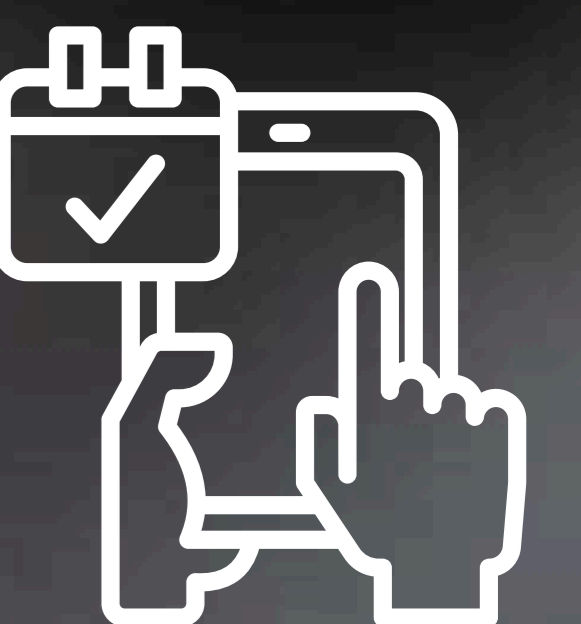
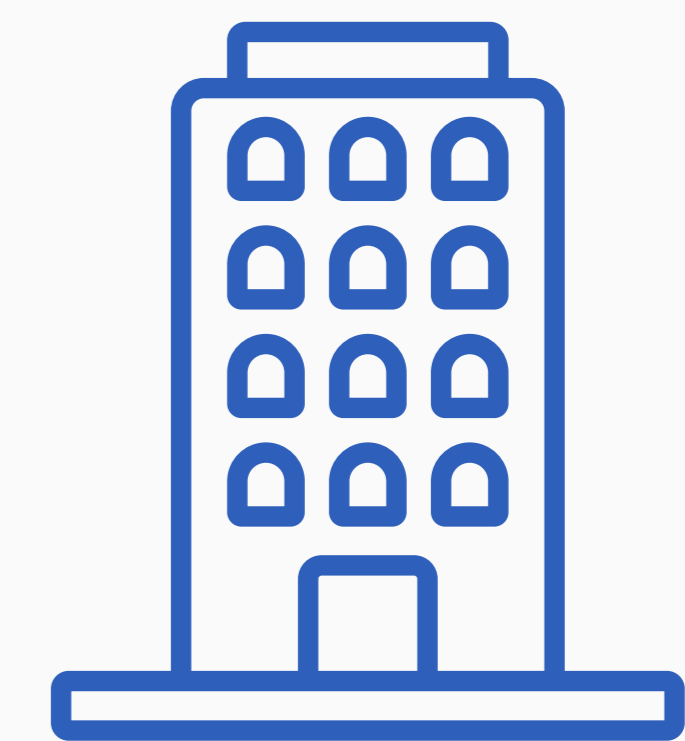


yanolja
cloud solution

Year Book 2024



“ Transforming Hospitality Worldwide ”





A Year to Remember, A Future to Build

Message from the Marketing Team

Welcome to the Yanolja Cloud Solution Yearbook 2024! This book is more than just a collection of events—it's a celebration of our shared journey, achievements, and milestones. It reflects the passion, collaboration, and innovation that define us as a team and as an organization.

As you flip these pages, you'll relive the moments that made 2024 a landmark year for YCS. From groundbreaking product launches and impactful webinars to team-building activities and global recognitions, this yearbook captures the energy, dedication, and success that brought us closer to our goals.

Beyond professional milestones, we've highlighted the human stories behind them—snapshots of teamwork, creativity, and perseverance. You'll find snapshots of team visits, vibrant office celebrations, and glimpses of the diverse and dynamic culture that fuels our success.

This year, we embraced new markets, bold initiatives, and ambitious goals. Whether it was a game-changing product launch, a memorable event, or an inspiring campaign, every highlight here is proof of what we can achieve together.

As we step into 2025, this book serves as a reminder of how far we've come and how much we can accomplish in the future. We hope it inspires you, brings back fond memories, and fills you with excitement for the road ahead.

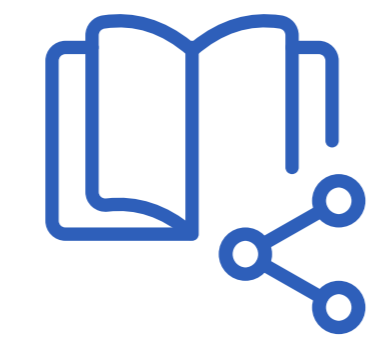
The marketing team poured hours into crafting this keepsake, hoping it brings back fond memories, fills you with pride, and excites you for what's ahead.

Thank you for being part of this journey. Here's to another year of innovation, collaboration, and success!

Cordially,
The Marketing Team



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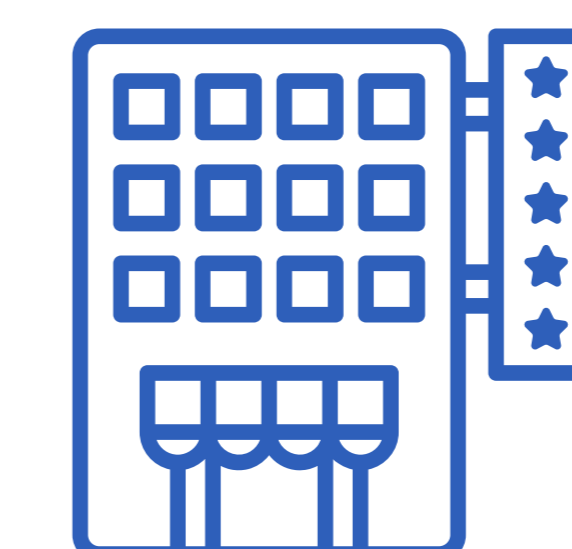
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Reflections on a Transformative Journey

Dear YCS Family, Partners, and Friends,

This year marks **16 years of my journey in the hotel technology space**. Starting as a young enthusiast, I've had the privilege of engaging with hoteliers worldwide, gaining insights that shaped my understanding of the industry.

I am deeply grateful to **Yanolja Cloud Solution (formerly eZee)** for being a cornerstone in my growth journey. From starting as a **Junior Customer Service Executive** to leading as **CEO**, this organization has enabled me to grow professionally and personally, thanks to the incredible team supporting me every step of the way.

2024: Reflecting, Resetting, and Thriving 10X

Our mission to **transform small and medium-sized hospitality properties worldwide** continues to drive us. Through our technology, we help businesses digitize operations, enhance guest experiences, and achieve success.

While we've made significant progress, challenges lie ahead. The rapidly evolving world demands that we stay agile, embrace disruption, and step out of our comfort zones. Self-doubt and fear of mistakes can hold us back—but by embracing a growth mindset, we can overcome these hurdles.

The 10X Mindset

To thrive at the next level, we must reimagine our approach and commit to evolving as individuals and as a team. Achieving 10X growth isn't about working harder—it's about taking bold steps, innovating, and changing our orbit.

2025: A Year of Transformation

As we step into 2025, let's adopt the 10X mentality to set new benchmarks and create lasting change in the hospitality industry. Thank you for your dedication and hard work. Together, we'll make history, one step at a time.

Warm regards,
Aeijaz Sodawala
Chief Executive Officer
Yanolja Cloud Solution



A Message from the CTO

Dear Team, Partners, and Valued Clients,

As we close the chapter on 2024, I'm filled with immense pride and gratitude for what we've accomplished together. This year has been a testament to the power of collaboration, ingenuity, and determination.

At YCS, our mission has always been simple: to provide the best tools and technology for our clients to thrive. This year, we explored new possibilities, fine-tuned our offerings, and expanded our capabilities to support businesses in more regions than ever before. Behind every system we deploy and every connection we build, is a team dedicated to ensuring that our clients can focus on what they do best— delighting their guests.

