

Hotel Management Software Category

SUMMER 2026
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.

2026 Customer Success Awards

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



* Companies listed in alphabetical order



2026
HOTEL
MANAGEMENT
SOFTWARE

MARKET LEADER



ABOUT 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.

198

TOTAL CUSTOMER REFERENCES

**VIEW ALL
REFERENCES**

FEATURED TESTIMONIALS

"I would recommend Cloudbeds because it's an all-in-one solution that simplifies your hotel management, enhances your efficiency, and provides valuable insights that help drive revenue and improve the guest experience."

NOURA BEN SALAH
GENERAL MANAGER, WHITE GOOSE HOTEL

"Our seven-year partnership with Cloudbeds is rooted in their consistent commitment to understanding our unique needs. They actively listen to our feedback and ensure our perspectives are valued."

BOJAN TEGOVSKI
CHIEF OPERATING OFFICER, HP HOSPITALITY

"Without Cloudbeds' full range of features, we wouldn't be selling as effectively or exploring new business opportunities as we do today."

FLÁVIO GHELFOND
CO-FOUNDER AND CFO, CHARLIE

"With the help of Cloudbeds' Pricing Intelligence Engine (PIE), we've made an additional \$60K CAD in 6 months."

SCOTT WALCOTT
OWNER, WALCOTT HOSPITALITY

TRUSTED BY





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.

259

TOTAL CUSTOMER REFERENCES

**VIEW ALL
REFERENCES**

FEATURED TESTIMONIALS

“HoteLogix is one of the best Hotel PMSs in the Hospitality industry. The best part is it is incredibly simple to use. Our staff is much more productive with less manual errors. Our sales team can sell immediately due to the real-time connectivity.”

SURYA KENCANA
IT MANAGER, BALITAMANSARI HOTELS GROUP

“We upgraded to HoteLogix cloud PMS in 2023 to automate operations, improve efficiency, reduce errors, save time, and serve guests better. Today, HoteLogix is the best solution for motels like ours as it has fulfilled all our requirements.”

ROSEMARIE SHOOP
OWNER, SIOUX MOTEL

“HoteLogix is a great tool for me to run daily operations and manage my hotel. It helps me get the latest updates, thanks to which I am better equipped to sell rooms and reduce cost. HoteLogix PMS is a highly organized system.”

GUANG WANG
OWNER, FULLERTON MANOR INN

“HoteLogix stands out for its user-friendly functionalities and reliable 24/7 support, helping our staff work faster and more efficiently.”

RUNGROTE CHUMMONGKOL
ROOM DIVISION MANAGER, MADUZI HOTELS

TRUSTED BY





ABOUT INNROAD

innRoadSM

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

“My favorite part about working with innRoad has been the availability of the staff and 24 hour service. I don't know that I have ever waited more than an hour for a response to any question I've had. Their staff is kind, professional, and has valuable experience.”

DANNY CHRISTIAN
LOBA LUNA

“It's the only software system that we have found that caters to multiple-property companies without the high technology overhead. All of our satellite locations are able to see what the main office sees, and we can even access it when we are working off-site.”

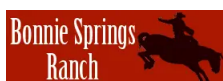
MICHAEL WUDYKA
OWNER, ENCLAVE INN

“My favorite part about innRoad is the great customer support staff that are very responsive and always helps me get any issues resolved in a timely manner.”

LISA CORDOVA
OWNER, ALPEN WAY CHALET MOUNTAIN LODGE



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ABOUT LITTLE HOTELIER

LITTLE HOTELIER.

By SiteMinder

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.

274

TOTAL CUSTOMER REFERENCES

**VIEW ALL
REFERENCES**

FEATURED TESTIMONIALS

“Little Hotelier’s mobile app is super useful. I use it daily to keep track of my reservations and check my sales. Little Hotelier has certainly made my life easier.”

EL SAMAY HOTEL BOUTIQUE

“Little Hotelier has been fantastic. The Front Desk, Booking Engine, and Channel Manager features save time and money. It has made my business more professional.”

FORGANDENNY HOUSE B&B, MUDGE

“Working with you has been the solution to our problems, we have modernized our administration and the service we provide to our guests.”

OWNER
HOTEL SANTA MARIA

“The system is great, and we’ve had no issues so far. The mobile app is quick and user-friendly.”

ANAK AGUNG ARI TRISNA
GENERAL MANAGER, UMA KALAI

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JAGUAR STAY



Riverhouse





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...

