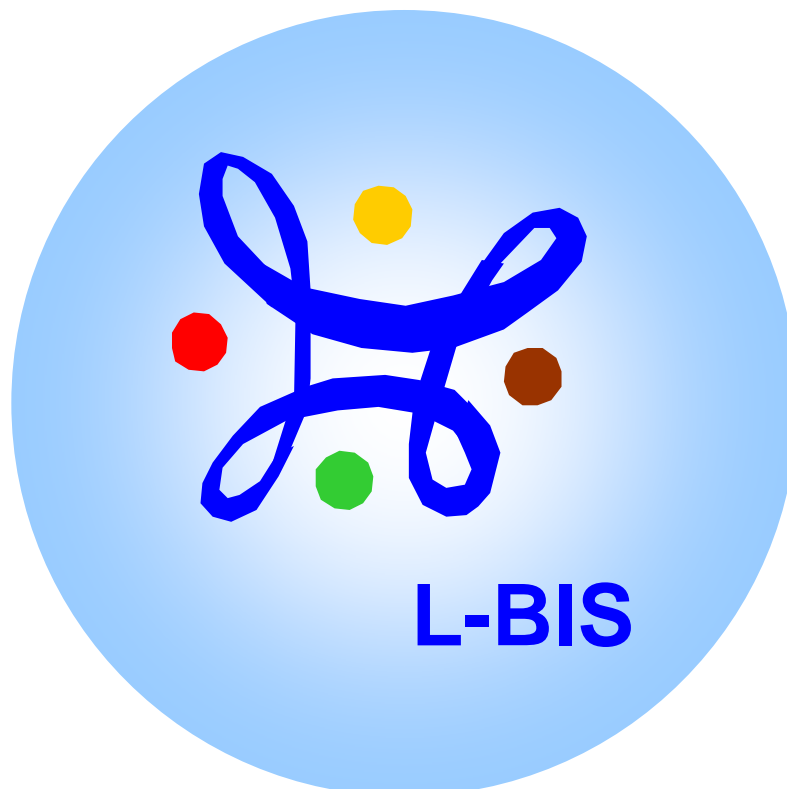


Comprehensive information system for spas and rehabilitation facilities



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QMS acc. to EN ISO 9001:2000
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Basic Information

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Who IS L-BIS is for?

Information system L-BIS (hereinafter IS L-BIS) is designed to create comprehensive software solutions for these facilities:

- Therapeutic spas
- Spa & Wellness Facilities
- Spa & Wellness Hotels
- Rehabilitation facilities, Clinics and Centers
- Health Care Facilities and Nursing Houses

IS L-BIS structure

There are 6 subsystems of IS L-BIS:

- **Accommodation Agenda** – client reservation and accommodation, billing (all types of clients - individual clients, travel agencies, health insurance companies, company clients, etc) and reception services.
- **Healthcare Agenda** – medical, nursing and laboratory paperwork, registering and medical record documentation
- **Rehabilitation Agenda** – planning and selling therapeutic procedures and wellness services to clients
- **Catering and Storage Agenda** – storage, restaurant, canteen paperwork and standardization of diets.
- **Manager Information System** – complex instrument for on-line monitoring and checking effectiveness, efficiency and adhering to defined elements. Complete support for manager and marketing decisions.
- **IS L-BIS Integration** – possibility to integrate IS L-BIS into systems and facilities of third parties. Integrated software solutions for economic information system, card systems,

entry control systems (e.g. turnstiles), cash registers and telephone central offices.

Above-mentioned subsystems are further divided into individual operation modules offering solutions for specific purposes. Description of individual modules is specified below.

IS L-BIS Characteristics

- **Complexity** – IS L-BIS is a comprehensive suit of software solutions for all processes within a facility.
- **Modularity** – IS L-BIS subsystems are created by individual modules. Modularity of IS L-BIS structure allows creating solutions to suit specific requirements of the facility performance. Modularity enables gradual or partial implementation of IS L-BIS, if required.
- **Scalability** – All IS L-BIS modules are fully scalable according to users' specifics and according to their organization of work.
- **Integration** – all IS L-BIS modules mutually cooperate and share necessary data for effective information and data flow within the facility.
- **Up-to dateness** – IS L-BIS uses only the latest methods, procedures and technologies of development, implementation and administration of information systems.
- **Expertise** – more than 15 years of continuous development of IS L-BIS allowed us to incorporate experiences and requirements of more than fifty users. Consultants of LAURYN v.o.s. company and their authorized partners have extensive expert knowledge coming from creating software solutions within IS L-BIS.