Looking ahead to 2025, I am excited about the opportunities that await us. We're committed to continuing to evolve, listening closely to the needs of our clients, and ensuring that the technology we provide makes their journeys smoother, simpler, and more rewarding.

To the incredible YCS team: you are the backbone of everything we achieve. Your creativity, passion, and hard work fuel the success of not just our company but the businesses of thousands of clients worldwide. To our partners and clients: thank you for trusting us with your vision. Your success is what drives us forward every single day

.Here's to another year of innovation, connection, and growth—together.

Warm regards,

Harshdeep Khatri

Chief Technology Officer

Yanolja Cloud Solution



Yanolja Cloud Solution



Yanolja Cloud Solution (YCS) a global leader in end-to-end hospitality technology, delivering integrated solutions for hotels, restaurants, and travel businesses. With 18+ years of expertise, we empower over 33,000 customers across 170+ countries through tools like property management systems, booking engines, channel managers, restaurant POS systems, and revenue management solutions.



Global Impact and Recognition

Recognized by Agoda, Airbnb, Booking.com, and Expedia, YCS provides scalable, multilingual software with 24/7 support. Our solutions streamline operations, improve guest experiences, and drive profitability, helping businesses thrive in a digital-first world.



Vision for the Future

YCS envisions a connected global hospitality industry powered by AI, automation, and data-driven insights. We focus on delivering cost-effective, customizable solutions to suit businesses of all sizes, ensuring maximum value and seamless scalability.



Acknowledgements

Creating this yearbook has been an incredible journey filled with creativity, teamwork and unforgettable memories. As we look back at this remarkable year, we want to take a moment to say a big, heartfelt THANK YOU to everyone who made it possible.

- 1. To Our Leadership Team** Your vision and support have been our guiding light throughout the year. Thank you for inspiring us to aim higher and leading us towards success.
- 2. To Our Teams Across the Globe** Every story, achievement, and celebration featured here is a reflection of your hard work and dedication. You are the heart of YCS.
- 3. To Our Stakeholders** Your trust and partnerships inspire us every day. This yearbook is a celebration of all we've accomplished together this year.
- 4. To Our Design and Content Team** Your creativity, attention to detail, and storytelling have brought this yearbook to life. Thank you for capturing the spirit of our journey so beautifully.
- 5. To Our Support Teams** From IT to Admin, Finance to HR – you're the ones who keep the wheels turning every day. Thanks for being our behind-the-scenes heroes!
- 6. Special Thanks** A big shoutout to our teammates from Thailand and the Philippines for your November 2024 visits. Your energy and insights made this year extra special. **To Our Friends and Colleagues** For every laugh shared, every hurdle crossed, and every milestone celebrated – thank you for making this journey unforgettable.

Finally, we extend our deepest gratitude to everyone who contributed their time, ideas, and energy to this yearbook. It's a collective effort that celebrates the memories we've created and the exciting milestones ahead.

With appreciation,
The Yearbook Committee

2024 At a Glance





2024 marked a significant milestone for us as we rebranded from eZee to YCS, reflecting a renewed identity while retaining our commitment to delivering excellence. Under the trusted eZee product line, we've continued to innovate, introducing advanced features that align with the evolving demands of our clients and the industry.



Our employees consumed over 12,000 cups of coffee during brainstorming sessions!!



2024

The Year in Numbers



New Projects

In 2024, YCS launched innovative solutions designed to transform the hospitality landscape.



eZee Pay – Omni-Channel Payment Solution

eZee Pay streamlines hotel payments securely seamless system integration removes manual effort and enhances the guest experience with just a click, scan, or swipe.



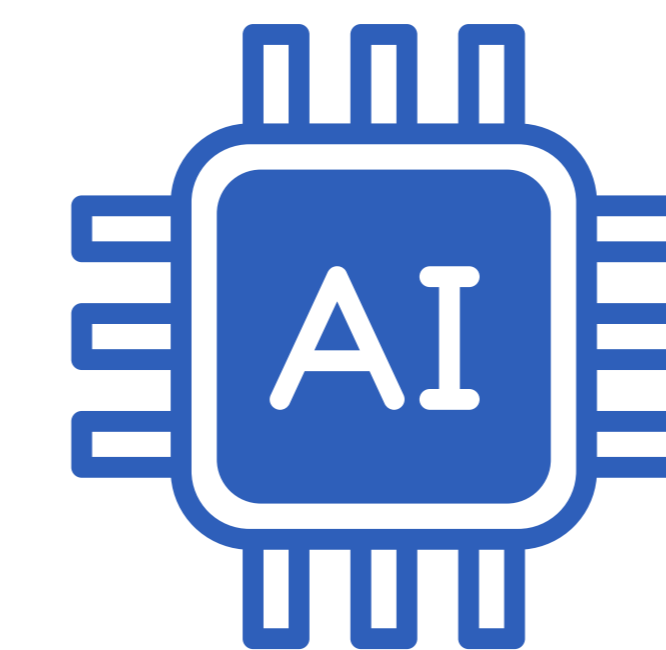
Rebranding from eZee to YCS: A New Look with the Same Promise

In 2024, we transitioned from eZee to Yanolja Cloud Solution (YCS) with a bold new identity. While our look evolved with a new logo, vibrant visuals and a modern voice, our mission to deliver trusted, innovative solutions remains unwavering.



eZee University – Empowering Hospitality Professionals

eZee University upskills hospitality professionals with expert-led online courses, recognized certifications, and real-world insights—empowering them to thrive in a rapidly evolving industry.



Navigator: The AI-Powered Hospitality Revolution

Navigator is YCS's AI tool for smarter hotel operations. It automates tasks, offers data-driven insights, and optimizes pricing, empowering hoteliers with seamless operations and enhanced guest experiences.

Key Achievements





Agoda's Strategic Connectivity Partner 2024

YCS received Agoda's first-ever Strategic Connectivity Partner award, recognizing our innovative technology and exceptional service for the hospitality industry.



Expedia's Elite Connectivity Partner for 2024

YCS achieved Elite Connectivity Partner status with Expedia for the second year, recognized for transforming travel and hospitality.



Ensuring Excellence in Data Security: Achieving PCI DSS 4.0 Certification

This year, YCS achieved PCI DSS 4.0 certification, upgrading from version 3.2.1 to meet enhanced security protocols and the latest PCI Council standards. This milestone underscores our commitment to providing secure, reliable services and strengthening trust with clients and partners globally.



Preferred
Software Partner
2024

Airbnb's Preferred Software Partners 2024

YCS was honored as Airbnb's Preferred Software Partner, reflecting our commitment to innovation and seamless global connectivity.



Booking.com Premier Connectivity Partner 2024

For the sixth year, YCS earned Booking.com's Premier Connectivity Partner title, highlighting our excellence in hospitality technology.

Global Partnerships & Recognitions



“ Alone we can do so little; together we can do so much. — Helen Keller ”

Our headquarters buzzed with excitement as we welcomed our incredible teams from the Philippines and Thailand to India. From brainstorming next-level ideas to exchanging local market insights, the energy in the room was truly unmatched. The visit wasn't just about work – it was about celebrating our shared vision. We laughed over "who can handle the spiciest curry" challenges, bonded over chai breaks, and left with not just new strategies but unforgettable memories.



“My visit to India was not only amazing but also incredibly fruitful. It was an invaluable experience to connect with the team, exchange ideas, and see firsthand how YCS is expanding globally. I'm excited to bring these insights back to the Philippines and continue growing our presence in the region.” – **Dianne, Sr. Business Development Manager, Philippines**

Elite Partnership Case Study



This year, YCS earned Expedia's Elite Connectivity Partner status, solidifying its position as a top-tier partner. This recognition brought exclusive benefits, including a tailored co-marketing campaign to boost visibility and a feature in a case study with the Getz Group.

