Hotel Management Category

Hotel Management Category

Hotel management software (HMS) is used by hotels, condos, RV parks, motels, resorts, and others to execute vital financial and organizational activities and tasks. Key functionalities include employee scheduling, accounting, property and maintenance management, customer relationship management, and reservations. Hotel management platform is also called Hotel ERP (Enterprise Resource Planning) and Property Management System (PMS) and this solution empowers hotels to enhance their productivity and efficiency.

Hotels can select advanced or basic software depending on their needs and complexity of management operations. Hotels that include integrated restaurants require an add-on system to manage their restaurant processes and workflows. Such establishments can utilize a mediator to link the HMS to the restaurant's management platform. With the right HMS, hotels can optimize their operations for better stability and greater profit.

Customer Success Report Ranking Methodology

The FeaturedCustomers Customer Success ranking is based on data from our customer reference platform, market presence, web presence, & social presence as well as additional data aggregated from online sources and media properties. Our ranking engine applies an algorithm to all data collected to calculate the final Customer Success Report rankings.

The overall Customer Success ranking is a weighted average based on 3 parts:

CONTENT SCORE

- Total # of vendor generated customer references (case studies, success stories, testimonials, and customer videos)
- Customer reference rating score
- Year-over-year change in amount of customer references on FeaturedCustomers platform
- Total # of profile views on FeaturedCustomers platform
- Total # of customer reference views on FeaturedCustomers platform

MARKET PRESENCE SCORE

- Social media followers including LinkedIn, Twitter, & Facebook
- Vendor momentum based on web traffic and search trends
- Organic SEO key term rankings
- Company presence including # of press mentions

COMPANY SCORE

- Total # of employees (based on social media and public resources)
- Year-over-year change in # of employees over past 12 months
- Glassdoor ranking
- Venture capital raised

Award Levels

MARKET LEADER

Vendor on FeaturedCustomers.com with substantial customer base & market share. Leaders have the highest ratio of customer success content, content quality score, and social media presence relative to company size.

TOP PERFORMER

Vendor on FeaturedCustomers.com with significant market presence and resources and enough customer reference content to validate their vision. Top Performer's products are highly rated by its customers but have not achieved the customer base and scale of a Market Leader.

RISING STAR

Vendor on FeaturedCustomers.com that does not have the market presence of Market Leaders or Top Performers, but understands where the market is going and has disruptive technology. Rising Stars have been around long enough to establish momentum and a minimum amount of customer reference content along with a growing social presence.

2020 Customer Success Awards

Check out this list of the highest rated Hotel Management software based on the FeaturedCustomers Customer Success Report.

MARKET LEADERS

Cloudbeds. Guestline HOTELOGIX smart hoteliering innRoad MEWS

newbook SkyTouch TECHNOLOGY

TOP PERFORMERS

ALICE clock PMS+ eZee Frontdesk Anywhere Hotel Perfect

innQuest SOFTWARE Little Hotelier MSI INNOVATION FOR THE HOSPITALITY INDUSTRY mycloud HOSPITALITY RoomKey PMS

RISING STARS

GRACESOFT mingus SOFTWARE open hotel ResNexus SKYWARE Hospitality Solutions

* Companies listed in alphabetical order

2020

FALL 2020

Hotel Management Category

MARKET LEADERS

MARKET LEADER

ABOUT CLOUDBEDS

Cloudbeds.

Cloudbeds simplifies the complicated world of OTAs, payments, reservations, and reporting so their clients can spend time on their most important job, taking care of their guests. Through their software suite, they enable properties to compete alongside the biggest brands in hospitality, no matter their size.

55
Total Customer References

VIEW ALL REFERENCES

Featured Testimonials

66 *Everything. We can take bookings online, allocate bookings, and make sure bookings don't fall through the cracks. This prevents double bookings, makes check in/out seamless, and automates emails– we went completely paperless!* 99

RODRIGO MEDINA
THE MADHOUSE PRAGUE

66 *We increased revenue 30% in our first year with Cloudbeds. With Cloudbeds' easy-to-use interface, our reservation specialists can book more guests and automate communication with guests.* 99

JEFF SANTONI
ASSET & PROJECT MANAGEMENT DIRECTOR , INDIANA BEACH

66 *Cloudbeds' ability to seamlessly integrate a live online booking widget, a property management system and a dynamic pricing tool all within the one place ticked every box.* 99

LARISSA FULLER
CREATIVE DIRECTOR, LOCAY

66 *Within the first 15 minutes of being in the office, Cloudbeds gives me full knowledge of my properties – from my daily occupancy and revenue to check ins and check outs, no shows, and ADRs.* 99

JAMES BLACK
CO–FOUNDER, ITH HOSTELS

TRUSTED BY

LAS PALMAS
HOTEL & SUITES

THE TRUITT HOUSE
EST. 1909

Casa Caracol

El Valle
LODGE

STADTHOTEL
HAMBURG

featured customers

134
Total Customer References

VIEW ALL REFERENCES

Guestline

Guestline is a market leader in cloud based hospitality technology. Guestline provides end-to-end property management, channel distribution and digital marketing solutions to a range of hotel groups, independent hotels, serviced apartments, management companies and pub companies.

