Hotel Management Software Category

SUMMER 2025
Customer Success Report

Hotel Management Software 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.

2025 Customer Success Awards

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

2025 HOTEL MANAGEMENT SOFTWARE — MARKET LEADER

Cloudbeds · HOTELOGIX smart hoteliering · innRoad · LITTLE HOTELIER.

MEWS · newbook · ROOMRACCOON cloud hotel management · SKYTOUCH TECHNOLOGY

2025 HOTEL MANAGEMENT SOFTWARE — TOP PERFORMER

actabl · clock · eZee Absolute yanolja Cloud Solution · innQuest An Aspire Software Company

JONAS CHORUM A better software company. · mycloud HOSPITALITY · Newhotel Software 40 años · ResNexus

RDP RESORT DATA · RoomKey PMS

2025 HOTEL MANAGEMENT SOFTWARE — RISING STAR

GRACESOFT · OPENHOTEL · SKYWARE Hospitality Solutions · WEBREZPRO

* Companies listed in alphabetical order

2025
**HOTEL
MANAGEMENT
SOFTWARE**

MARKET LEADER

featured
customers

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.

2025 HOTEL MANAGEMENT SOFTWARE MARKET LEADER

198 TOTAL CUSTOMER REFERENCES

VIEW ALL REFERENCES

FEATURED TESTIMONIALS

Legacy hotel software providers are dinosaurs out-dated and complicated. With Cloudbeds I have a system that's both easy to use and robust, helping me provide an exceptional and safe experience for my guests.

ANNIE COE
OWNER, THE CABOT LODGE

Cloudbeds is a smart and intuitive designed platform, which makes it the ideal PMS to use in a hostel. We love that Cloudbeds is listening to the community to improve their product even further.

BEN
CODE HOSTEL

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

LARISSA FULLER
CREATIVE DIRECTOR, LOCAY

Cloudbeds is a user-friendly system for local hotels – easy to use and easy to troubleshoot.

SASICHA POUNGTHONG
GENERAL MANAGER, CAPE SHARK VILLAS

TRUSTED BY

CAOBA UNVEIL EXPERIENCES

PLAYPARK HOTELS

VIETNAM BACKPACKER HOSTELS

EST. HOTEL 1938 LAHAINA

FIRESIDE RESORT JACKSON HOLE

2025
HOTEL MANAGEMENT SOFTWARE
MARKET LEADER

ABOUT HOTELOGIX

HOTELOGIX
smart hoteliering

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.

239 TOTAL CUSTOMER REFERENCES

VIEW ALL REFERENCES

FEATURED TESTIMONIALS

I appreciate the remote access feature that Hotelogix PMS provides and I am able to login to the system through various devices. Last but not the least, Hotelogix PMS lets us help the environment by reducing the paper work. Without any hesitation, I recommend Hotelogix to the new hospitality managers like me.

OWNER AND GENERAL MANAGER
HOTEL ATLANTIC AGDAL

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

I have been using Hotelogix since August of 2012 and I must say that I am more than delighted. Hotelogix is a very reliable system that has eased day-to-day work, giving me up to 3 hours of free time per day. The system makes all our rooms available online which helps us stay fully booked.

MIKE BROWN
GENERAL MANAGER, TOPSAIL SHORES INN

When we were looking for a property-management solution, Hotelogix stood out from among the rest in terms of price and functionality.

JOSHUA NELSON
RETREATS DIRECTOR, CAMP EAGLE

TRUSTED BY

2025 HOTEL MANAGEMENT SOFTWARE 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.

60 TOTAL CUSTOMER REFERENCES

VIEW ALL REFERENCES

FEATURED TESTIMONIALS

❝The best reservation tracking system on the planet! I am impressed by the training, incredible customer support and, of course, the program itself. I wish with all my heart we would have been aware of this system a long time ago. I will recommend your company over and over again.❞

KATHERINE
BLUEWATER LODGE

❝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

❝I really wanted the data to be stored off-site have it be someone else's responsibility. If our property management system was on a local computer, I'd worry about it crashing.❞

AL RIDOLFO
GENERAL MANAGER, CHELSEA PINES INN

❝innRoad is a simple system that is easy to use and very straightforward.❞

ALEC SHERMAN
BEACH HOUSE DEWEY

TRUSTED BY

FAIRFIELD PLANTATION RESORT

Chelsea Pines Inn

BLUEWATER LODGE
ON LEECH LAKE

BEACH HOUSE DEWEY

AP ARROW PARK
MONROE NY

2025 HOTEL MANAGEMENT SOFTWARE
MARKET LEADER

ABOUT LITTLE HOTELIER

LITTLE HOTELIER.