The partnership highlights YCS's advanced solutions and their impact on seamless connectivity and global hospitality operations.



Visit of Kenneth L. from Expedia

It was a pleasure hosting Kenneth L. from Expedia at the YCS office—an inspiring exchange of ideas, trust, and collaboration as we shape the future of hospitality together.



Expanding Globally



Markets entered in 2024

Expanding Horizons, Strengthening Roots

- In 2024, YCS embraced endless opportunities by entering dynamic new markets, including Mexico in LATAM and strengthening our presence in North America with the strategic acquisition of Innsoft Inc.
- Each step expands our global footprint, unlocking new possibilities to innovate and transform hospitality experiences worldwide.



Taking YCS to the World



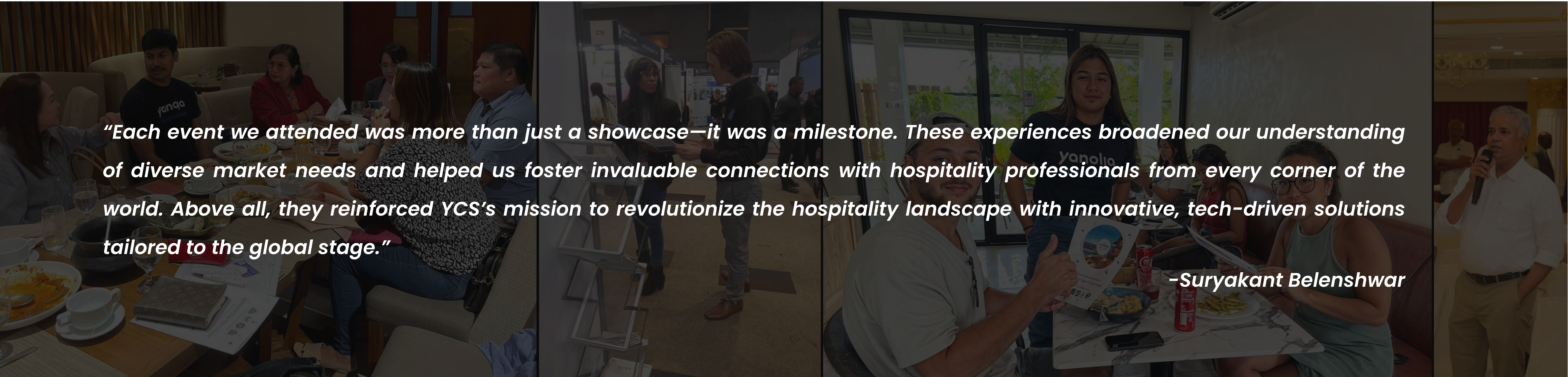
In 2024, YCS showcased its cutting-edge hospitality technology at premier global expos, connecting with industry leaders & addressing market-specific needs.

- **Independent Hotel Show, Miami:** Engaged boutique hotels with tailored solutions for operational efficiency.
- **Zanzibar Tourism and Investment Show:** Promoted eco-friendly practices for sustainable tourism.
- **Kili Fair- Karibu Fair:** Strengthened ties with East Africa's hospitality sector, focusing on tailored solutions.
- **SATTE 2024:** Explored India's hospitality trends, emphasizing digital transformation and streamlined operations.
- **ITB Singapore:** CEO Aeijaz Sodawala highlighted AI-driven guest experiences and global connectivity.
- **Southern Hotelier Trade Fair, Thailand:** Addressed local market needs with innovative solutions.
- **Limpopo Holiday Fair, South Africa:** Presented solutions aligned with regional tourism growth and sustainability.
- **HORECA Chiang Rai, Thailand:** Engaged local businesses with practical innovations for improved efficiency.



- **Travel Mart Expo, Philippines:** Showcased customizable solutions for the growing Filipino tourism market.
- **Thai Tiew Thai Fair, Bangkok:** Focused on improving efficiencies for regional hoteliers.
- **Hotel Show Colombo, Sri Lanka:** Highlighted trends in guest experience management for South Asian hoteliers.
- **POATE 2024, Uganda:** Shared insights on digital transformation with African tourism professionals.
- **PHIST 2024, Thailand:** Advocated sustainable tourism with eco-friendly solutions.
- **Google Hoteliers Summit, India:** Explored emerging technologies to enhance guest experiences.
- **Sancharka Udawa, Sri Lanka:** Connected with SMEs, offering scalable solutions for operational efficiency.
- **Andaman Hotelier 2024, Phuket:** Addressed unique challenges with technology-driven solutions.

This year of active participation strengthened YCS's global presence and underscored its commitment to advancing the hospitality industry.



"Each event we attended was more than just a showcase—it was a milestone. These experiences broadened our understanding of diverse market needs and helped us foster invaluable connections with hospitality professionals from every corner of the world. Above all, they reinforced YCS's mission to revolutionize the hospitality landscape with innovative, tech-driven solutions tailored to the global stage."

-Suryakant Belenshwar

New Spaces, New Horizons



2024 marked an exciting chapter for YCS as we proudly opened the doors to our brand-new headquarters—a dynamic hub designed to inspire, connect, and fuel our ambition. This highly awaited move brings with it fresh energy and creativity, paving the way for a new era of innovation.



“Shifting to the new office has been an exciting milestone for all of us. The fresh, vibrant space is not just an upgrade in location, but a reflection of our growth and the incredible energy we have as a team. It feels like the start of something big!”

–Shirin Gafoor

A Celebration of Growth: Town Hall 2024



The YCS Town Hall 2024 was a testament to the incredible camaraderie and teamwork that drive our success. With every department gathering under one roof, the energy was contagious, and the day was filled with laughter, shared stories, and mutual respect.

This year, we had the honor of hosting Mr. Sujin Lee, the visionary founder of Yanolja Group. His words of wisdom reminded us of the values that define YCS—innovation, perseverance, and global collaboration. His presence added a special spark to an already unforgettable day.



No YCS event is complete without a healthy dose of fun! The Town Hall buzzed with friendly competitions, team-building games, and moments of lighthearted joy that brought everyone closer.

KEY ANNOUNCEMENTS:

Strategic Growth with Innsoft Inc.

The highlight of the event was the announcement of YCS's acquisition of Innsoft Inc., a key player in the U.S. hospitality market with over 25 years of expertise. This move brings 3,000+ clients under our umbrella, strengthening our foothold in North America and reaffirming our commitment to innovation and growth.

A Bold Step into LATAM: YCS Mexico Launch We proudly announced the launch of YCS Mexico, marking our entry into the thriving LATAM market. With immense potential and growing demand for innovative solutions, this expansion sets the stage for a transformative future in the region.