Featured Testimonials

❝ *Guestline's systems help us manage and drive room bookings and allows us to concentrate on our core food and beverage business. When set up effectively, rates are easy to manage and flex to drive profitability. The Channel Manager has widened our exposure through multiple online agents and it's easy to learn how to manage channels and perform like a hotelier as opposed to operating like just a pub.* ❞

HAMISH STODDART
OPERATIONS DIRECTOR AND OWNER, PEACH PUBS

❝ *The reporting function is really useful for me when forecasting and analysing data. Rezlynx is a very user friendly, intuitive system - there was no need for in-depth training across all sites. The Support team are also helpful and prompt in answering our questions.* ❞

YVETTE GEARY
FINANCE ADMINISTRATOR, ADNAMS

❝ *The hotel reservation software from Guestline has enabled us to implement group wide efficiencies by streamlining and centralising procedures to drive bookings and review sales effectively. As many of the processes are automated, we have reduced our admin and been able to concentrate on delivering exceptional customer service. The online booking module has really helped assist in boosting direct bookings and we're delighted with the group wide increase of 22% year on year.* ❞

DANIELLA HOPE
MARKETING DIRECTOR, LAKE DISTRICT HOTEL GROUP

❝ *Using Guestline's Online Booking Manager has made an enormous difference to our business, it has allowed us to be more flexible and provide packages online directly though our own booking website. Our priority is to make it as easy for the customer to book as possible – the OBM does just that.* ❞

JOHN MUSTARD
IT MANAGER, SALTAIRE TAVERNS

TRUSTED BY

Wellington HOTEL New York City

Claregalway HOTEL

SureStay PLUS HOTEL by BEST WESTERN

AH ALEXANDER HOTELS Leave It All Behind

BW Best Western

MARKET LEADER

ABOUT HOTELOGIX

Hotelogix is a unique, cloud-based, end-to-end, hospitality technology solution, built to seamlessly manage hotels, resorts, serviced apartments or multi-location hotel chains, by providing a single window to manage all hotel operations and bookings (online and offline). Hotelogix is currently used by properties in 85+ countries and is backed by Accel Partners.

191
Total Customer References

VIEW ALL REFERENCES

Featured Testimonials

" Hotelogix had what we were looking for: updating of bookings, checking the system in any laptop without any extra fee or hardware, creation of new rates and management of different OTAs (mainly Booking.com, Expedia and Splendia) from one site (SiteMinder). Now, we do not have to work separately with all OTAs. We are saving almost 100% time, thanks to it. All we have to do now with online reservations is simply check the bookings to prepare the rooms accordingly. No manual procedure is required. "

CAROLINA MEDINA
SALES MANAGER, ZEROHOTEL

" We chose Hotelogix for many reasons: simplicity, intelligibility, online and multi user's accessibility, capacity to manage different points of sale such as restaurants or spa, and cost of implementing Hotelogix. This last point was the key, since we are a small-sized hotel, we would not have been able to afford high set up costs. "

GRÉGOIRE AUBRON
OWNER, JARDIN DES DOUARS

" We obtained a really high ROI from using Hotelogix, and it has helped us in exceeding our revenue projection immediately within the first three months of our operation. Hotelogix has also given us the ability to organize our pricing, OTA distribution and Front Desk management remotely from Sydney Australia, where I live, while our property is in Malang, Indonesia. Another benefit has been Hotelogix's channel manager add-on, which has enabled us to become market leaders in terms of revenue and number of rooms sold in our area among all of our major OTA partners. "

SURYA SETIYAPUTRA
BUSINESS DEVELOPMENT PARTNER, KERTANEGARA PREMIUM GUEST HOUSE

" The combination of Hotelogix PMS and TripConnect is a powerful tool to increase our hotel bookings. Hotelogix PMS automatically updates all channels with rates and availabilities and the FrontDesk gets updated with bookings in real time. It has increased our bookings by 20% in less than a month. "

LELIBETH DURAN
OPERATIONS MANAGER, HOTEL IMPERIAL

TRUSTED BY

MARKET LEADER

ABOUT MEWS

MEWS

Mews Systems believes that the best technology is discreet, efficient and sleek, just like the finest hosts and concierges in their industry. It's why they're building tools to empower properties to make real connections with their guests.

42

Total Customer References

Featured Testimonials

❝ One of the main advantages of Mews is that it offers the possibility to use different room types and rates, which makes assignments faster. ❞

CHRISTINA LEHN
SALES MANAGER, BRISTOL SUNSET BEACH

❝ Mews is by far the PMS with the fastest and simplest API to connect with and it allows us to pull and push very complex data between our systems. Mews has delivered on what a lot of PMS vendors have promised for years. ❞

BAHADOUR MOUSSA
EVANGELIST, BOOST-INN

❝ Mews gave us the flexibility to be completely "reception-free". Fast online check-in means showing guests straight to their room or providing a nice glass of wine to enjoy next to the open fireplace. That's the warm welcome guests expect. ❞

INGMAR SLOOTHAAK
KASTEEL KERCKEBOSCH

❝ The Mews platform is visually appealing and cloud based, which was really important to us. But the main reason we chose Mews was because of its open API and wide range of integration partners. ❞

ANDRÉ HENKE MARQUES
RESORT MANAGER, NORTHERN LIGHTS VILLAGE

TRUSTED BY

KASTEEL KERCKEBOSCH   GOOD HOTEL   JO&JOE   OSTELLO BELLO   SMALL LUXURY HOTEL ZURICH AMBASSADOR

MARKET LEADER

ABOUT NEWBOOK INTERNATIONAL, INC.

newbook

NewBook's award-winning Reservation Software helps to transform thousands of accommodation businesses globally. Our comprehensive, cloud-based system has a proven track record in increasing direct online bookings, enhancing guest experience, improving productivity, and boosting revenue!