Designed from the ground up to meet the needs of small businesses, Little Hotelier is the one hotel software that makes it easy to manage your property, attract more guests, convert direct bookings, maintain your website and take online payments. We give you all the tools you need to run your business your way - even a mobile app to use on-the-go. Our platform is simple, our set-up is quick, and 24/7 help is always just one click away.

250 TOTAL CUSTOMER REFERENCES

VIEW ALL REFERENCES

FEATURED TESTIMONIALS

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 it would help us to have a professional reservation system, allowing us to quickly service guests over the phone and waste less time internally as a team.

JULIEN CHBIB
DAY-TO-DAY OPERATIONS INCHARGE, CHALET LES FERMES DES PETITE FRASSES

Little Hotelier is efficient, it's real-time, and it shows me what I need to know about reservations so I can look at the coming week and be totally prepared.

ROBERTO BOWDEN
OWNER, NOOSA VALLEY MANOR

Little Hotelier is an easy to use and efficient booking system. It's easy to set up and it's very intuitive - I'm in it all the time.

DONNA BROOKE
SUNLOVER RETREAT

TRUSTED BY

2025
HOTEL MANAGEMENT SOFTWARE
MARKET LEADER

ABOUT MEWS

MEWS

Mews is the leading platform for the new era of hospitality. Powering over 5,000 customers across more than 85 countries, Mews Hospitality Cloud is designed to streamline operations for modern hoteliers, transform the guest experience and create more profitable businesses. Customers include Accor, Generator-Freehand, The Strawberry Group, The Social Hub and Airelles. Mews was named Best PMS (2024) and listed among the Best Place to Work in Hotel Tech (2021, 2022, 2024) by Hotel Tech Report, as well as World's Best Hotel PMS Provider (2023) and World's Best Independent Hotel PMS Provider (2022, 2023) by World Travel Tech Awards. The company...

381 TOTAL CUSTOMER REFERENCES

VIEW ALL REFERENCES

FEATURED TESTIMONIALS

> The Mews Booking Engine has made booking an easier, more simplified process. It's just a better user experience. Direct bookings have gone up over the last 12 months and part of that is probably due to the technology and the interface being better.

NITESH GANDHI
CHIEF EXECUTIVE OFFICER/FOUNDER, LOCALE

> 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

> The fact that Mews is so easily accessible and usable on an iPad has really transformed my daily routine.

SOTIRIS KOPATSARIS
MANAGING DIRECTOR AND OWNER, CARPE DIEM SANTORINI

TRUSTED BY

HOTEL ODERBERGER BERLIN

TBC Hotels THE BERNSTEIN CO. Great Relationships. Great Hotels.

JULIANA

villas FOCH BORDEAUX

NOVOTEL HOTELS & RESORTS

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!

2025 HOTEL MANAGEMENT SOFTWARE MARKET LEADER

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181 TOTAL CUSTOMER REFERENCES

VIEW ALL REFERENCES

FEATURED TESTIMONIALS

NewBook is simple enough to use, very visual, and easy to customize. It offers excellent tutorial videos and NewBook seems to be continually adding features/new capabilities. I chose NewBook because it was suggested to me by a friend who owns a park and he is using RMS, but said NewBook was better and he is considering switching. The benefits include the integrations and time saving, plus less room for error. Support staff and assistance is absolutely first class – nothing is a hassle, every single time we have called they have been fantastic. That really says a lot to me as a person who's been in numerous businesses for over 21 yrs.

PAUL RODAUGHAN
OWNER, LAKES MAIN HOLIDAY PARK

As a booking system, its functionality and user-friendly customisation options make running an accommodation business a breeze. The three things for me that make Newbook a step above the competition is the functionality of its communications, asset maintenance and automated tasks and functions. With those three things I can practically run the business with my eyes closed.