Faces Behind the Success





One Team, One Vision



YCS Global Teams





Meet the Global Force Behind YCS



Innovators, Collaborators, and Changemakers

Department Achievements



In 2024, each team exceeded expectations, delivering exceptional results and contributing to our collective achievements. Here's a look at some standout accomplishments across our core departments:

Product Development

eZee Centrix Team: Achieving Zero Backlog

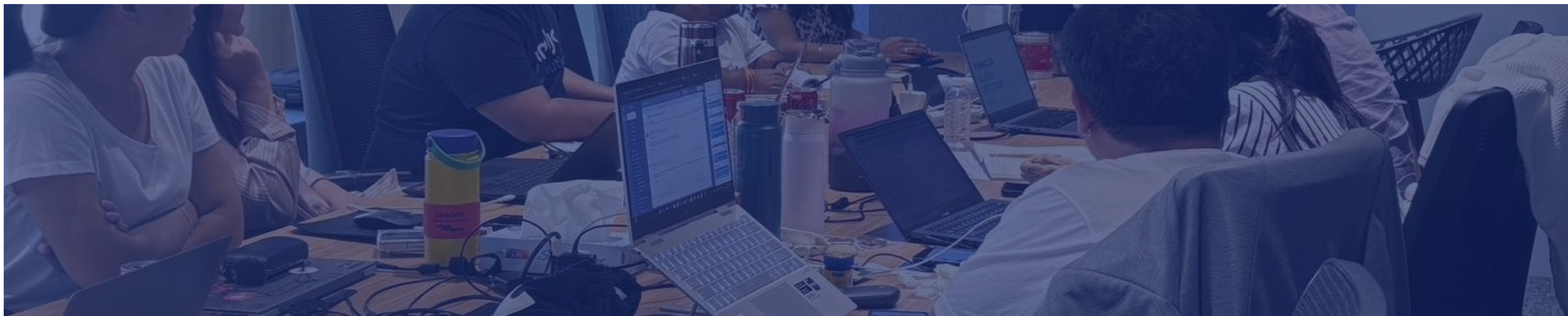
This year, the eZee Centrix Team proudly maintained a zero backlog, setting a benchmark for operational efficiency. Their unwavering dedication ensured all tasks were completed on time, providing seamless support to our clients worldwide.

eZee Absolute Team: Driving Innovation and Efficiency

The team, consisting of 35 dynamic individuals, delivered remarkable achievements:

- Zero Backlog: Managed a diverse range of projects with efficiency.
- Innovation: Successfully executed the Navigator AI and B2B Marketplace projects, bringing advanced solutions to the market.
- Technology Upgrades: Launched the beta version of the Revolt App, further enhancing our product offerings.
- Code Optimization: Through the "Swachh Saasfinal" initiative, they removed over 71,540 lines of redundant code, boosting performance and enabling faster releases.

Their proactive approach, such as forming the "1st Line Soldiers" team, ensured minimal disruptions and safeguarded operations.



India Sales Team: Breaking Records

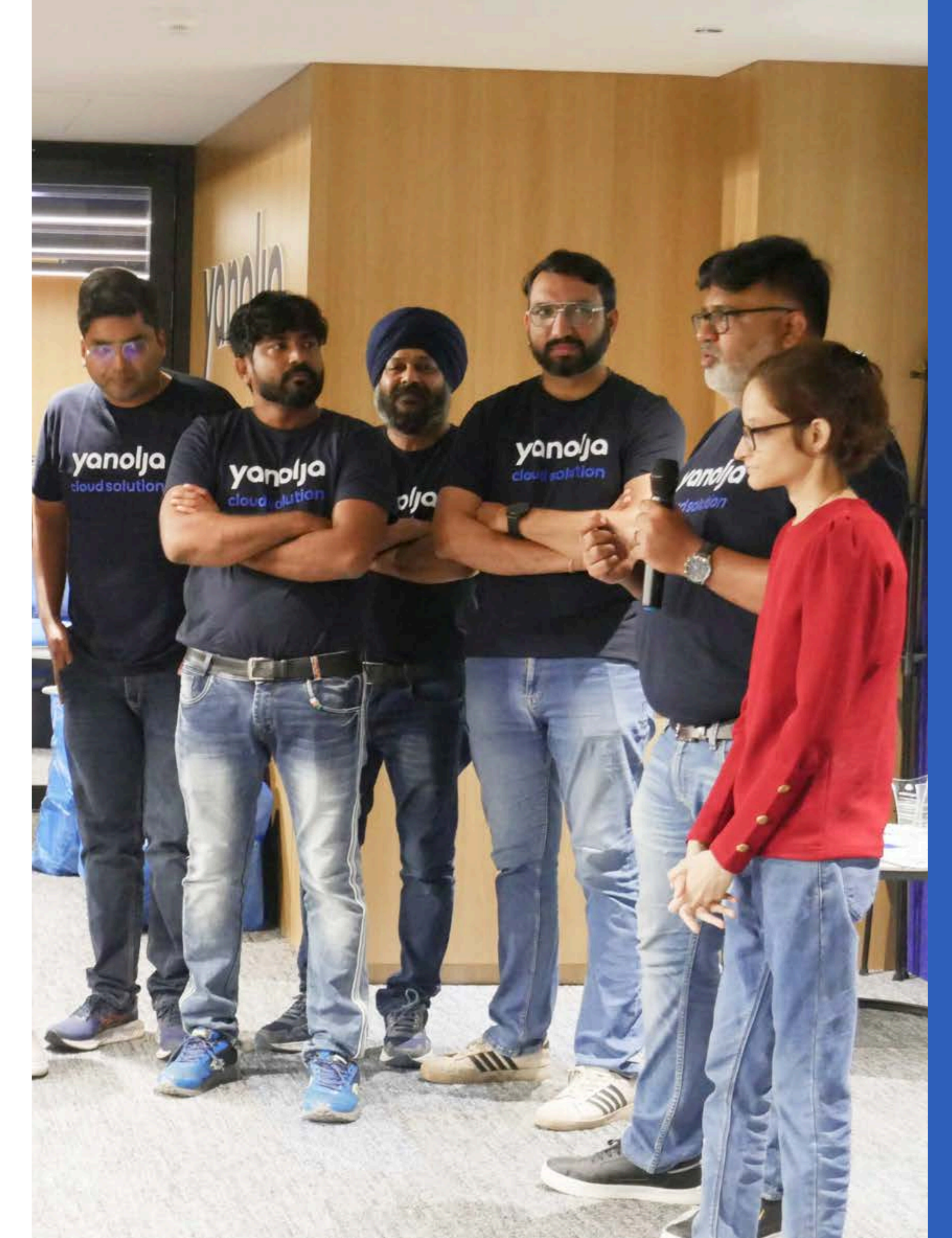
The Outbound India Sales Team had an outstanding year, surpassing last year's 12-month LTV benchmark of INR 183 million within just 9 months.

- Average Revenue Per Property (ARPP) grew by 38%, reaching 4,200.
- Average Revenue Per License (ARPL) increased by 11.17%.
- The team sold over 5,770 new licenses, expanding our user base to 10,000+ properties across India.

Marketing Team

The Marketing Team had a stellar year in 2024, showcasing their creativity, innovation, and commitment to excellence.

- 100+ Events Conducted: From global expos to local exhibitions, the team successfully organized and managed over 100 events across different markets, leaving a lasting impact on audiences worldwide.
- Innovative Campaigns: Always exploring new frontiers, the team experimented with diverse formats, from virtual webinars to immersive in-person experiences, ensuring maximum engagement and brand visibility.



DID YOU KNOW?

Our team has a combined total of over 1,200 years of experience in hospitality and technology. That's like having the wisdom of 50 lifetimes to guide our innovations and strategies.

