



Introducing the Remote NSA Service

What is the Remote NSA Service?

Newmarket is pleased to offer a low-cost Remote NSA Service for the ongoing administration of the Delphi sales and catering system. The new service will allow the hotel sales professional to delegate system tasks to an experienced administrator on the Newmarket Services Team. The remote NSA is an on-staff Certified Newmarket Systems Analyst who can administer your Delphi system using remote access tools.

What services does a Remote NSA perform?

A remote NSA performs many administrative and repetitive tasks for a property. Typical services include:

System Administration

- Creating month-end procedures/reporting and automation
- Running system utilities
- Modifying Diagrams floor plans and setup items
- Serving as property contact for Delphi upgrades and services
- Acting as Newmarket Support/IT liaison

*Get back to selling
more group business!*

Account and Data Maintenance

- Updating catering menus
- Maintaining system values
- Ensuring system data health and account data integrity

Support for New Business Activities

- Tracking sales commissions and goals
- Updating OTA and RFP website listings
- Generating marketing campaigns

Reporting

- Standard Delphi reports and Market Vision
- Implementing Profit Pack and yield management procedures
- Formatting BEOs and Banquet Checks
- Maintaining merge documents

*Take full advantage of
your Delphi system!*

Knowledge Transfer and Training

- As needed training/coaching
- Addressing user questions
- Developing and enforcing standards and procedures

Why use the Remote NSA Service?

In many properties, a Sales Manager or the Director of Sales has become the system administrator for Delphi. This poses a challenging dilemma for hospitality sales professionals. They need to focus their time selling new business and maximizing revenue and rates for their property - not performing administrative tasks. In order to do business effectively, however, they also need to make sure their sales and catering system is accurate and running smoothly. A remote NSA will bring value to your team in several ways:

Add a Certified Newmarket Systems Analyst to your Staff.

Get back to selling:

In properties with no NSA, Sales Managers or the Director of Sales are spending at least 2 to 3 hours a week supporting Delphi. The Remote NSA Service gives back 100+ hours per year to sell new business.

Improve productivity:

In addition to maintaining and ensuring the general health of your Delphi system, the remote NSA can improve productivity by streamlining your standard processes and procedures. For example, the remote NSA can create new reports, create merge templates, suggest improvements on using Delphi, and provide ad-hoc training.

Help you take advantage of best practices:

With their years of Delphi experience at multiple properties, our NSAs provide invaluable insight into how other properties are using the system.

All the experience at 1/3 the cost:

With a full-year subscription, customers receive the benefits of a highly experienced NSA at only 1/3 the cost (or less) of hiring a full-time NSA.

How to get the Remote NSA Service

For more details or to purchase the Remote NSA Service, contact your Newmarket Account Representative or go to www.newmarketinc.com/remotensa. Within 24 hours of signing up, your new NSA will contact you to begin scheduling Delphi system administration activities.

For more information on Newmarket International and our industry-leading products and services, please visit us online at www.newmarketinc.com or call 1.888.829.8871

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