ROD MUGLESTON
BIG4 BENDIGO ASCOT HOLIDAY PARK

We switched our platform to NewBook for its updated and innovative system. We have been so happy with all the new tools NewBook has provided us with so we can grow our business even further. We love the many ways we can reach our customers and make their stay with us even more enjoyable.

TIFFANY CANNON
CREEKFIRE MOTOR RANCH

The most comprehensive tool for your front office. If you're not using NewBook, you're not serious about your business or customers. Their online support wins me every time. Thank you for revolutionising our industry the bar has indeed been set high.

PAUL BROOKSHAW
BONNIES OF BEACHPORT

TRUSTED BY

Lakewood   Milford SOUND LODGE   ROYAL DAVUI ISLAND-FIJI   BIG4 HOLIDAY PARKS BEACON RESORT   Bay Palms RV RESORT

2025 HOTEL MANAGEMENT SOFTWARE

MARKET LEADER

ABOUT ROOMRACCOON

ROOMRACCOON
cloud hotel management

RoomRaccoon provides a complete out-of-the-box hotel management experience for independent hoteliers who want to consolidate scattered hotel operations into one powerful yet easy-to-use platform that drives front-and-back end functions. RoomRaccoon integrates property management, channel management, guest management, direct booking, payment processing, reporting, and a suite of upgrade features that allow hotels to scale in an instant. RoomRaccoon's solutions are meticulously engineered to cater to the modern guest while simultaneously addressing the need for hotels to optimize occupancy rates and drive revenue...

71 TOTAL CUSTOMER REFERENCES

VIEW ALL REFERENCES

FEATURED TESTIMONIALS

❝RoomRaccoon is a much easier system for our guests to work with, and for us to work with. RoomRaccoon was always one step ahead of what our previous provider had to offer. When we were with our previous provider, it was good, but we still had to manually execute a lot of our manual tasks. Now, we spend a lot more time on our marketing, because the system automates so many of our daily tasks for us.❞

PETER WEIDEMAN
GENERAL MANAGER, VIVE LA VIE GUESTHOUSE

❝With RoomRaccoon, the whole team has the opportunity to log in and use it for their work. I oversee everything, in terms of operations. I use most of the functionality. We have someone who manages front-desk admin and reservations.❞

BASIL CARY
CO-OWNER/OPERATIONS MANAGER, CAPE VUE COUNTRY HOUSE

❝Using dynamic pricing has helped us boost our occupancy during slow seasons. It's made managing our rates more efficient and easier, and you can see the positive impact in our RevPAR.❞

FLORINA GIURGIU
HEAD OF SALES AND RESERVATIONS, L'ENCLUME HOUSE

❝RoomRaccoon is the first system we used. It was essential for the organization of our apartment management.❞

NATHAN CHAN
GENERAL MANAGER, TRUEMAN COURT LUXURY SERVICED APARTMENTS

TRUSTED BY

CAPE VUE COUNTRY HOUSE • Domani HOTELS • CLOUDS ESTATE LUXURY ACCOMMODATION • Cerdanya Mountain RESIDENCES • Alamos Retreat

2025 HOTEL MANAGEMENT SOFTWARE MARKET LEADER

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.

56 TOTAL CUSTOMER REFERENCES

VIEW ALL REFERENCES

FEATURED TESTIMONIALS

Every year, the SkyTouch Hotel OS® gets stronger and stronger. Having a great platform like this gives us the ability to navigate our market and compete at a higher level. Because of SkyTouch we have increased occupancy and ADR, producing better revenue directly because of the OS's features and controls.

JAY SHAH
GENERAL MANAGER, THE WHARF INN

Switching to SkyTouch's cloud-based PMS was super great. Our POS to PMS, the way that they talk together is now 100% fixed. Before, with our old software, we had so many problems with it, and now people can just send room charges and it's really nice.

SKYE BARRESSE
GENERAL MANAGER, RIVER LODGE & GRILL

The partnership with SkyTouch has been very productive. The collaboration between our companies and technologies enables our joint customers – both current and future – to run more profitably while enjoying an even more efficient technology stack.

DAN HANG
CHIEF OPERATING OFFICER, REVINATE

Why choose anything else when the SkyTouch Hotel OS does the job at a fraction of the cost. You have a partner for life with SkyTouch.