Individual Milestones



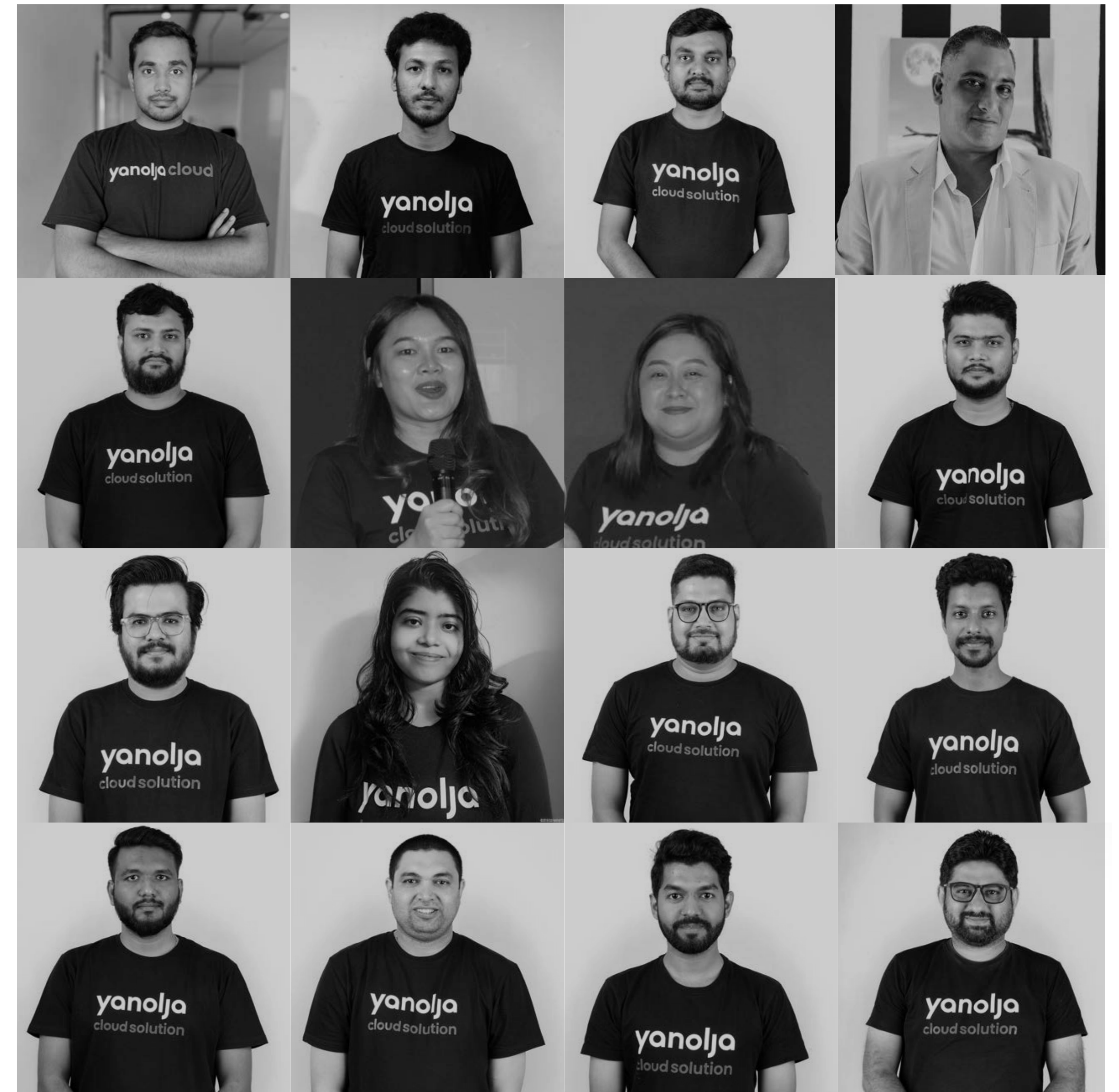


Recognizing the remarkable individuals whose hard work and dedication propelled them to new heights this year:

Recognizing the remarkable individuals whose hard work and dedication propelled them to new heights this year:

Promotions:

- Krunal Patel as Regional Support Incharge (EMEA).
- Mustafa Chunawala as Regional Support Incharge (USA/Mexico).
- Mehul Saliya Promoted as Tech Lead.
- Pezhman Owssia to Sr. Business Development Manager (Philippines).
- Vaibhav Patil as Assistant Vice President – Finance.
- Anis Rahaman as Vice President – Operations.
- Sulagna Goswami as Sr. Content Writer.
- Dianne Miralles as Sr. Business Development Manager.
- Karla Miralles as Business Development Executive.
- Ashutosh Nanda as Regional Support Incharge (East & Central India)
- Gurumukh Jamnani as Regional Support Incharge (South India & Sri Lanka)
- Parantap Desai as Support Team Incharge (Chat)
- Huzefa Ranalawala as Support Team Incharge (Chat)
- Vivek Singh Promoted to Sr. Sales Executive
- Harish Chaurasiya Promoted to Sr. Sales Executive
- Masab Ansari as Sr. Customer Onboarding & Support Executive



- Prithvi Varyani Promoted to Sr. Customer Onboarding & Support Executive
- Vihang Joshi as Associate Team Leader
- Krunal Kaklotar as Tech Lead
- Vishal Ladhve as Tech Lead
- Bhavi Mahisuri as Tech Lead
- Gulpreet Singh as Territory Sales Manager
- Mr. Ramakrishnan Jeya Pragash as Sr. Business Development Manager
- Ms. Pramesthi Sekti promoted to Sr. Business Development Manager.
- Sachin Singh as Sr. Customer Onboarding & Support Executive
- Yogeshwari M as Sr. Customer Onboarding & Support Executive
- Chatchanan Khongneon as Sr. Customer Onboarding & Support Executive
- Sweety Jain as Sr. Software Engineer
- Bhavesh Pavar as Software Engineer
- Mital Chotaliya as Software Engineer
- Vaishali Rana as Software Engineer



Achiever Program Award: Venkatesh Pamu was celebrated for his exceptional contributions to developing a Sales Dashboard to help our Sales teams measure their live performance.

Laughter, Celebrations, & Life at YCS



At YCS, we believe in balancing hard work with moments of joy and camaraderie. From festival gatherings to friendly competitions, every event we celebrate together reflects the unity and enthusiasm that power our success. Here's a glimpse into the vibrant culture that keeps our team united and inspired:



Cricket Tournament Highlights

The YCS Box-Office cricket tournament turned colleagues into fierce competitors and cheerleaders. With sixes flying and laughter echoing, the field was alive with energy, teamwork, and friendly banter.



Ganesh Chaturthi Celebrations

10 Days filled with devotion, vibrant decorations, and festive treats. Our Ganesh Chaturthi celebrations at YCS were nothing short of spectacular! With grand decorations, themed and vibrant activities, the entire team came together to celebrate this auspicious festival. Each day brought a new theme, infusing energy and excitement, while fostering unity and joy across departments.



Offsite Adventures

Bonding beyond the workplace, this year's offsite adventure to Pluz Resort was an absolute blast! A perfect blend of team building and pure enjoyment, the outing allowed everyone to unwind and have fun while strengthening bonds with colleagues. From engaging activities to spontaneous laughter, it was an unforgettable experience that showcased the true spirit of teamwork at YCS.



OSAM 2024

OSAM brought our outbound sales team together for a transformative annual retreat. An incredible outing packed with endless laughter, and shared stories, it was a memorable gathering with our business development champions.



GTM – Off the Record

The annual GTM meeting brought together department leaders and sales heads to lay down ambitious plans for the coming year. The event was a blend of brainstorming, strategies, and, of course, plenty of laughs!



Friday Activities

From themed dress-up days to fun competitions, these activities turned regular Fridays into opportunities to unwind and bond with colleagues.