59
Total Customer References

VIEW ALL REFERENCES

Featured Testimonials

" *NewBook support is the best we have ever experienced and since using NewBook we have been able to increase revenue on a daily basis through dynamic yielding. The efficiency of NewBook has also enabled us to reduce front of house staff costs.* "

LORRAINE GOLIGHTLY
OWNER OPERATOR, BIG4 BEACON RESORT

" *Our partnership with NewBook has enabled us to grow our business significantly. The various in-depth reporting, in real time, across all departments is impressive. NewBook is visionary, proactive in their approach, receptive and has exceeded our expectations. The service from Support Team is outstanding and it is really appreciated. Exciting journey so far and we are looking forward to the new projects, starting with paperless check-in.* "

MIRELA PETRAR
TAUPO DEBRETTS SPA RESORT

" *We have been using NewBook for the last 3 years. It has proven to be light-years ahead of our previous PMS. The platform operates at lightning speed and I admire the constant pace of innovation and new features. But mostly, I really appreciate the responsive, friendly and helpful support. The NewBook platform has been a critical component in our continued growth.* "

ANGUS BOOKER
CHIEF EXECUTIVE OFFICER, CALOUNDRA WATERFRONT HOLIDAY PARK

" *NewBook has helped us streamline our reservation system to incorporate all our asset management, maintenance, marketing, channel management and all our fundamental operations together with our reservation system. Our move to NewBook after six years with another reservation system was painless and we have not looked back. NewBook have always offered customer service that is efficient, speedy and pleasurable. They are constantly evolving and improving their system with enhancements to remain current and up to date with fresh ideas. A big thank you to the entire team!* "

MICHELLE YOUNG
GENERAL MANAGER, MACKAY BLACKS BEACH HOLIDAY PARK

TRUSTED BY

ABOUT SKYTOUCH TECHNOLOGY

SkyTouch
TECHNOLOGY

SkyTouch Technology provides a cloud-based hotel management system that allows hotel companies to help meet their most important strategic objectives: to achieve growth, to advance operating performance and to improve the guest experience all while evolving with changing customer needs. Accessible from anywhere, SkyTouch provides visibility and control of operations through real-time, impactful business analytics that can improve hotel guest experience, decision-making and results at the property, owner, management company and brand level.

54

Total Customer References

VIEW ALL REFERENCES

Featured Testimonials

" *I have used several hotel management tools and nothing is as powerful or as simple to use as the SkyTouch Hotel OS platform. With SkyTouch, there's no need to go to three or four different places and we gain the ability to log in and access key data right from any mobile device!* "

TINA PATEL
BOARD MEMBER AND COMMITTEE CHAIRPERSON, AAHOA

" *We can do everything right from our office rather than having to go to a server on the property. Being able to pull our enterprise reports quickly from the office has been a significant time saver.* "

AARON TYCOLES
REVENUE OPERATIONS MANAGER, GENESIS HOSPITALITY

" *Once we made the switch, we were very pleased. It's helped operations, we get great 24/7 support, and it is extremely reliable. I would recommend SkyTouch to any independent property looking for a system with modern features and online accessibility. It is a top-notch product.* "

DYLAN CLARKE
GENERAL MANAGER, JAYS INN & SUITES

" *I can see the exact same thing on my screen or my iPad, or my laptop at home versus what's at the property. The biggest factor is that I can use my iPhone to check a bunch of things and have remote control. That function's really good for a multi property operator.* "

AMIT PATEL
GM/OWNER, VAGABOND INN EXECUTIVE

TRUSTED BY

ENCORE
HOTEL & SUITES

KENSINGTON
PARK

Americas
Best Value Inn

GreenTree
Inn®

GRANDSTAY
HOTELS

MARKET LEADER

ABOUT INNROAD

innRoad

innRoad is a Software-as-a-Service (SaaS) hotel software solution that seamlessly integrates property management, global distribution, bookings and marketing–all on a single, easy-to-use platform designed exclusively for independent hoteliers, small hotel chains and hotel management companies.

49
Total Customer References

VIEW ALL REFERENCES

Featured Testimonials

" *Deciding to use innRoad didn't take very long. There were a few requirements for us: We wanted a reservation system that was easy to use; one that provided a platform that 'spoke' to third party booking systems we were partnering with (very important); had an updated look and feel to it; and, provided 24/7 help and support. innRoad met all of our requirements! We didn't look at any other systems!* "

ILENE MITNICK
OWNER, ROUX

" *I like that with innRoad's software, we can send out automated e-mails to our guests after they make a reservation. We can rely on innRoad to keep track of our reservations no matter what channel they are coming from. innRoad training and customer service has been excellent. All those I've spoken with have been knowledgeable, polite and helpful.* "

JENNIFER RAY
OWNER, THE HONKING GOOSE INN

" *innRoad has increased our reservation activity, streamlined our operations across our 6 properties and provided the ability to sell more rooms through more channels online.* "

DENISE FLIK
GENERAL MANAGER, SABLE RESORTS

" *innRoad's software has been well worth the expense we pay for it. It is extremely valuable to have a system that can manage and track our money and having access to a team you can call if you need any help.* "

JASON PURKISS
OWNER, THE BOND HOTEL

TRUSTED BY

2020

#1

FALL 2020

Hotel Management Category

TOP PERFORMERS

157

Total Customer References

VIEW ALL REFERENCES

ABOUT ALICE

ALICE

Manage staff work and guest communication across departments with the ALICE operations platform. By joining all the departments of your hotel onto a single operations platform for internal communication and task management, ALICE helps your staff act as a team to provide consistently excellent service. Since the company was founded in 2013, ALICE has gained serious traction in the industry working many of the world's leading hotel brands, including Two Roads Hospitality, Dream Hotel Group, Grupo Posadas, SIXTY Hotels, NYLO Hotels, and Leading Hotels of the World. The company acquired concierge technology provider GoConcierge in 2017. For more information, visit https://www.aliceplatform.com/.