GREG POSMANTUR
CEO AND MANAGING PARTNER, JYI HOSPITALITY

TRUSTED BY

broughton HOTELS | CANADAS BEST VALUE INN | COBBLESTONE HOTELS | GRANDSTAY HOTELS | JAYS INN & SUITES

2025
HOTEL
MANAGEMENT
SOFTWARE

TOP PERFORMER

featured
customers

2025 HOTEL MANAGEMENT SOFTWARE

TOP PERFORMER

ABOUT ACTABL

actabl

Actabl is the newly–launched software company exclusively focused on meeting the evolving needs of leading hospitality businesses. Actabl brings together four powerful hospitality tech solutions to maximize profits for hotel operators. Actabl's integrated solutions include ProfitSword's AI-powered business intelligence technology, Hotel Effectiveness' complete labor optimization, ALICE's hotel operations management platform, and Transcendent's advanced asset management and CapEx. With a global team of 300+ employees boasting over 1,000 years of combined hospitality experience, Actabl serves the technology needs of more than 10,000 properties...

30 TOTAL CUSTOMER REFERENCES

VIEW ALL REFERENCES

FEATURED TESTIMONIALS

I'm very impressed with the many ways Hotel Effectiveness analyzes our labor data. I always find new, useful reports – and I can access them anywhere, right from my smartphone. The accountability it provides at the property level is invaluable.

BILL FEENAN
DIRECTOR OF OPERATIONS, PACIFICA HOST HOTELS

ALICE helps every associate in our hotel do their job in a timely manner. Anything that reduces steps and gets an associate in front of the guest, fixing the problem, is a clear win.

RYAN LANCASTER
DIRECTOR OF IT, THE PEABODY MEMPHIS

We expected this investment to be worthwhile, but no one expected a 20X return in the first year. PerfectLabor needs to be a part of every hotel company's management playbook.

VP OF BUSINESS PERFORMANCE MANAGEMENT
EXTENDED STAY AMERICA HOTELS

Fast and easy experimentation can lead to great results, like revenue, but also loyalty. Our guest scores for the hotel actually increased while having this option.

MARIANNE HOYBAKK
HOTEL MANAGER, CLARION HOTEL THE HUB

TRUSTED BY

The Peabody MEMPHIS | THE SAN LUIS Resort SPA & CONFERENCE CENTER | R REMINGTON | PACIFICA HOST HOTELS | e Clarion Hotel

2025 HOTEL MANAGEMENT SOFTWARE TOP PERFORMER

featured customers

ABOUT CLOCK SOFTWARE

✓ clock

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.

82 TOTAL CUSTOMER REFERENCES

VIEW ALL REFERENCES

FEATURED TESTIMONIALS

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

Good interface, good system, good service. Since the very beginning of the Cititel Hotels brand, Clock PMS has been on our favorite list, due to its convenience, versatility and adaptability.

NGUYEN TUAN DUNG
CEO, CITITEL CENTRAL SAIGON HOTEL

Very frequent updates keep the product totally compliant to the latest Hospitality innovations, not to mention the perfect reactivity, days and nights, of their support services.

SERGE SCHULTZ
MANAGING DIRECTOR, HOTEL BELVUE

We wanted a modern system and Clock PMS is the solution for our needs, giving us more than ever before opportunities to efficiently manage the hotel.

MARJO TENHUNEN
BUSINESS DIRECTOR, GREENSTAR HOTELS OY

TRUSTED BY

ALGILÀ · HOLE IN ONE · BOWER HOTEL + SUITES · GREENSTAR HOTEL · GLENAPP CASTLE

2025
HOTEL MANAGEMENT SOFTWARE
TOP PERFORMER

ABOUT EZEE ABSOLUTE

eZee Absolute
yanolja Cloud Solution

eZee Absolute 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 13K+ clients across 140+ countries. Their global presence has been further solidified through a strong network of more than 130 business associates around the globe.