Basic Information



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IS L-BIS Technology

- IS L-BIS operates under Windows XP (or higher).
- IS L-BIS is 32-bit application with client/server system using MS SQL server.
- IS L-BIS MS is integrated with Word and MS Excel.
- IS L-BIS fully supports network or terminal running.

IS L-BIS Localization

- IS LBIS language localization:
 - Czech
 - Russian
 - English
- IS L-BIS is prepared for localization into other languages.

Services provided as a part of IS L-BIS

As a part of IS L-BIS, we provide complex implementation and service (see below for detailed information).

IS L-BIS Users

- More than 60 clients in the Czech Republic and Slovakia currently use IS L-BIS (see www.lauryn.cz for detailed list of clients). These clients have different capacity (50 – 1200 beds, number of computers in network ranges between 5 – 200 PCs).
- IS L-BIS system is the most installed information system for spas, wellness and rehabilitation facilities in the Czech Republic and Slovakia.

IS L-BIS contribution

- **Functional** – overall clear arrangement of all activities and process within IS L-BIS.
- **Economical** - IS L-BIS is a very effective instrument for management and control - more effective use of resources.
- **Marketing** – IS L-BIS is an effective support instrument for marketing and business activities.
- **Effective** - IS L-BIS ensures full overview of facility performance.

LAURYN v.o.s. & Partners

- LAURYN v.o.s. was established in 1991. We have been actively developing IS L-BIS since 1992.
- The team of our 14 specialists have been involved in IS L-BIS development, implementation and service.
- Representatives of LAURYN v.o.s. abroad are authorized and completely trained partners providing all service connected with IS L-BIS implementation and support.



Accommodation agenda



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Basic characteristics of Accommodation Agenda

Subsystem Accommodation agenda is a comprehensive solution to prepare residents' stay (booking) and enrollment to stay (registration, reception paperwork, accommodation billing, etc).

Accommodation agenda modules

These modules are available within Accommodation agenda subsystem:

- **Reception and Accommodation:**
 - Comprehensive solution for booking of stays (individual clients, groups of clients, contingents).
 - Registration of residents who stay in the facility.
 - Billing of accommodation charges:
 - Individual clients (cash payments and cashless transfers).
 - Contract clients – third party invoicing (travel agencies, health insurance companies and other contractors).
 - Complete bookkeeping, cash receipts register.

June 2009		June 2009																						
Categor. sel.		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23
Curr.m		Mon	Tu	We	Thu	Fri	Sa	No	Mon	Tu	We	Thu	Fri	Sa	No	Mon	Tu	We	Thu	Fri	Sa	No	Mon	Tu
H_1	DBL	50	50	50	50	0	0	0	0	46	46	46	46	52	-1	-1	-1	-1	-1	0	0	1	1	1
	SNL	19	19	19	19	3	3	2	2	2	17	17	17	17	16	1	1	1	1	1	0	1	1	1

- **IBIS:**
 - On-line accommodation booking on the Internet.
- **Reception:**
 - Complete reception paperwork.
 - Client check-in and check-out
 - Bill payment check (individual clients).
 - Integration with card entry systems
- **Exchange office:**
 - Exchange office transactions
- **Retail sale:**
 - Complete sales paperwork - reception desks and minibars.
 - Inventory storage system linked to list of sold items.
- **Telephones:**
 - Charging made phone call to clients' bill - on-line
- **Reporting:**
 - This module enables you to generate a number of reports within modules of Accommodation Agenda.
 - It is possible to generate reports in standard print form or electronic form.

Health Care agenda



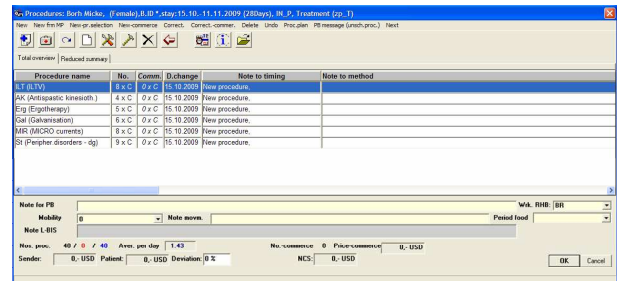
Basic characteristics of Healthcare Agenda

Subsystem Health Care Agenda is a comprehensive solution for keeping Medical, Nursing and Laboratory records fully integrated with subsystem Accommodation agenda and Rehabilitation Agenda.