Featured Testimonials

“ *ALICE gives us one centralized place for all guest messaging and guest request management, which has made our lives at the front desk a lot easier. Even text messaging, which is intended for guests, has made things better at the front desk, allowing us to provide personalized service quickly. It's evident how much our guests appreciate these new tools as well.* ”

STELLA GARCES
DIRECTOR OF ROOMS, THE MONTAUK BEACH HOUSE

“ *With all departments now using ALICE, communication between team members at Malibu Beach Inn has significantly improved. By eliminating traditional communication channels, which left room for user error, our team is able to track all guest requests and internal work-flows along with personalized data regarding guest preferences. Plus, staff accountability is through the roof. ALICE provides a tool that finesses our system of communication and enhances the luxury experience.* ”

GREGORY DAY
GENERAL MANAGER, MALIBU BEACH INN

“ *Communication is the key to a successful chain and ALICE is a powerful tool for the hotel to use to communicate between departments. The staff feels very protected because once it is in ALICE, there is a trace and proof the department has been trying to contact another department. Once someone submits a ticket, we can see the time, date, and any internal notes so it keeps the entire team accountable.* ”

FRANCK HERMANN
FRONT OFFICE DIRECTOR, WILLIAMSBURG HOTEL

“ *Everybody is very happy to use it and finds it very intuitive to use. When all the employees of the hotel are aligned on the same system, on the same platform, they are able to see what has been done and how the guest request is going across. That to me is the single most important aspect of ALICE that makes it a big differentiator in our industry.* ”

SLYVIE FAYOLLE
GENERAL MANAGER, PARKER PALM SPRINGS

TRUSTED BY

BROOKLANDS HOTEL

CELEBRATION SUITES

COAST hotels

Radisson

THE Evelyn

ABOUT CLOCK SOFTWARE

clock PMS+

Clock Software is a global provider of cloud-based property management systems (PMS), integrated online distribution, online & kiosk hotel self check-in solutions and mobile & in-room guest engagement systems with customers in more than 50 countries.

79

Total Customer References

VIEW ALL REFERENCES

Featured Testimonials

❝ *Researched and found that Clock would be the best fit for our property. It has everything we need without the excess bloat. Lightweight, compatible, mobile. It can run on any device (no matter the age of the device) which is extremely useful, as our property sprawls over several hectares. It even allows us to check and edit while mobile!* ❞

KRIS PORIO
ROOMS DIVISION AND SALES MANAGER, HIJO RESORTS DAVAO

❝ *With the adoption of Clock PMS Suite, so much has changed! We've saved at least the hours of 1 full-time member of the staff just by removing most of the manual data entry involved in the day-to-day bookings, alterations and cancellations. The system is totally mobile and I can literally control and view every aspect of bookings using my mobile phone!* ❞

CAROL ANDERSON
MARKETING MANAGER, RAASAY HOUSE

❝ *The things we most love about Clock PMS are: ease of use, cloud-based and last but not least the support team behind the system. Clock has given us a system which can be accessed remotely and is very straightforward, and easy to use and manage. Also we found that any queries or questions that we have are dealt with by the Clock team quickly and efficiently.* ❞

TANYA ORR
OFFICE MANAGER, GLENAPP CASTLE

❝ *We chose Clock PMS because it had all the features we needed (integration of the PMS with the channel manager, automated emails, revenue reports, etc.) at a very competitive price.* ❞

GIAN FRANCO MERCADO
MARKETING MANAGER, SWEET BCN ACCOMMODATIONS

TRUSTED BY

GREENSTAR HOTEL*   cititel BUSINESS, BED & BREAKFAST   Villa Guadalupe   ROYAL INN + SUITES   LINDBERG SUITES

TOP PERFORMER

ABOUT FRONTDESK ANYWHERE

Frontdesk **Anywhere**

Frontdesk Anywhere offers a complete cloud based solution for Hotels. It is focused on converging processes traditionally performed by separate systems into a single all-in-one productivity application. They gather hotel industry veterans and technology experts to offer you a Property Management System that fits your needs and helps you tackle the complexity of hospitality and future tech trends.

14
Total Customer References

Featured Testimonials

" *We wanted a system that could grow with our always expanding needs. Frontdesk Anywhere was the perfect match!* "

MARYAM SAMANDARI
REVENUE MANAGER, NORTH BEACH VILLAGE RESORTS

" *Working with Frontdesk Anywhere has made it possible for us to operate with a complete guest centered approach. Offering 3 different Bill Bensley designed check-in areas and treating our guests as long-lost friends has now resulted in this outstanding achievement. Frontdesk Anywhere has made the required formalities a breeze and ensured we offer outstanding service.* "

CHRISTIAN DE BOER
GENERAL MANAGER, SHINTA MANI

" *Easy to use, intuitive software with a great support team. I think that makes all the difference. It's a great product that comes with great support.* "

BRUCE JAKUBOVITZ
OWNER, SUMMIT RESORT HOTEL

" *With assorted reporting options, I now have access to all the information I need from anywhere. I usually like to work from my phone, so this is a game changer.* "

NIKLAS WAGNER
GENERAL MANAGER, MANTRA SAMUI RESORT

TRUSTED BY

TOP PERFORMER

ABOUT HOTEL PERFECT

Hotel Perfect

Hotel Perfect supplies and actively supports a wide variety of accommodation businesses from high-end hotels, resorts & spas, golf clubs, conference centres & self-catering businesses. Their cloud-based software solutions are produced and supported here in the UK by their highly skilled support and software development teams. At Hotel Perfect, they don't just sell software, they use their collective experience and extensive knowledge of technology to bring you an all-encompassing hospitality package.

