CFO and finance

What it costs to run, where the value shows up, how to measure it

One-page sheet | For: CFOs, controllers and finance directors

Recommendation

Run a 90-day pilot, measure it with ExpTix's own reports, and decide on the numbers you collect. Do not budget on promised savings: there are none in this sheet.

Total cost of ownership

There is no licence fee and no per-user or per-room charge. You still pay for:

- **Hosting:** any ordinary PHP host. A small property fits on low-cost shared hosting; a large one wants its own server with MySQL.
- **Setup time:** someone enters departments, rooms, categories, SLAs, checklists, assets and users. The time grows with the size of the property: a small lodge is quick, a large hotel needs a planned project.
- **Training:** short for frontline staff, longer for managers who set the rules.
- **Support:** there is no vendor support contract. Budget for your own IT, an IT provider, or community help.
- **Security work before go-live:** the deployment guide asks for a vulnerability scan or penetration test before real guest data goes in.

Where cost and value show up

What	Where in ExpTix
Labour and parts per job	Each job's **Log time and parts**
Labour and parts per machine	**Reports**, costly machines; each asset's history
Service recovery cost	**Reports**, guest section (total given back)
Repeat-problem rooms	**Reports**, repeat-problem rooms
PM compliance	**Reports**, PM generated, completed, on time
Food safety catches	**Reports**, readings and out-of-range count
Spending	**Purchase requests**: amount, approver, date, status

Labour is recorded in minutes. Multiply by your own loaded hourly rate. ExpTix does not value food: count the out-of-range readings that were caught and price each with your own cost of a lost cooler.

Measuring ROI over 90 days

1. Before go-live, write down your baseline: complaint count, comp and refund spend, emergency repair spend, and any food loss.
2. Pilot one or two departments for 90 days.
3. Pull **Reports** at 30, 60 and 90 days and export the ticket list to CSV for your own spreadsheet or BI tool.
4. Compare: response and resolve times, SLA misses, recovery cost, repeat rooms, PM on time, costly machines.
5. Decide with your GM whether to extend to every department.

Risk and controls

- **Audit log:** every sign-in and change, hash-chained. **Verify integrity** proves nothing was altered. Kept 7 years by default.
- **Roles:** eight roles; staff see only their department. Read-only **Auditor** accounts for reviewers.
- **Approvals:** purchase requests record who approved and when. ExpTix has no dollar limits, so write your approval policy down.
- Ticket list exports are logged.

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