Healthcare agenda modules

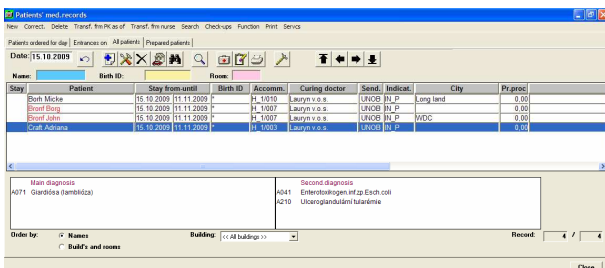
These modules are available within Healthcare agenda subsystem:

- **Doctor and nurse:**
 - Registration of clients linked to Accommodation agenda.
 - Comprehensive solution for keeping medical documentation:
 - User-definable templates for entry and final medical examinations.
 - Keeping records of diagnoses and diets.
 - Laboratory examination – suggested laboratory examination integrated with module Laboratory including records of results.
 - Procedures – suggested procedures covered by insurance or wellness procedures integrated with module Procedure Scheduling. Full control



over set limits (price, amount, average, etc) when the procedure is being prescribed.

- Keeping records of Medical Reports.
- Keeping records of external medical documentation.
 - Printing medical reports in selected languages (in Roman alphabet, Cyrillic alphabet).
 - Wellness medical treatment – suggested medical treatment, treatment records, integrated to client's bill (Accommodation Agenda).
 - Making clients' appointments for entry, periodical and final medical examinations.
 - Outpatients' healthcare – keeping records and billing outpatient clients including a possibility of billing health-insurance companies.
- **Laboratory:**
 - Keeping client records, integrated with module Doctor and Nurse
 - Complete processing of laboratory records – sample registering and result recording.
 - Possible loading of external laboratory results in electronic form.
- **Reporting:**
 - It is possible to generate a number of reports within Healthcare agenda modules.
 - You can generate reports in standard print form or electronic form.



Rehabilitation agenda



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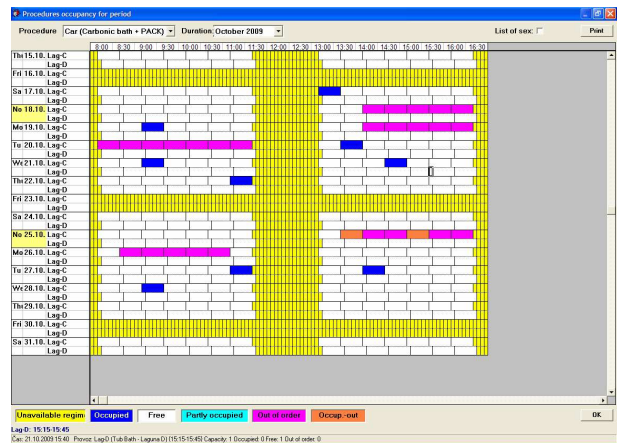
Basic characteristics of Rehabilitation Agenda

Rehabilitation Agenda is a developed comprehensive solutions to plan and sell therapies to clients, it is fully integrated with Modules Accommodation Agenda and Healthcare Agenda.

Rehabilitation Agenda modules

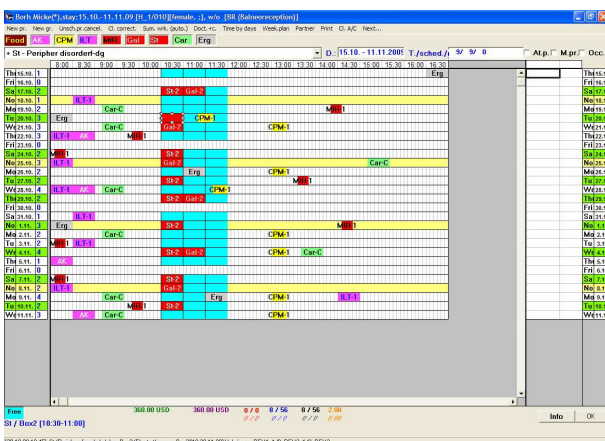
These modules are available within the Rehabilitation Agenda subsystem:

- **Treatment plan:**
 - Clients' registration – integration with Healthcare Agenda and Accommodation Agenda subsystems.
 - Care (therapy) planning: Allows scheduling treatment that was suggested in module Doctor.
 - It is possible to plan treatment automatically, semi-automatically or manually.
 - As you plan the treatment, these limiting conditions are being monitored: number of therapies, forbidden combinations of



procedures, times of transfers, client's mobility, sharing therapies, sequence of therapies.

- Treatment plan generates a time schedule for the client. Treatment plan can be printed in any languages in Roman alphabet or Cyrillic alphabet.
- Rehabilitation Management:
 - Complete administration and management of treatment, department utilization, and therapist productivity.
- **Wellis:**
 - Selling wellness therapies to clients.
 - Using identification cards and turnstiles as entry control systems for swimming pools and balneo-departments
 - Selling wellness therapies in the form of prepayments and gift vouchers.
- **Reporting:**
 - It is possible to generate a number of reports within Rehabilitation Agenda subsystem.
 - You can generate reports in standard print form or electronic form.



Catering and storage agenda



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Basic characteristics of Catering and Storage Agenda (F&B system)

Catering and Storage Agenda is a developed comprehensive solution for storage, restaurant, kitchen, canteen and standardization of food, fully integrated with Accommodation Agenda and Healthcare Agenda subsystems.

Catering and Storage Agenda Modules

These modules are available within the Catering and Storage Agenda subsystem:

- **Storage:**
 - Complete storage management.
 - Received items and transfer to storage.
 - Items taken out of storage, integration with Dietary Nurse, Restaurant and Retail sale Module.
 - Complete inventory and account statement of storage.
 - Possible management of food storage, material and pharmaceutical storage.
- **Dietary nurse:**
 - The system analyses meals (recipe specifics, standardization).
 - The module can define cost limits for different types of meals and residents, monitor how these limits are observed for specified periods of time.

- Create daily menu and period menus for individual residents according to Reception. Menus can be printed in any languages in Roman alphabet or Cyrillic alphabet.
 - Possibility of booking meals and then monitoring number of taken meals using the technology of identification cards or chips.

- **Restaurant:**
 - Complete administration of restaurant paperwork, integrated with Storage module.
 - Different payments (cash, card, hotel bill - Reception, invoicing).
 - Complete monitoring of account statements – financial (earnings) and quantity (inventories).
- **Retail sale:**
 - Selling goods in reception minibars, integrated with Storage, Reception and Accommodation modules.
- **Reporting:**
 - It is possible to generate a number of reports within Catering and Storage Agenda module.
 - You can generate reports in standard print form or electronic form.

reg.Nr	Name	Stay	Stay	Accomm.	Occup. from - to	Sender	State	Birth date	indication	Care	Birth ID
6	Born Micke	15.10.2009-11.11.2009	28	H_1 / 010[DBL]{SNL}	15.10.2009-11.11.2009	UNOB	AE	00.00.0000	IN_P	IN_P	*
2	Bronf John	15.10.2009-11.11.2009	28	H_1 / 007[DBL]{DBL}	15.10.2009-11.11.2009	UNOB	AE	00.00.0000	IN_P	OUT_F	*
4	Craft Adriana	15.10.2009-11.11.2009	28	H_1 / 003[DBL]{DBL}	15.10.2009-11.11.2009	UNOB	AE	00.00.0000	IN_P	OUT_F	*
5	Lewis Borg	15.10.2009-11.11.2009	28	H_1 / 007[DBL]{DBL}	15.10.2009-11.11.2009	UNOB	AE	00.00.0000	IN_P	IN_P	*

Manager information system



Basic characteristics of Manager Information system (MIS)

MIS Subsystem is an instrument to support management and marketing decision-making. The module allows comprehensive monitoring and evaluation of efficiency indices within individual agendas in on-line integration with Accommodation Agenda, Rehabilitation Agenda, Catering and Storage Agenda subsystems.