425

TOTAL CUSTOMER REFERENCES

**VIEW ALL
REFERENCES**

FEATURED TESTIMONIALS

"Mews has been a real game-changer for us. The automation, real-time updates and the ability to personalize each guest experience have helped us redefine luxury serviced apartments."

ASAAD AL TAHER
CEO AND FOUNDER, SWISS HOTEL APARTMENTS

"Mews surpassed all criteria, from an extensive marketplace to delivering a seamless guest journey. Its capabilities have proven superior."

DELANA MEYER
CHIEF COMMERCIAL OFFICER, BLUE WATER

"Go for Mews! Your whole team will benefit from its ease of use, time savings and improved guest satisfaction."

MÉLODIE FLANAGAN SALAMA
MARKETING DIRECTOR, VICTORIA PALACE HOTEL

"Mews is the most agile and future-proof PMS to embrace upcoming waves of innovation."

OLIVIER ROMAIN
DIRECTOR OF OPERATIONS, HÔTEL VILLA MIRAÉ

TRUSTED BY





ABOUT NEWBOOK



Newbook is more than a property management system. They are a technology partner for accommodation operators looking to simplify operations, increase revenue, and deliver outstanding guest experiences. Serving holiday parks, campgrounds, hotels, resorts, glamping operators, and accommodation providers worldwide, Newbook brings reservations, guest engagement, payments, reporting, and business intelligence together in one connected platform.

181

TOTAL CUSTOMER REFERENCES

**VIEW ALL
REFERENCES**

FEATURED TESTIMONIALS

“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

“Since moving to NewBook, we have seen a steady increase in our online bookings and the ability to capture more information has meant that we can make smarter and more informed decisions for the business!”

BEX CROSBY
GENERAL MANAGER, PAPAMOA BEACH RESORT

“The designers of NewBook get my 10 out of 10. Continually updating and adding new or more features that help make life easier at our BIG4 Sandstone Point Holiday Resort.”

JACQUI EVERSON
BIG4 SANDSTONE POINT HOLIDAY RESORT

“Working with Newbook makes our job so much easier!”

DEB PARKER
NANUYA ISLAND RESORT

TRUSTED BY



Beach Houses
OF BYRON





ABOUT ROOMRACCOON



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

“Using RoomRaccoon has definitely helped us increase customer reviews, and guests consistently rate us five stars. RoomRaccoon allows us to focus solely on our guests, without worrying about the rest, which I believe plays a big part in those great reviews.”

LOURENÇO RIBEIRO
GENERAL MANAGER, VILA ORIGENS

“RoomRaccoon is great because it offers us a large degree of personalisation and customisation. Before RoomRaccoon, personalisation was completely manual. With the automation tools in the system, we only have to set these things up once and let it run.”

JAYSON VAN NOORDWYK
GENERAL MANAGER, O'TWO HOTEL

“We love the intuitive design and seamless integration of RoomRaccoon. It has transformed our operations and enhanced our guests' experiences.”

GARETH
HOTEL INDUSTRIE

TRUSTED BY

La Poignardière

HOTEL INDUSTRIE



CLOUDS ESTATE
— LUXURY ACCOMMODATION —



ABOUT 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.

63

TOTAL CUSTOMER REFERENCES

**VIEW ALL
REFERENCES**

FEATURED TESTIMONIALS

“It was really a pretty easy decision. We were able to get a whole lot more for less money, thanks to the money that we saved from our monthly transaction fees and the EMV devices that were included when we signed up. We started saving before we even opened our doors. And since we’ve been using Shift4 and SkyTouch together, having everything under roof has been really nice.”

BRADEN CONN
CO-OWNER AND OPERATOR, BERLIN ENCORE HOTEL & SUITES

“Once we started using the SkyTouch OS, the ease of the BAR system for setting and overriding rates made it easier for us to earn more money with less work.”

ALBERT GOSCH
CORPORATE DIRECTOR OF REVENUE, BROUGHTON HOTELS

“SkyTouch would be our absolute first choice for any new properties we purchase. It plays a prominent role in our success and is top of mind.”

COLIN GORING
CHIEF INFORMATION OFFICER, GENESIS HOSPITALITY

“The SkyTouch Community has been great. It is so beneficial to compare and talk through things with other people.”

JON KENNEDY
PRESIDENT, GRANDSTAY HOTELS

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2026
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

“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

“When partnering with a company like ALICE, you enhance the experience of the guest and continue to build on that. As you continue to raise the rates, there's no excuse not to.”