52 TOTAL CUSTOMER REFERENCES

VIEW ALL REFERENCES

FEATURED TESTIMONIALS

❦ *eZee software can do a lot of things for all kinds of hotels. What I love about eZee Ultimate package as a whole is the cost for the software - it is very flexible and reasonable. I have a new and small business and I don't know yet how many guests I will receive in the different months, so it's perfect for me that I only pay when an actual booking takes place.* ❦

JOHANNES REITER
OWNER, BONA VIDA HOSTEL

❦ *eZee has the best hotel management software for Hotels in India as far as i know. I have tried many others, but eZee is the finest of all software in the industry. I have been using eZee FrontDesk property management system since 2010. Uptil now I have used it in 3 of my properties in Chennai, and completely satisfied with it.* ❦

KRISHNA PRASAD BHAT
OWNER, SORRENTO GUEST HOUSE

❦ *From a PMS to a point-of-sale software to manage our restaurant, as well as to handle our bookings and reservations, eZee provided us everything we needed for managing our hotel and restaurant. All the operations are completely automated. Thank you eZee.* ❦

PERCIOUS NWAEME
HOTEL MANAGER, HOUSE OF SPLENDOR BOUTIQUE HOTEL AND SPA

❦ *We are using the eZee hotel software since last two years and found it very simple to understand even for a person who has never used any software. It makes all the frontdesk operations very fast and accurate.* ❦

ASHISH GUPTA
DIRECTOR, HOTEL ACCORD

TRUSTED BY

BLUE BAMBOO
boracay

goSTOPS

GLENFERRIE
Lodge

HOTEL 878

2025
HOTEL MANAGEMENT SOFTWARE
TOP PERFORMER

ABOUT INNQUEST SOFTWARE

innQuest
An Aspire Software Company

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.

39 TOTAL CUSTOMER REFERENCES

VIEW ALL REFERENCES

FEATURED TESTIMONIALS

> *This software contains everything that we have been asking for & have required whilst using the old system it is quick & easy to use. It has features to streamline all areas of the business.*
>
> TAMMY GILBERT
> THE LAND'S END HOTEL

> *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

> *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

> *Being able to send confirmations from the booking itself saves a lot of time, more customized and detailed reports, and user friendly.*
>
> JUDIT STAGEL
> SEARCYS

TRUSTED BY

AYRES HOTELS   EMERSON INN   ORTEGA NATIONAL PARKS   Harrison Hall HOTEL

2025 HOTEL MANAGEMENT SOFTWARE
TOP PERFORMER

ABOUT JONAS CHORUM

Jonas Chorum is a suite of streamlined, intuitive and flexible property management solutions, designed to provide hotels with everything they need to operate more efficiently and cost effectively, all while delivering a personalized guest experience. Product offerings include Chorum PMS, Chorum CRS, Chorum POS and Chorum Sync. The cloud-based platform features a lineup of high-tech applications and user-friendly features, making it a superior software solution for independent hotels, chain hotels and hotel management companies. Jonas Chorum is built on Jonas ARC™, a proven, open integration platform that...

38 TOTAL CUSTOMER REFERENCES

VIEW ALL REFERENCES

FEATURED TESTIMONIALS

La Quinta's business objective was to deploy Ready For You™ in the first quarter of the year, leveraging MSI CloudConnect™ for real-time data from the PMS to La Quinta's ecommerce notification platform. One of our core values at La Quinta is to deliver a unique enhanced experience for our customers with a service that would add real value and convenience to their busy travel schedules.

HOANG NGUYEN
VICE PRESIDENT–APPLICATIONS, LA QUINTA INNS & SUITES

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 benefits of using CloudPM became even more valuable when presented with this technology. CloudConnect with CloudSync keeps the system up and running — offering us a cue in a color change on screen — when the internet goes down. It's the easiest and safest PM system I've ever used. I love it!

JANNET GRUNDER
GENERAL MANAGER, LIBERTY LODGE

Chorum PMS makes it easy to monitor and update rates. With the mobile app, I can track and update the rates from my phone and make changes on the fly. It's easy to react to changes in inventory.

UNIVERSITY CLUB OF WASHINGTON DC

TRUSTED BY

the Surfer BEACH HOTEL

Best Western PLUS. Arroyo Roble Hotel & Creekside Villas

GLACIER INTERNATIONAL LODGE

HOTEL ZAZZ

LA QUINTA INNS & SUITES

2025 HOTEL MANAGEMENT SOFTWARE

TOP PERFORMER

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.