“ At YCS, life is more than just work—it's a celebration of togetherness, creativity, and the shared drive to make every moment count! **—Dhruti Vyas ”**

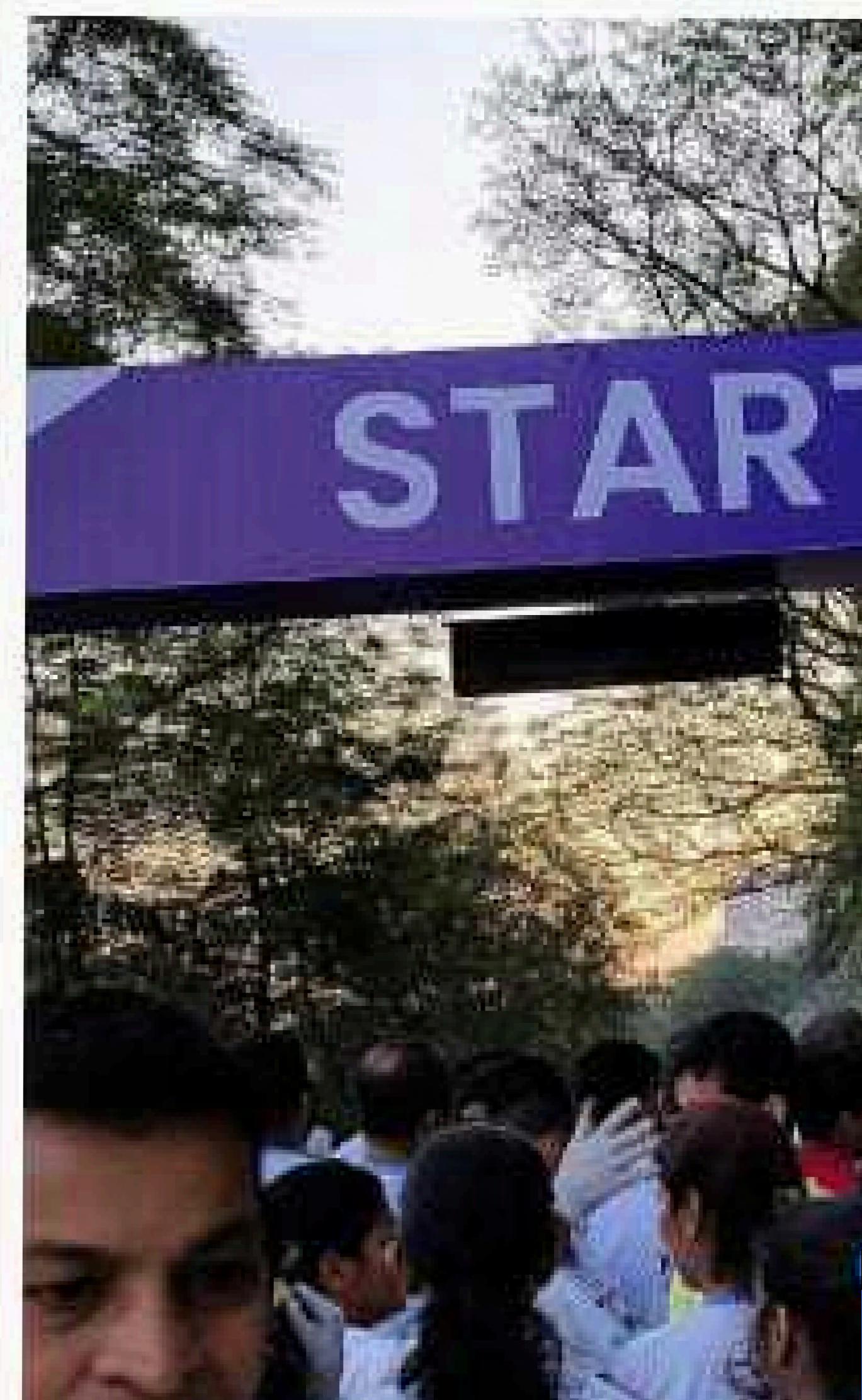
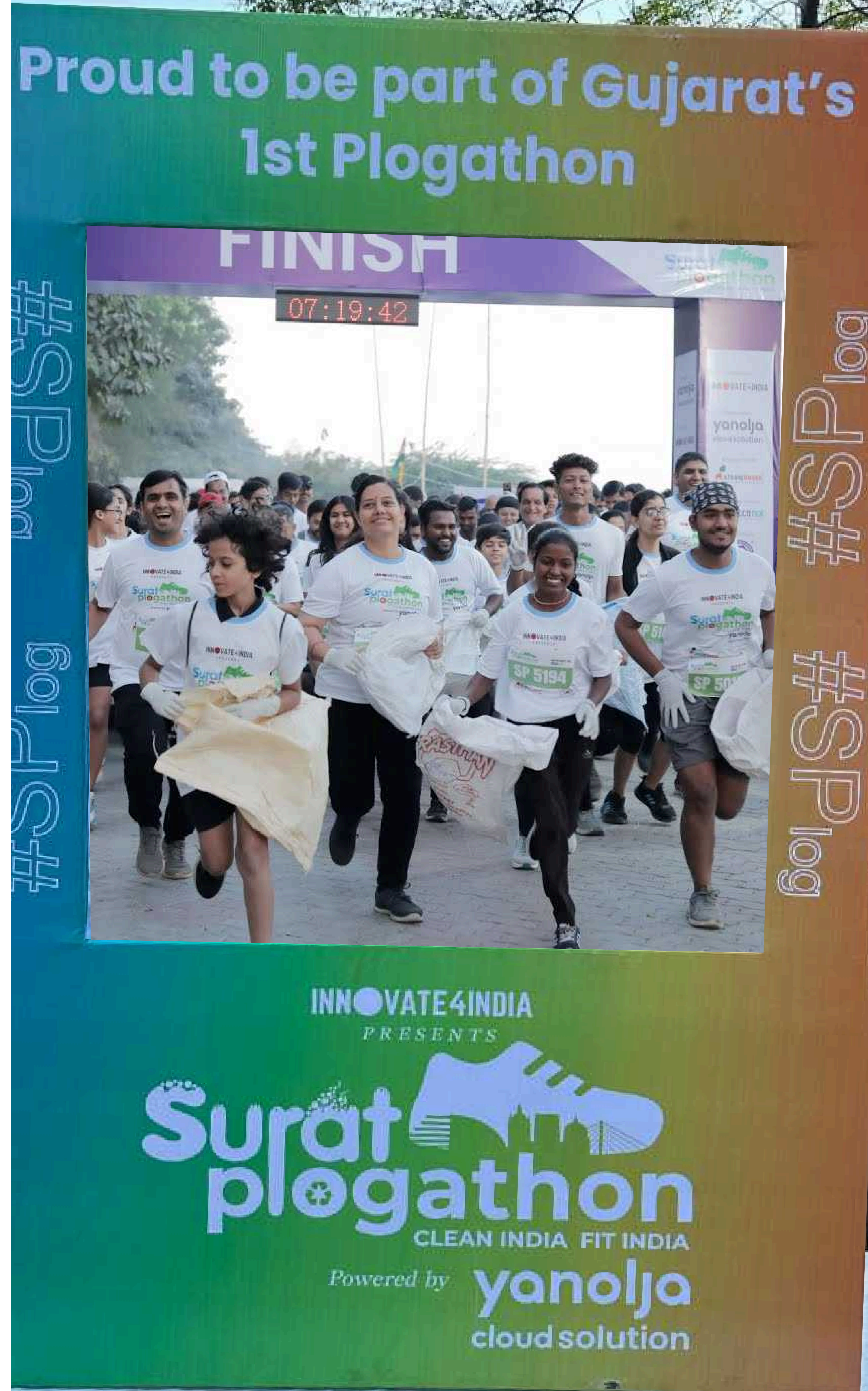
Surat Plogathon:

A Historic Step Towards a Cleaner Future

The Surat Plogathon marked a historic milestone, bringing together over 500 citizens from diverse age groups and backgrounds to champion a cleaner and greener city. Initiated by Innovate4India and proudly powered by Yanolja Cloud Solution, this groundbreaking event was the first of its kind in Gujarat.

Participants armed with gloves and determination combined jogging with litter-picking, demonstrating how simple actions can lead to significant environmental change. The Plogathon not only inspired a sense of civic responsibility but also showcased the power of community-driven efforts to create a sustainable future.

At Yanolja Cloud Solution, we were honored to support this transformative initiative, reinforcing our commitment to fostering innovation and contributing to the well-being of communities we serve.