55
Total Customer References

Featured Testimonials

❝ *I am delighted with the work that Hotel Perfect have done for me. The level of input that i was able to have on the look and feel of our Direct Online Booking Engine was very impressive.* ❞

    JONATHAN LAWLEY
    HOTEL ENDSLEIGH

❝ *The new features in Version 5 have dramatically decreased our work load. Dynamic Pricing has taken away one of the manual admin procedures for Rate Management.* ❞

    ST MICHAELS HOTEL & SPA

❝ *The Hotel Perfect version 5 PMS is extremely user-friendly and so it makes training new staff much easier than if we were to use another more complex hospitality software. The Direct Booking feature has been a great addition to Tresanton's website; we'd postponed integrating a Direct Booking manager for many years, but now [that] we have it, we've realised really how beneficial it is.* ❞

    FEDERICA BERTOLINI
    GENERAL MANAGER, HOTEL TRESANTON

❝ *When I first looked at Hotel Perfect, the sales presentation was detailed, open and honest, unlike other competitors. We chose Hotel Perfect because of the conscientious service they provide and the detailed profiling and marketing facilities within the system. One year on and they are still as fully supportive as ever.* ❞

    PAULA ELLIS
    GROUP GENERAL MANAGER, RETREATS GROUP

TRUSTED BY

 THE HUNTERS INN   The Edgemoor   st michael's HOTEL & SPA   Langstone Cliff Hotel   CARBIS BAY HOTEL, SPA & ESTATE

About InnQuest Software

InnQuest Software is a leading technology provider for the hospitality industry. Since 1994, the company has combined hotelier experience with innovative technology to deliver an all-in-one solution that empowers hotels to attract guests, drive customer loyalty, and increase profits. More than 5,500 properties across 100 countries trust InnQuest, with over 440,000 rooms managed daily through the company's flagship property management software, roomMaster.

17

Total Customer References

VIEW ALL REFERENCES

Featured Testimonials

" We LOVE InnQuest! Wfth over 20 properties running RoomMaster, we rely heavily on their software. The software is great, but their support is truly impressive. Awesome! "

AQUA HOTELS

" It makes so much sense having a web-based rather than installed system. The reporting is useful. The security of storing payment information has relieved a burden from our business. "

CATHERINE MCCALLUM
THE JURA HOTEL

" I am still amazed at how many features roomMaster has. The software was thousands of dollars less than our previous software package, but is actually more powerful, and much easier to use. There is absolutely no comparison between roomMaster and other products. I feel it is far superior and the support has been top notch. "

FRANCIS SCOTT KEY FAMILY RESORT

" Having used roomMaster for some years, lodge and IT staff would never consider returning to our previous manual process. roomMaster is incredibly user-friendly and easy to learn. New employees master it very quickly. It is completely reliable, there were no transition glitches and it never fails us. "

SCOTT DURHAM
SUPERINTENDENT, WEST VIRGINIA STATE PARKS

TRUSTED BY

ABOUT LITTLE HOTELIER

Little Hotelier

Little Hotelier is an all-in-one reservation and accommodation management system specifically thought about, designed and built for B&B's, guest houses and small hotels; helping hospitality business owners and managers play the web professionally, saving on time and resource. The Little Hotelier package comes with a very smart and powerful Channel Manager, a commission free Booking Engine for your own website and an intuitive, easy to use Front Desk System – which together, is everything small accommodation providers need to easily run the daily operations of a profitable business and reach potential guests wherever they may be in the world.

85

Total Customer References

VIEW ALL REFERENCES

Featured Testimonials

❝ We are delighted with Little Hotelier, for us it was the final piece in the puzzle to having a fully integrated front desk and online booking system for our B&B. It brought together email/phone bookings, web booking engine and third party booking sites under the one recorded system. We now have all our guests' bookings in one simple to use online management tool, giving us much better sales and information data so we can better analyse our business. ❞

AVOCADO SUNSET B&B

❝ Little Hotelier is the best and most robust Property Management System (PMS) for small properties. The channel manager is easy to use and efficient. The ability to customize guest emails is a strong feature for us. We also utilize the housekeeping reporting. ❞

NICK DEGNAN
OWNER, BELL IN THE WOODS

❝ I chose Little Hotelier because of its functionality, and its efficiencies on labour and management, as well as being able to connect us to third party sites to increase exposure and booking potential. ❞

JASON SHADLOCK
OWNER, THE FALCON AT HATTON

❝ Little Hotelier is practically three systems in one and is very affordable. It can be easily integrated with your booking engine on your own website and entering phone or walk-in bookings directly into your computer is a dream. Being able to change bookings to another room or to other nights using a drag and drop system is very logical and easy. The system shows at a glance what is happening each day and reduces time and paperwork in managing bookings, leaving more time for other tasks. I highly recommend Little Hotelier and the support from the company is excellent. ❞

LOARING PLACE B&B

TRUSTED BY

Avocado Sunset Bed and Breakfast   BRIARS COTTAGE   Homewood COTTAGES   The Woodman Inn   TURTLE BAY byron

ABOUT MSI SOLUTIONS

MSI

INNOVATION FOR THE
HOSPITALITY INDUSTRY™

MSI Solutions is a leading cloud services technology company, delivering hotel property technology and guest management solutions since 1990. Having delivered hospitality solutions to thousands of hotels and resorts throughout North America, they are one of the largest providers of fully integrated guest management systems, and leaders in cloud-based hotel property management systems. Their team focuses on total system solutions for management companies and hotel chains by providing central reservation, marketing, revenue and guest system integration.