BRENDAN O'NEILL
DIRECTOR OF RESORT & VILLA OPERATIONS, WYMARA

“Guests were still getting full service, but from a labor standpoint, we were really able to maximize.”

RICHARD SEE III
REGIONAL DIRECTOR OF ROOM OPERATIONS, SAN LUIS RESORT

“We've been able to pinpoint—down to the penny—overages and overtime, our margins have certainly improved!”

PRESIDENT
MANAGEMENT COMPANY

TRUSTED BY





ABOUT CLOCK SOFTWARE



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

“Clock lets you to book in just a few clicks. Upon the automatic confirmation, guests get access to the MyBooking portal to manage their booking, easily pay and get their invoice all by themselves. All of this significantly speeds up front desk operations, giving guests a greater control over their stay.”

GABRIJELA MARKUŠ
SALES MANAGER, POHORJE VILLAGE WELLNESS & SPA RESORT

“When we started looking for a new PMS, Clock stood out because all the operations that we have are fully integrated into one system. It was very important for us to look at the stability and the future proofness of the system. And Clock is a company that has the knowledge and the expertise.”

STEFF DE GROOT
OWNER & GENERAL MANAGER, WICC HOTEL & CONGRESS CENTRE

“The level of personalisation of the Clock payment automation had a direct impact on our work with guests: First, for our team: more time to focus on high-level and creative tasks. Secondly, for our guests: a better guest experience due to the fewer formalities of the usual manual operations.”

MARGAUX LINDÉ
DIRECTOR OF OPERATIONS (COO), ELEGANCIA HOTELS

“The event functionality that's integrated into Clock PMS+ is great, and by far, the most feature-rich web-based PMS system compared to its natural competitors. We appreciate that Clock is constantly further developed, and the fact that we are always listened to when giving feedback.”

JOAR HOLM ANDERSEN
EVENT MANAGER, PANORAMA HOTEL & RESORT

TRUSTED BY





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

“All eZee products are stable and easy to coordinate with business processes for each property. The compact integration allows users to perform all types of transactions which is supported by a selection of hundreds of reports from all departments.”

DEMAS SUDARSANA PUTRA
IT MANAGER, LE PIRATE GILI TRAWANGAN

“The support team is knowledgeable and always ready to assist. eZee’s cloud-based system provides efficient and worry-free operation with a user-friendly interface for managing all hotel operations, right from reservations to check-out.”

PAULE BODENON
MANAGER, LES 2 CANONS

“We’ve been using eZee Absolute for over 5 years and are highly satisfied with the product and service. The booking engine and channel manager simplified online distribution, with 24x7 support and consistent product updates.”

ABU SHAMIM MD. ASFAK
IT MANAGER, INNOTEL BATON ROUGE

“The system is quick and easy. I have faced no problems regarding the working of the cloud product until now. It has a very good turn-around support.”

DIXIT ARORA
DIRECTOR OF OPERATIONS, TRULYY INDIA GROUP OF HOTELS

TRUSTED BY





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...

49

TOTAL CUSTOMER REFERENCES

**VIEW ALL
REFERENCES**

FEATURED TESTIMONIALS

“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

“The performance of an on-premise PMS is based on how well the server is maintained and programmed, its bandwidth and storage. Chorum PMS is so reliable we don’t have these concerns. And we’re saving time with automated audits that are archived in the software, saving paper and storage as well.”

HOLLY DUMAY
GENERAL MANAGER, GLACIER INTERNATIONAL LODGE

“Switching to Chorum PMS has been night and day for everyone at our hotel. Both in terms of the features we were originally focused on, and some functionality that’s new to us.”

DENNIS SAMBROAK
SENIOR ADMINISTRATIVE MANAGER, DAYTON HOUSE RESORT

“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





ABOUT 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.

22

TOTAL CUSTOMER REFERENCES

[VIEW ALL REFERENCES](#)

FEATURED TESTIMONIALS

“XVA has worked with mycloud for almost a year and a half and during this time I feel we have achieved a lot. We have shifted from our old obsolete system to mycloud which is ever evolving. I am able to attract and improve revenues because of complete automation and integrated e-distribution. The system is able to create accurate forecasts which result in us being able to better manage guest expectations. I strongly recommend mycloud to...”

MOSES BARNABAS
GENERAL MANAGER DIRECTOR, XVA ART HOTEL

“mycloud PMS runs at its best to ensure the smooth efficiency of our front office department; it also keeps an accurate track record of statistics for the management team in order to make vital decisions. In addition, its POS system helps enhance food and beverage sales. We did have a few slight issues and confusion during the initial set-up stage. The support team, however,...”