It is possible to monitor more than 40 efficiency indices and divide them (using attribute filter) according to more than 50 attributes. Main groups of indices are:

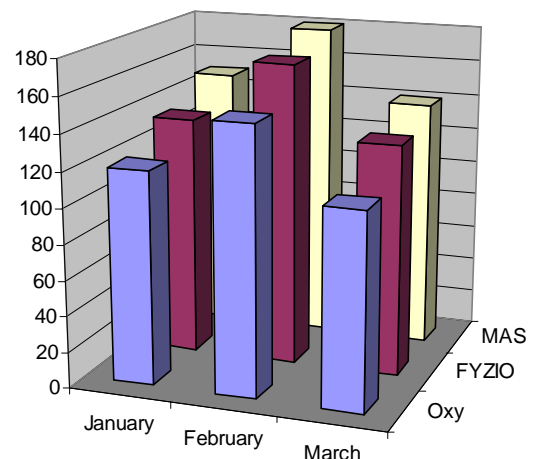
- **Indices of capacity use** – comprehensive evaluation of vacancy rate (accommodation), treatment capacity of facility and rehabilitation.
- **Indices of financial efficiency** – comprehensive evaluation of realized or predicted financial operations.
- **Indices of days** – comprehensive evaluation of days of stay, treatment and catering.
- **F&B indices** – comprehensive evaluation of evaluation of catering and observation of specified limits.

MIS modules

These modules are available within the MIS subsystem:

- **Reporting:**
 - This module allows using defined operative reports from individual subsystems of defined users.

- **Operative MIS:**
 - This module makes accessible specific views to individual subsystems: capacity diagram, accommodation diagram, books of documents, graphical plan of vacancy rate in rehabilitation departments and others.
- **CoLBIS:**
 - This module solves complete controlling within all IS L-BIS subsystems and agendas, which are solved by these subsystems.
 - Data storage – data is automatically generated from actual operation data in individual subsystems of IS L-BIS for needs of Col BIS module.
 - ColBIS allows integration of storage data with MS Excel. The outputs results are generated in the form of well arranged, contingency MS Excel spreadsheets and graphs.
 - It is possible to use pre-defined spreadsheets and graphs over the data storage ColBIS or create overviews to suit user's purpose.





IS L-BIS Integration

It is possible to integrate Information system L-BIS with these systems of the third parties:

- **Economic information system** - on-line transfer of accounting records and information between IS L-BIS and the Economic Information System.
- **Card Entry systems** - Integration with card systems for entry control (rooms, balneo-departments, parking lots, etc).
- **Telephone Central Office** – made phone calls are charged to resident's individual bill – on-line.
- **Cash Registers** – Storage modules are integrated with cash registers and fiscal cash registers.

IS L-BIS Implementation

IS L-BIS is implemented according to EN ISO 9001:2000. Implementation runs in these phases:

- **Analysis of current status** – complete analysis of current status for IS L-BIS implementation BIS
- **Project implementation** – definition of all processes and the ways of their solutions within IS L-BIS.
- **Parameterization of the system** - complete setup and parameterization of IS L-BIS according to individual user's needs.
- **Training**– complete user training in IS L-BIS using. Training finishes with a practical test on the basis of which we grant a licence for IS L-BIS using.
- **Preparation for live running** – general preparation of IS L-BIS for live running:

entering clients' parameters, setting up start positions and cash registers, checking hardware preparedness and other connected activities. .

- **Supervision during the live running** – personal assistance of our consultants to customer's (user's) staff in the first days of live running of IS L-BIS, followed by remote monitoring, diagnostics and personal assistance service at user's facilities.
- **Implementation evaluation** – evaluation of implementation results (comparison with start position) and defining further possibilities of development of the information system. IS L-BIS implementation is completed when all contractually guaranteed operations are performed and all the modules of IS L-BIS work in live operation.

IS L-BIS service and support

After completing IS L-BIS implementation, we provide a customer with a complete service and support. IS L-BIS service and support include:

- **Hotline** – solving users' questions in the form of telephone consultation.
- **Remote diagnostics**– solving questions and problems in the form of remote access, directly in user's system.
- **Consultations and training** – IS L-BIS consultations and training.
- **Legislation upgrade** – we guarantee IS L-BIS upgrades to meet changes in legislation.
- **Functional upgrade** – IS L-BIS upgrade to meet users' requirements.
- **Remote control of the system** – preventive monitoring of the system in the form of remote access.