Growing Together: CSR at YCS



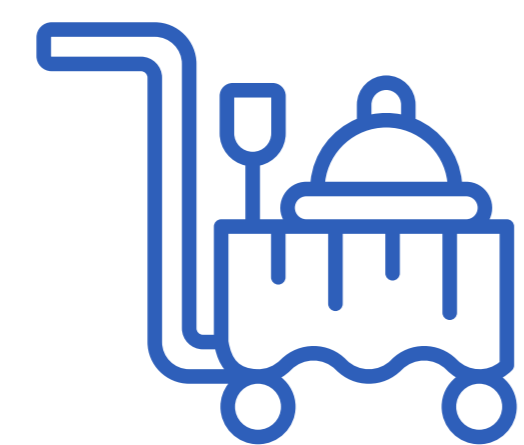
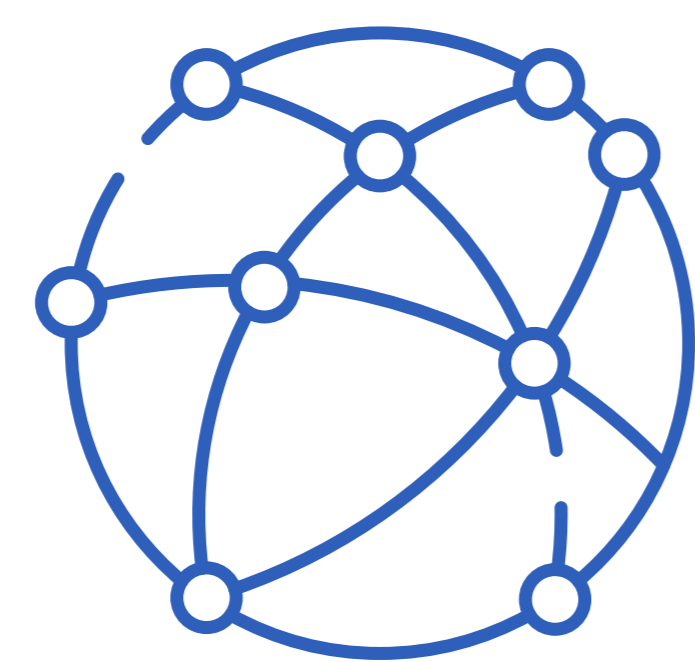
Spreading Smiles & Love

On the auspicious occasion of Ganesh Chaturthi, the YCS team had the profound honor of visiting Jyoti Samajik Seva Sanstha and Shree Bharatimaiya Ananddham Vruddhashram. It was a day filled with shared laughter, touching stories, and priceless moments of connection.

Witnessing the genuine smiles we could bring and receiving blessings from those we set out to support left an indelible mark on our hearts. These visits reminded us of the true essence of community and the power of kindness.

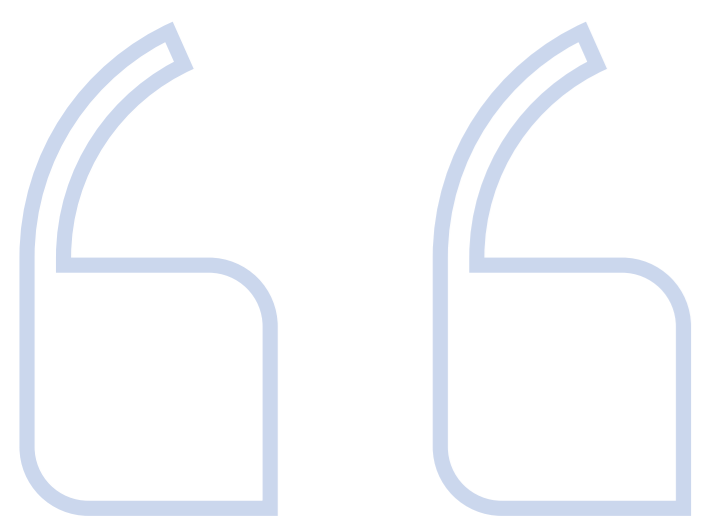
Voices from the YCS Family

"It was truly heartwarming to see how even a small gesture can bring so much joy. Giving back is a privilege that fills you with purpose." – Khyati Sarang



Voices of Trust & Partnership





“ Having used YCS’s solutions and services for the past three years, I highly recommend them to everyone. The local Business Development Manager and 24/7 support are invaluable. We can access our system and bookings from our mobile devices, no matter where we are. ”

– Irrfan Yusuf, Manager at Robusta Retreat.

“ YCS’s Hotel PMS is extremely user-friendly and inventory management is very convenient and helpful. We have been using their POS and Channel Manager along with the PMS and would definitely recommend them to all hoteliers. ”

– Mahendra Singh Sisodiya, General Manager, Sajjan Bagh Resort & Spa.

“ The best thing about YCS is the 24/7 support. Plus, YCS software has been instrumental in helping us implement revenue forecasting and dynamic pricing. This ensures we're always offering competitive rates without compromising on profitability ”

– Resort Terra Paraiso, Goa



Vision 2025
Bigger Goals, Bolder Aspirations

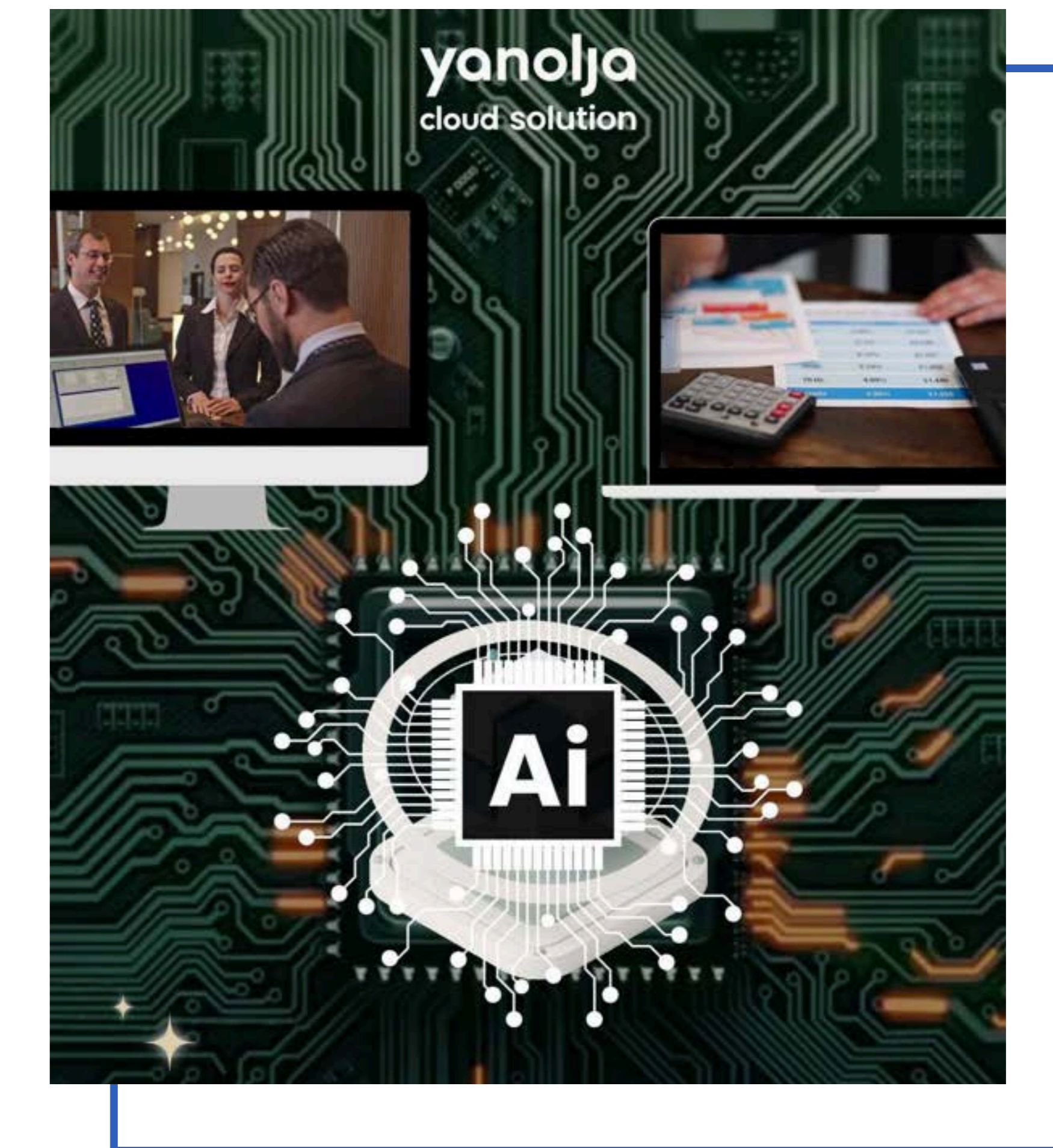


The future is here, and at YCS, 2025 marks the beginning of a bold new chapter. We're not just keeping pace with the hospitality industry; we're driving its transformation.