15
Total Customer References

VIEW ALL REFERENCES

Featured Testimonials

" MSI has shown true innovation in the MSI TrūCloud™ uniquely integrated services. Using these services, we will be able to effectively solve most all our operating, revenue management, marketing, and distribution needs under one umbrella. We are excited about how MSI will empower us to move forward with key business initiatives at a price that makes sense. "

TYLER BROWN
CHIEF INFORMATION OFFICER, WOODSPRING SUITES

" The powerful commodity of MSI and Digital Alchemy together allows real-time information sharing of guest profiles and reservation data from NovaPLUS. Additionally, our guests receive an eye-catching HTML email confirmation, including a photograph of the room type chosen, and other key messages following the confirmation. It's a great way to communicate more of what our property offers without saying a word. That's invaluable imagery. "

LONNIE LILLIE
GENERAL MANAGER, BEST WESTERN PLUS ARROYO ROBLE HOTEL

" As a user of the MSI NiteVision hotel reservation software for the last 10 years, I just want to let you know that we intend on using it for years to come. Training new employees is simple and easy. The add-on modules work seamlessly, allowing us to take reservations over the internet and download our accounting into QuickBooks. Setup is relatively easy, and when we do have difficulties, the support staff has always been able to come through with a fix. NiteVision is a superb product with lots of features, and I would recommend it to any lodging property. "

KEN ELGIN
GENERAL MANAGER, THE CANTERBURY INN

" WinPM offers extreme versatility catered directly to the needs of my property. With easy functionality, I can manage hotel inventory and front-house operations with a few simple clicks. Property financials can be simply reviewed from the Deposit Ledger to Guest Ledger through the City Ledger. Combined with technical support that is superior in the industry, the complete package is a worthwhile investment that supports any property. "

CHRISTOPHER CASTEELE
REVENUE MANAGER, MCKINLEY GRAND HOTEL

TRUSTED BY

GRANDSTAY HOTEL & SUITES   New Victorian Inn & Suites   THE CANTERBURY INN   LA QUINTA INNS & SUITES   BW Best Western.

TOP PERFORMER

ABOUT ROOMKEYPMS

RoomKeyPMS

RoomKeyPMS is cloud-powered software that lets you run your hotel while tracking every detail, and connecting to hospitality systems across all of your locations. Their easy-to-use system integrates to hundreds of hospitality systems, drives revenues with no transaction fees while saving you time.

25
Total Customer References

VIEW ALL REFERENCES

Featured Testimonials

❝ Within RoomKeyPMS, the reporting tool is an extremely important source of data for analysis. With the SiteMinder interface, the ability to add on a Global Distribution Component is great for purposes of pushing our inventory out to the largest audience possible. ❞

AARIN CLEMONS
THE DEAN HOTEL

❝ Escape Lodging is definitely focused on guest loyalty. Beyond giving us a tidy database and cleaner marketing (with less duplicate emails sent) – everyone is glad to have an easier way of recognizing return guests. ❞

ALYSON SHORT
ESCAPE LODGING COMPANY

❝ It's been great to work with your company. We've been with you since around 2008 I believe and love how much the software has developed. I like the fact the the software is constantly being updated and has many integrations with other platforms. I also like that I'm kept up to date and given different recommendations. ❞

WINFIELD WELLINGTON
MARKETING DIRECTOR, TRAVELLERS BEACH RESORT

❝ We find this feature immensely useful. I trained our night auditor to use it immediately and it was very simple. With our many repeat guests I am now able to ensure profiles are combined into one and identify our frequent customers to offer direct booking incentives or determine if they are a corporate customer in need of a negotiated rate. ❞

JEFF ROSS
GENERAL MANAGER, INN AT GIG HARBOR

TRUSTED BY

AMERICAS BEST VALUE INN & SUITES

GRAND TORONTO

ATTICUS HOTEL | ORE · EST 2018

Travellers

EXECUTIVE HOTELS & RESORTS

featured customers

TOP PERFORMER

ABOUT EZEE TECHNOSYS

eZee Technosys is a complete hospitality solutions provider. Founded in 2004, they provide a comprehensive range of innovative products and services exclusively for the hospitality industry to 4700+ clients across 140+ countries. Their global presence has been further solidified through a strong network of more than 130 business associates around the globe.

29
Total Customer References

Featured Testimonials

" *eZee Absolute offers everything a hotelier needs to a small hotel. You can add more features as your business grows. No other company offers complete hotel management solutions like eZee.* "

AMBUJ
OWNER, ADMIRALTY LODGE

" *eZee products conquered us the moment we saw how easy to use they were along with other infinite customization possibilities. Another amazing feature is the integration between eZee products. We started with eZee Reservation, then added eZee Centrix and now we are thinking about adding eZee Absolute too. Last but not least, of the many positive things with eZee products is definitely the Live Support 24/7. We really enjoy eZee Reservation & Centrix and appreciate how easy it is to manage all the channels, including booking engine from one unique dashboard.* "

CLAUDIA IRENE
HOTEL LA PINETA AL MARE

" *The software is perfect with a lot of useful modules that a small hotel may need. User friendly UI with easy navigation through the software acts like a cherry on the top. Managing bookings at my hotel is effortless with the booking engine added on my website.* "

ISABEL GOLAMCO
MANAGER, HOTEL 878 LIBIS

" *Over the years, the fully integrated features in the software such as different report generation via single click, payroll management, housekeeping, etc. have made our hotel management more professional and effortless. With regular updates, it's worth the money spent, we'd recommend eZee anytime to all our fellow hoteliers.* "

HARBINDER KALSI
DIRECTOR, KENYA BAY BEACH HOTEL LTD

TRUSTED BY

ACCOR HOTELS
Feel Welcome

Admiralty
LODGE WHITIANGA

Bona Vida

小居一下
SOJOURN
Guest House

CLAREMONT
GROUP

featured customers

ABOUT MYCLOUD HOSPITALITY

mycloud
HOSPITALITY

mycloud is a platform designed for small and medium size independent hotels, chains, boutique hotels, guesthouses and motels. It delivers a complete, enterprise-level package that enables establishments to manage reservations, take bookings online, process check-ins and check-outs, collate guest feedback and access guest histories. The system also provides a tool for corporate/group bookings and travel agents, along with a channel manager to automate distribution to OTAs.