20 TOTAL CUSTOMER REFERENCES

VIEW ALL REFERENCES

FEATURED TESTIMONIALS

❝ mycloud PMS is a supremely efficient tool which is proving itself invaluable for our hotels. The feature we love most is the seamless integration with TripAdvisor, which our rely on for a sizeable chunk of their business. Immediately after a guest checks out, TripAdvisor automatically generates an email inviting them to leave a review. This mean s that hotel teams can focus on giving guests the best possible service rather than sending... ❞

SANDEEP CHAWLA
HOTEL MANAGER, THE WATERMILL HOTEL

❝ 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... ❞

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

❝ 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

❝ 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

TRUSTED BY

EVOLVE BACK LUXURY RESORTS

Bombay Palace

LBYDFTS

THE WATERMILL HOTEL

THE XEN SUITES

2025 HOTEL MANAGEMENT SOFTWARE

TOP PERFORMER

ABOUT NEWHOTEL SOFTWARE

Newhotel Software | 40 años

Newhotel Software is a company specialized in the design and development of high quality integrated software that opens new horizons for hotel management business. Founded in 1984, Newhotel has more than de 35 years of experience in the international market. Over 3000 hotel units installed in more than 55 countries across Europe, the Middle East, Africa, the Americas, the Caribbean, the Atlantic Islands and Asia Pacific. Newhotel is on the cutting edge of technology, frequently pioneer with innovative solutions. In 1996 Newhotel released its first version in Microsoft Windows environment supported by Oracle relational database and report...

17 TOTAL CUSTOMER REFERENCES

VIEW ALL REFERENCES

FEATURED TESTIMONIALS

" Pontes Hotels and Resorts appreciates the work and great partnership with Newhotel, and we continue with the certainty that the focus will be of extreme excellence in Newhotel systems, ensuring the best quality for our guests and offering the best services. Thank you, and let's move forward! **"**

EDER PELACHIM
IT MANAGER, PONTES HOTELS & RESORTS

" Newhotel Software has become a preferred partner for us. We are very relax and confident with the work performed. We recommend Newhotel software to all those who are looking for solutions in their units. **"**

MAURO MAGNANI
CHIEF EXECUTIVE OFFICER, GRUPO DE HOTELS TORREMAYOR

" For our group flexibility is very important as speed, innovation and the daily management of the operations. With Newhotel solutions we get these goals, and gives us peace of mind to manage more than 14,000 rooms. **"**

ANTONIO MUÑOZ COZAR
IT MANAGER, GRUPO BAHIA PRÍNCIPE

" The collaboration with the Newhotel team has been extremely positive. Their ability to respond to our needs and provide support in adapting the system to our operations has been essential. **"**

NICOLAS CANDELA
CORPORATE & DIGITAL DIRECTOR, THE EXCELLENCE COLLECTION

TRUSTED BY

AQUA VILLAGE Health Resort & Spa   The Excellence Collection   PONTES Hotéis & Resorts   IBEROSTAR GROUP   HOTEL TORREMAYOR Lyon

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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...

58 TOTAL CUSTOMER REFERENCES

VIEW ALL REFERENCES

FEATURED TESTIMONIALS

The Pettigrew Inn is a ski and hiking destination, so we run into situations where guests might twist their ankle before coming up, and not be able to do what they came for. Or they get injured while they're out on the slopes, and have to leave early. Well during our November break, I looked into ResNexus Travel Protection, and it honestly sounded too good to be true. But it works—our guests get refunded for their reservation, and so do we!

COURTENAY
THE PETTIGREW INN

ResNexus software integrates all our OTAs into one place and that makes our jobs and lives far simpler. We don't get double bookings. We simply check in our guests that have been automatically paid on the system. It's seamless and life is easier. I would rate Resnexus a 10.

ERICH
ALA KAI BED AND BREAKFAST

ResNexus is a one-stop Property Management System. ResNexus provides practical and easy to use Reservation Management, Booking Engine, Website Development, and Marketing Services. They are constantly innovating to keep abreast of the latest hospitality trends.

DONN DAVIS
THE CARRIAGE INN BED AND BREAKFAST

Honestly, I am so happy with everything - reservation system, website design, booking engine, revenue management system. ResNexus is always doing updates and keep getting better and better. Even without any updates, we couldn't be happier!

