and reports. This ability to consolidate data from multiple sources into one single, actionable destination provides insights into your whole organization, not just the data being managed by their software.

While SPI does provide an enterprise level, out-of-the-box solution, they are always willing to customize a solution specific to their customer. SPI has an in-house custom software development team, and a robust API is available for properties wanting to create their own applications or work with third-party vendors. Improvements in digitalized guest communication, revenue management, and the development of mobile apps are increasingly important for properties to help manage their operations and improve the overall guest experience. SPI is at the forefront of this technology.



Calypso Cay Resort, Orlando, Florida, managed by Capital Resorts.

New services like mobile check-in are one of the most useful hospitality trends for reducing the need for human-to-human contact ... an especially important concept within the context of the COVID pandemic. For many properties, the less time spent during check-in, the more satisfied the guest. SPI's new [PreCheck](#) functionality minimizes face-to-face interaction during the check-in process and facilitates the need for a speedy check-in. Information can be gathered prior to arrival, check-in processes can be documented, door and lock codes can be shared, and guests can be notified when their room is clean and ready for check-in.

Added Nigel Lobo, RRP, Grand Pacific Resorts Chief Operating Officer, "Year after year, the collaborative nature of our partnership with SPI has resulted in improved technologies affording us gains in operational efficiencies. The custom integrations that we developed together provides our team the data and tools needed to focus on our core purpose of enriching lives by creating experiences worth sharing."

"Our partnership with SPI allows our team at Capital Vacations to focus on what we do best, creating memorable vacation experiences for our owners and guests," shared Travis Bary, COO at Capital Vacations. "Whether that be servicing one of the nearly 70 Associations we manage today or seamlessly transitioning a new property to the Capital family, SPI is always there to help."

"Our ability to remain the leader in Vacation Ownership software – since almost the beginning of the industry itself – has been achieved by maintaining close contacts with our customers and adapting our software to keep pace with the changes that are constantly thrown their way," says Gordon McClendon, SPI's Vice President of Client Relations. Gordon was recently named the recipient of the [2020 CustomerCount Customer Engagement Professional \(CEP\) Resort Trades Award](#), which recognizes outstanding leaders who exemplify customer engagement within the resort/hospitality industry.

Contact SPI to learn how they can provide solutions to your software challenges, visit www.SPISoftware.com or phone 1-305-858-9505.

About SPI Software

[SPI Software](#) has a corporate philosophy of continuous development and innovation, which has led them to create the most advanced timeshare/vacation ownership-focused technology in the world. The company has won awards at GNEX (Global Networking EXperience) for the last three consecutive years. Developed as state-of-the-art business application software, SPI's technology is available to the industry as an enterprise system or through individual modules which may be deployed via cloud or on-premises.

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