19

Total Customer References

VIEW ALL REFERENCES

Featured Testimonials

" *Our experience with myCloud Hospitality is splendid. It saves working time, user friendly interface and great support team.* "

KANNIKA AKARASILPWONG
MANAGING DIRECTOR, DUSIT BUNCHA RESORT

" *At all our luxury resorts we use one-touch guest helpdesk services powered by mycloud hotel guest management software, as well as for our inter-departmental requests. mycloud hotel guest service management software allows us to manage tasks efficiently and to deliver services to our guests' expectations.* "

ROSHAN KOONJA
CHIEF INFORMATION OFFICER, CONSTANCE GROUP OF HOTELS

" *mycloud property management system has been very helpful with managing and organizing our hotel operations. If I have any questions, comments, or concerns, mycloud team is always willing to help me. I always get a very quick response from them! Amazing support!* "

AUDREY STEVENS
LEGEND OF FRENCH LICK RESORT

" *mycloud is a very useful and detailed cloud PMS, product offers some highly powerful and complex yet easy to use features which helps our team manage the hotel with ease and has improved staff efficiency. The best part of this cloud platform is their support team, which is extremely experienced and always available for any help, from on-boarding to day to day, running of our daily operations on mycloud has been an experience in itself, and I must add that the team at mycloud is simply great. I feel the product should offer an offline module in case of poor connectivity.* "

ABDULLAH SARHAN
FRONT OFFICE MANAGER, AL DANA ELEGANT HOTEL – MAKKAH

TRUSTED BY

2020

FALL 2020

Hotel Management
Category

RISING STARS

ABOUT GRACESOFT

GRACESOFT™

GraceSoft designs and develops cloud based web applications for hotels, motels, resorts, campgrounds, condominiums, timeshare and resorts. GraceSoft's first software application was Easy InnKeeping Suite, which entered the hospitality software industry in the late 1990's, and is now one of the preferred software of the hospitality industry. GraceSoft software solutions are flexible enough to cater to large, multi-national chains as well as smaller, independent properties. With a proven track record in client retention, GraceSoft continuously builds relationships and business success. GraceSoft builds applications that are user-friendly, easy to learn and easy to use.

17

Total Customer References

Featured Testimonials

66 *System is very easy to train new staff on. Reporting and making changes on system is very easy. Love that I can auto generate letters to each & every guest.* 99

THE BRANSON HOTEL

66 *Very user friendly site with a great support team. Always able to reach them when I need assistance. The software is easy to use. I like the calendar feature to see my availability. The reports are also a big help to plan for upcoming weeks.* 99

CLEAR STREAM CAMPGROUND

66 *Gracesoft Easy Innkeeping is as straightforward as its title implies. Providing comprehensive calendar overviews, direct settlement options, a variety of reservation status classifications, efficient letter templates, and non-taxing performance requirements all but ensure my recommendation of the product to accommodation businesses of any size.* 99

JEREMIAH RUEL
GREENWAY ACCOMMODATIONS

66 *The quick add feature is nice. Additionally, we have enabled automatic email confirmations in our system to be sent. Convenience for owners and staff. Works with our online website to show rooms that are sold out. The staff says it's easy to use and the live chat option is great.* 99

BRAYS ISLAND RESORT

TRUSTED BY

CLEAR STREAM CAMPGROUND   Morgan HOUSE   Sun Burst Inn Right on the Gulf of Mexico!   The Branson Hotel   Casa Sucre

ABOUT MINGUS SOFTWARE

mingus
SOFTWARE

Mingus Software is a Montreal-based company dedicated to the development of high-end software and the deployment of effective solutions for hotels around the world. Their customers come first. They are at the heart of their decision-making. They favour a user-friendly approach and constantly validate their choices with the relevant trades.

17
Total Customer References

VIEW ALL REFERENCES

Featured Testimonials

❝ *Hotello is a software that makes our day to day life easier and allows us to properly manage our products and inventory with daily reports.* ❞

GUY THIBEAULT
I.T. MANAGER, ERMITAGE ST ANTOINE

❝ *User since 2011, we have become major influencers. Ease of acquisition, intuitive controls, extensive customization, quick and efficient service (still in your language and with a smile on the phone!), increasing connectivity, offers listening, affordable solution.* ❞

THIBAULT GODICHEAU
GENERAL MANAGER , HOTEL PORT–ROYAL

❝ *The Yield Management module that we started using not long ago is easy to use and allows us to get the big picture of our hotel and objectives in just a few seconds.* ❞

RÉBECCA DESCHÊNES
SALES/PACKAGE COORDINATOR, LE CAPITOLE

❝ *We've been using Hotello for more than 7 years. It is very user friendly and it's always adapting to the Hotel needs. The variety of statistical reports and the ease of use of their Yield Management module is equally appreciated within our team. Always evolving and bettering itself, Hotello is without a doubt, the ultimate software for hotels.* ❞

GENEVIÈVE CORBIN
HEAD RECEPTIONIST, HOTEL COFORTEL

TRUSTED BY

ABOUT OPENHOTEL

OpenHotel is a leading PMS, channel manager and yield manager solution for hotels. They are helping hotels of all sizes with PMS, online booking, internet strategy, and web design. OpenHotel provides hotels across the nation with the most affordable and full-featured software solutions.