BELINDA HOUGHTON
CALM WATERS RESORT

TRUSTED BY

Elmere House BED & BREAKFAST

bonnie brae

BEAUFORT HOUSE INN

BRYCE CANYON INN

The Chambers House BED & BREAKFAST

2025
HOTEL MANAGEMENT SOFTWARE
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ABOUT RESORT DATA PROCESSING

RDP
RESORT DATA

Resort Data Processing, Inc. (RDP) is a resort property management software company founded in 1981 and headquartered in Vail, Colorado. RDP develops, installs, and provides 24-hour support for over 1000 customers worldwide. Their marketplaces include Vacation Rentals, Condo-Hotels, Resorts, Hotels, Timeshare/Fractional Properties, Private Residence Clubs (PRC), and RV Resorts. RDP also provides custom programming related to these marketplaces.

19 TOTAL CUSTOMER REFERENCES

VIEW ALL REFERENCES

FEATURED TESTIMONIALS

By the way, IRM reservations for the last month were just below 15% of the total and will account for almost $30K in revenue. It was insightful of RDP to foresee the need for this module when you did as we are finding more and more customers preferring to make their reservations online versus by telephone. If any other customers are questioning whether or not to make the investment, I would say they would be shortsighted not to.

ALIX NATHAN
OWNER, THE MARK SPENCER HOTEL

The IRM has helped our condominium rental business a great deal. The ability to show multiple pictures of each property helps our guests decide where they want to stay without calling us. The ability to have unique rates for every rental unit is critical for us. We booked over $500,000 on the IRM last year. Thanks.

BART CUOMO
OWNER, VAIL REALTY

I dropped in to say 'Hi,' but you were out of the office. I just wanted to let you know that Devils Head did over $100,000 in the first month of using the Internet Reservation Module, and $500,000 in our first ski season. Just thought you'd like to know.

ROB SCHEIBEL
DEVILS HEAD RESORT

It's the most adaptable software I've ever seen. Any property of any size can use it. We are extremely happy!

DOUG WATTERS
PALM CANYON RESORT

TRUSTED BY

THE CARRIAGE HOUSE   STILL WATERS LAKEFRONT RESORT   PALM CANYON RESORT   Mountain Park LODGES   DEVIL'S HEAD RESORT

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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.

28 TOTAL CUSTOMER REFERENCES

VIEW ALL REFERENCES

FEATURED TESTIMONIALS

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

The professionalism with which RoomKeyPMS conducted themselves as we moved into this process was very impressive, well organized and thorough. The training, documentation and customer service associated with the implementation and since moving to the RoomKeyPMS Payments platform has also been stellar.

BEN PERLE
GENERAL MANAGER & PARTNER, THE ATTICUS HOTEL

The software is very user friendly and easy to understand but we still received a very comprehensive training program and all of our staff were up and running on it within a week. We have been up and running with RoomKeyPMS for a few months and are very pleased with the product still.

JENNY BORNHORST
OWNER, AMERICAS BEST VALUE INN

Room Key has provided Hotel Jackson with exceptional services from all staff members. Today is Adam, but we have received amazing support from Margaux, Jen, Adam, GJ and I know I am forgetting one of the gentleman! What an amazing staff you have.

LANAE DUNN
FRONT OFFICE MANAGER, HOTEL JACKSON

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Historic Key West Inns

THE INN AT GIG HARBOR HOTEL ● EVENT CENTER

OAK BAY MARINE GROUP

escape lodging

2025

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RISING STAR

featured customers

2025 HOTEL MANAGEMENT SOFTWARE
RISING STAR

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...

32 TOTAL CUSTOMER REFERENCES

VIEW ALL REFERENCES

FEATURED TESTIMONIALS

"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.**"**

JEREMIAH RUEL
GREENWAY ACCOMMODATIONS

"Awesome software. It is very user friendly. I moved this little inn from pencil and paper to having software. It has been a great experience getting everything online. I have recommended it several times and will continue to do so.**"**

SUN BURST INN

"This is an easy to learn program. I taught myself how to use it, and have taught several others how. Customer service is great as is technical support.**"**

TOMAHAWK MOTEL

"I highly recommend Easy Innkeeping for its personal touch, dependability, and affordability.**"**

MATTHEW NAIL
QUAIL CREEK RESORT

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HOTEL MANAGEMENT SOFTWARE
RISING STAR

ABOUT OPENHOTEL

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.