With cutting-edge innovations in AI, automation, and emerging trends, our roadmap is clear: Redefine excellence in hospitality through smart, scalable, and sustainable solutions.

AI-Powered Hospitality

As the hospitality industry evolves, artificial intelligence (AI) is playing a transformative role in redefining guest experiences and operational efficiencies. Advanced tools powered by AI, like dynamic pricing engines, enable properties to optimize room rates in real-time, maximizing revenue while catering to guest demand patterns. At the forefront of this innovation is eZee mAInt, an AI-driven solution designed for smart pricing, forecasting, and seamless decision-making. By adopting such technologies, hoteliers can enhance competitiveness and profitability in an ever-changing market landscape.



B2B Marketplace for Hospitality Solutions

To empower our clients further, we're introducing the Yanolja Cloud B2B Marketplace, a one-stop platform for accessing curated solutions tailored to the hospitality industry. From property management systems to payment gateways, this marketplace bridges the gap between cutting-edge technology and operational needs. It ensures that hospitality businesses have the resources to thrive by seamlessly integrating with tools and services designed for modern challenges.

The future is here, and we are committed to driving it forward.

The Bigger Picture: Industry Transformation

Our roadmap extends beyond technology. We're fostering collaborations, like our ongoing partnerships with global travel platforms, to streamline the ecosystem. By understanding local markets and harnessing global expertise, YCS is building a future where every hospitality business, no matter its size, can thrive.

At YCS, we don't just innovate for the sake of change. We're committed to creating tools and strategies that solve real-world challenges— All with the goal of empowering hoteliers to deliver unforgettable experiences while achieving unparalleled efficiency and growth.



In Focus: 13 Voices of YCS



At YCS, our leaders drive innovation, foster collaboration, and lead with a vision to empower the global hospitality industry. Here are reflective messages from the individuals who steer our journey forward.

A Day in the Life of...

Web Designer

“Every pixel matters.”

Meet Krunal Parmar, a web designer at YCS, for whom creativity meets precision every day. His day begins with a quick stand-up meeting with the design team, where they brainstorm ideas for enhancing client websites and internal portals. From sketching wireframes to bringing designs to life, Krunal’s work is all about crafting user experiences that are seamless and visually appealing.

By mid-morning, Krunal dives into design revisions, ensuring that every element—from layouts to typography—is in harmony. His workspace is filled with sketches, wireframes, and design mockups, as he brings new ideas to life using cutting-edge tools like Adobe XD and Figma.

Afternoons often involve client calls or feedback sessions, where Krunal presents his ideas, takes notes, and incorporates suggestions.

Evenings often bring a fun twist, with impromptu gaming sessions or relaxing with teammates over a hot cup of coffee. It’s the perfect way to wind down after a productive day, reminding everyone that work can be enjoyable too!

Krunal sums it up best: “Being a part of YCS is not just about designing websites; it’s about designing experiences—both for our clients and within the team.”



Krunal Parmar

Sr. Web Designer | Marketing

Voices from Our Department Heads



Niral Ramani – National Sales Head, India

“2024 was all about building connections that matter. We expanded our presence in untapped markets and strengthened relationships with our clients. It’s been a year of hustle, growth, and a lot of chai-fueled conversations! Our success is built on listening to our clients and delivering value. As we expand, my focus remains on strengthening our relationships and ensuring that YCS continues to be the trusted partner for properties across India.”



Anis Rahaman – Vice-President, Operations

“This year was all about operational efficiency and scaling our processes to meet global demands. What stood out to me was the seamless coordination across teams, ensuring that every project was executed with precision and dedication, I’d call this year the ‘Great Balancing Act,’ and we nailed it!”



Raj Singh – Marketing Team Leader

“Marketing in 2024 felt like riding a rollercoaster—in the best way possible! Storytelling and strategy were at the core of our marketing. This year, we’ve focused on showcasing the real impact of YCS solutions through campaigns that connect with our global audience. And yes, there was coffee. Lots of coffee.”



Parixit Popat – HOD, Revenue Management

"Helping properties optimize their revenue strategies is my team's passion. By leveraging data-driven insights and our innovative tools, we've enabled our clients to achieve record-breaking results in 2024."



Manas Mishra – APAC Regional Sales Head, Sri Lanka

"The APAC region is full of opportunities, and I'm proud to lead the charge in helping YCS expand its footprint. Our tailored solutions are making a difference, and the journey ahead looks incredibly promising."



Bibin Mathew – Outbound Sales Head, Africa and Thailand

"Expanding YCS into new markets has been a rewarding experience. I'm proud to see how our solutions are empowering businesses in Africa and Thailand, helping them achieve success on a global stage."



Bhavik Jariwala – Head of Support Department, Hotel Solution Division

"This year, our support team truly embodied the YCS spirit—dedication, innovation, and customer-first service. 2024 was about being there for our clients 24/7, turning every challenge into a success story. We're ready for even bigger things in 2025!"



Hozefa A. Hajoori – Head of Customer Retention Team

"Retention is more than just numbers—it's about trust. In 2024, we focused on building deeper connections with our clients and making sure they always felt supported. If I could sum it up in a word? Long-term partnerships."



Manali Vesuwala – Product Manager

"Creating products that solve real-world problems is what drives my team. This year, we've worked on launching solutions that not only meet but exceed the expectations of the hospitality industry."



Jitendra Jariwala – Product Development Head

"Innovation took center stage this year. From conceptualizing to execution, 2024 was about staying ahead of the curve and crafting solutions that redefine hospitality. It's been a rewarding journey, and we're just getting started!"



Jignesh Rana – Team Leader, Cloud Operations

"In an increasingly digital world, cloud operations are critical. My team ensures that our infrastructure is reliable, secure, and always optimized for the best user experience."



Shirin Gafoor – Sr. Executive, People Success

"2024 was a year of building bridges—between teams, goals, and dreams. From nurturing talent to creating a culture where everyone thrives, it's been all about people power. The best part? Seeing smiles that say, 'I love working here!'"

The collective vision, dedication, and leadership of our team have made YCS what it is today. With their guidance, we're ready to achieve even greater milestones and continue empowering the global hospitality industry.

As we turn the final page of this yearbook, we celebrate the milestones that shaped 2024—a year of innovation, growth, and shared achievements. Every moment captured within these pages reflects the spirit of YCS: one of resilience, creativity, and an unwavering commitment to revolutionizing hospitality.

From groundbreaking partnerships to joyous team celebrations, from exploring new markets to deepening community impact, this year has been nothing short of extraordinary. Together, we've dreamt big, worked hard, and turned visions into reality.

As we set our sights on 2025, we carry forward the lessons, laughter, and memories that define us. The road ahead is full of promise, brimming with opportunities to redefine the future of hospitality.

The Best is Yet to Come!

yanolja

cloud solution

Transforming Hospitality Worldwide

Thank you for being part of our journey.

The adventure continues, and we can't wait to see what the future holds!

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