15

Total Customer References

VIEW ALL REFERENCES

Featured Testimonials

❝ *Excellent software that is ideal for the small hotelier looking to drive web based distribution. Integrated Channel Management, Website Booking Engine, built in credit card processing and simple to use but powerful reporting are just some of the features I really love. Customer support is extremely responsive. They will go as far as making programming changes to meet your particular needs if necessary.* ❞

NIGEL TRELLIS
COCOBAY RESORT

❝ *Open Hotel is a great product that I would recommend to any Hotel. It is very easy to use and self explanatory. You find all the features you need for a booking engine. I have got my training on it and even if I have extra questions I get the support I need. It is important to have that personal touch and the support team is always available and able to help. I really thank them for their outstanding service and wish to work with them for years to come. Keep it up!* ❞

BENJAMIN REGALADO
REVENUE MANAGER, CLINTON HOTEL & SPA

❝ *We have been a client of Open Hotel for about 3 years. We have found their online internet booking software to be 100% reliable, with absolutely no issues regarding room availability or rates. Open Hotel is extremely easy to learn and use with great proficiency. The staff at Open Hotel is exceptionally customer-service oriented and always responds to requests for assistance in a timely, friendly, manner ensuring that our needs are met completely.* ❞

AILEEN BAND
TROPICAL MANOR

❝ *We have been very happy since implementing Open Hotel over a year ago. It has great functionality, integrates easily with the booking engines we use and puts information we had to dig for before right at our finger tips. The training was very good, and the customer service is outstanding. They are always helpful if we have questions, and I am impressed by the features they continue to add. I am happy to highly recommend both the product and the company.* ❞

PHYLLIS MUELLER
TARPON TALE INN

TRUSTED BY

27

Total Customer References

RISING STAR

ABOUT RESNEXUS

ResNexus

ResNexus is a cloud-based property management software that helps increase reservations and revenue. As an all-in-one solution, ResNexus provides a beautifully designed ADA compliant website and booking engine to increase direct bookings. It also includes guest management, credit card processing, direct connections to marketing channels (such as Booking.com, Expedia, and Airbnb), dynamic pricing, automatic yield management, QuickBooks export, business reports, and much more. In addition, ResNexus increases your return guest rate with automatic email marketing that includes welcome, thank you, birthday and anniversary emails, as well as newsletters and promotions. ResNexus serves thousands of clients of various sizes in multiple industries, such as bed and breakfasts, hotels, lodges, campgrounds, and vacation rentals. The solution is PCI compliant with the ...

Featured Testimonials

" *Resnexus provides incredible service, constant upgrades, great reports and is easy for guests to use.* "

LEA
LE PUY

" *The ease with which ResNexus has customized and integrated into our web site so that guests may book reservations online 24/7 has been impressive. They understand the components needed in good reservation software from a guest booking a reservation themselves, good accounting practices and capability of designing marketing emails to welcome, promote or simply wish guests Happy Birthday! ResNexus has been a reliable, affordable partner at Red Cedar Lodge.* "

LORRAINE WINTERINK
RED CEDAR LODGE

" *I love that while on the phone I can write personal notes and reminders about that customer's needs. Also, we have different price tiers for our venue reservations & we are able to use this software for that functionality and input correct data and instantly send a confirmation via email to the customer.* "

JANA
LIFE'S FINER MOMENTS

" *I have found ResNexus to be easy and convenient. It is nice to see all the rooms on a grid, and there are multiple ways to view reservations to find the information you need easily. I am new to using the program and picked it up within a few days.* "

KELSEY
REDTAIL MOUNTAIN PROPERTIES

TRUSTED BY

BRYCE CANYON INN

Cabins at RED ROCK

Le Puy A Wine Valley Inn

REDWOOD MEADOWS RV RESORT

SUNNY ACRES B&B
Bend, Oregon • 541-639-8186

RISING STAR

ABOUT SKYWARE HOSPITALITY SOLUTIONS

SKYWARE ® Hospitality Solutions

Skyware Systems specializes in software solutions for the hospitality industry. Their main products are Skyware PMS for Hotel Front Office operations and Skyware Sales and Catering for Conference Center operations. With more than 30 years experience developing and supporting the hospitality industry, Skyware brings to market a full functioning, feature rich, totally web-based solution.

23
Total Customer References

Featured Testimonials

Front Desk agents and I can quickly retrieve past data, populate it into a new reservation, check frequency of past visits, check the quantity of rooms booked under certain rate plan codes and many other benefits for obtaining this historical data quickly.

VICTORIA
HAYWOOD PARK HOTEL

Transitioning to the new system was easy and uncomplicated. The conversion was very quick and the staff adapted to the new system very quickly because of the ease of use and flexibility of the system menus.

KURT SOOKDAR
GENERAL MANAGER, THE MANSFIELD HOTEL

Group room booking is one of the most important functions of the Academy Hotel because it can significantly contribute to the overall occupancy rate and provide the hotel with additional revenue opportunity.

SHAWNA ROSE
DIRECTOR OF OPERATIONS & MARKETING, THE ACADEMY HOTEL

The direct bookings from Skyware's software has increased our margins and reduced our commissions dramatically.

NICK
MEADOWLANDS PLAZA HOTEL

TRUSTED BY