18 TOTAL CUSTOMER REFERENCES

VIEW ALL REFERENCES

FEATURED TESTIMONIALS

Pros: Easy to learn, easy to use program. When we need help there is always someone friendly on the other end of the phone. They care about your business. As a customer you're a person to them not just a fee they collect. Email marketing was a huge plus for us. PMS & online reservation system as one has saved us much hassle. Cons: Our staff was a little hesitant about making the switch from hard copies and spreadsheets on our desktops...

CASSIE HOLMAN
HOTEL MAISON DE VILLE

OpenHotel has been a great addition to our hotel. We used a somewhat outdated PMS prior to OpenHotel and cannot fathom switching to any other system. Everyone from our sales contact, Judy, to the support team has been fantastic. There are a few improvements I would like to see, however they are insignificant in the grand scheme of things. Currently we are in the process of adding their direct connect capabilities which I feel will not only...

STEVEN CELEZ
THUNDERBIRD INN

OpenHotel 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 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...

BENJAMIN REGALADO
REVENUE MANAGER, CLINTON HOTEL & SPA

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

TRUSTED BY

cocobay | Daytona Beach | Thunderbird Inn | THE INN AT CRUMPIN-FOX | Hotel Santa Ana

2025
HOTEL MANAGEMENT SOFTWARE

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.

36 TOTAL CUSTOMER REFERENCES

VIEW ALL REFERENCES

FEATURED TESTIMONIALS

"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

"Recurring bookings allows repeat customer bookings without having customers shop around. Using the direct bookings makes it easier than ever to book groups without contacting the sales manager."

HISTORIC HOTEL BETHLEHEM

"I love the check-in/check-out feature. It is very convenient. I love getting guests in so much faster."

PEGGY
CAROUSEL HOTEL

"The Skyware system is easy to use, keeps everything organized and works great with all parts of our resort!"

THE WILLCOX HOTEL

TRUSTED BY

MANISTEE NATIONAL GOLF & RESORT

Meadowlands Plaza HOTEL

HOTEL DEWEY

EMPIRE HOTEL GROUP

CRYSTAL BEACH Oceanfront Hotel

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ABOUT WEBREZPRO

WEBREZPRO

WebRezPro™ is a powerful, easy-to-use cloud property management system for all accommodation types and sizes. The fully integrated and automated system saves lodging operators time and boosts revenue by streamlining and modernizing front desk and back office operations. Bringing the benefits of the cloud to properties in 40 countries, WebRezPro is a product of World Web Technologies Inc., an Internet marketing and software company for tourism and hospitality since 1994.

89 TOTAL CUSTOMER REFERENCES

VIEW ALL REFERENCES

FEATURED TESTIMONIALS

> *We recently upgraded to WebRezPro at our 15-room bed and breakfast as well as our 73-room hotel and spa. WebRezPro has streamlined so many of our processes it's hard to know which to mention first. Online availability and bookings are 100% hassle-free. Credit card payments are as easy as entering the amount. The guest experience of our online presence is smooth and seamless. I particularly appreciate the incredible tracking...*

ADAM SACCIO
EARTHBOX MOTEL & SPA

> *Being a GM at any motel has its challenges but the WebRezPro Property Management System has not been one of them. Their online tutorials are very detailed and carry you through step-by-step to complete a process. If you ever have any questions or concerns there is always someone available either by phone or e-mail to guide you. Having worked with other programs, I am happy to say I am most pleased with this one...*

SANDRA C. SPIEGEL
THE CADILLAC MOTEL

> *We were happy to find a property management system that could accommodate customized booking options — our discerning guests desire unique adventure luxury options, and most traditional systems can't cater to that. WebRezPro is professional, easy to manage and perfectly customizable to our offerings, it is the perfect solution for a boutique property.*

BENJAMIN LOOMIS
FOUNDER AND PRESIDENT, AMBLE RESORTS

> *WebRezPro is incredibly easy for our sales staff to learn. Within minutes, new staff are booking new reservations, taking payments and sending off confirmations.*

CHRIS MULLIN
CO-OWNER & SALES MANAGER, FERNIE CENTRAL RESERVATIONS

TRUSTED BY

ALPINE Meadows RESORT | amble | CENTURY CASINO Cripple Creek | BASECAMP LODGE CANMORE