ALEX BRESSERS
MANAGING DIRECTOR, BYD LOFTS BOUTIQUE HOTEL & SERVICED APARTMENTS

“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

“The overall experience has been great. I have already recommended the software to a few of my colleagues in the industry.”

THOMAS P
GENERAL MANAGER, EVOLVE BACK RESORTS

TRUSTED BY





ABOUT NEWHOTEL SOFTWARE



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 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

“Since we implemented the PMS, Booking Engine and Channel Manager systems, our sales process has become more dynamic, safer and faster. This allowed us to focus the work of the staff providing direct services to customers which is the most important to ensure their satisfaction. We were able to improve our sales through release of all the availability of the Pousadas in multiple simultaneous channels. Thus, we optimize the average ticket...”

MAURO SALLES
DIRECTOR, GROUP POUSADAS SERRA GAÚCHA

“The Iberostar Group manages with Newhotel 8,938 rooms in 21 hotels, including several complexes, in 4 countries, what we value most about them is their understanding and ability to adapt to our needs, the speed they give to them, the personalized treatment received, we consider Newhotel to be a reliable and consistent tool.”

NOFRE SIQUER
COMMERCIAL BACK OFFICE, IBEROSTAR GROUP

“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

“In my opinion Newhotel has made a huge effort to meet customer expectations. The program is always evolving and presents a large number of solutions to meet the most varied requests of customers. Help desk service and local service have greatly improved. Congratulations to Newhotel.”

ANTÓNIO NETO
GENERAL MANAGER, HOTEL CERRO DA MARINA

TRUSTED BY



HOTEL LAS PALMAS URBAN CENTER



HOTEL TORMEMAYOR
Lyon





ABOUT 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 ease with which ResNexus has customized and integrated into our website 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

“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

“Just when you think things can't get any better, ResNexus rolls out a new feature that blows your mind! I recommend them to everyone who is looking for a new campground reservation system to operate their business as everything is included in one great platform.”

BILLIE MCNAMARA
LOON'S HAVEN FAMILY CAMPGROUND

“It is easy to use for the basics and the more you use it the more useful modules you find. You can get as detailed as you want. Lots of automation of daily tasks. I did look at over a dozen companies before choosing ResNexus and I made the right choice.”

GLENN KITHCART
THE BENTLEY INN

TRUSTED BY





ABOUT RESORT DATA PROCESSING



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

“Every day I reported to the owner on our progress and answered that all-important question - “Does the new system do/have everything they told us it would?”. An important question, Barry. Matt shared his personal experience with your corporate culture and I felt an immediate affinity. I’ve been with Bill for 24 years. He saw something in me when I was 27. It certainly wasn’t background, experience or knowledge. Rather it was trust and a...”

PATI BROWN
GENERAL MANAGER, MOUNTAIN HARBOR RESORT

“We were very resistant to buying the Internet Reservation Module (IRM) as we did not want to lose control over our reservations. After attending the customer conference a few years ago and seeing the restrictions that could be applied, I was sold. I thought that the IRM would be good for booking our standard rooms and in fact did not even put the suites on at first. I did not think guests would book packages on line. I was wrong. They totally book the...”

KATE OLSEN
GENERAL MANAGER, HOTEL VILLA PORTOFINO

“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 is a low-maintenance system. It is up and running 24 hours a day with little to no problems. The only time it has been off-line since installation was to reconfigure our on-line rates. Additionally, guests booking their stay using the IRM are staying longer and are better acquainted with the property prior to arrival.”

RILEY YOUNG
ASSISTANT HOTEL MANAGER, SADDLE WEST HOTEL & CASINO

TRUSTED BY

PORTOFINO
HOTEL

Gästehaus Schmidt





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

“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

“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

“The RoomKeyPMS team were very efficient in their communications and in working out any kinks during the implementation process. One of my favorite features are the reports I am now able to run.”

KEVIN ENSOR
DIRECTOR OF HOTEL, THE KENTUCKY CASTLE

“Thank YOU Adam and David - truly appreciate ALL your efforts today. YOU GENTS ROCK.”

CATHY BEVINS
REVENUE MANAGER, HISTORIC KEY WEST INNS

TRUSTED BY





ABOUT ROOMMASTER



It started with a simple belief: great hospitality deserves great technology. For over 30 years, innQuest has been behind one of the industry's most trusted hotel software platforms, roommaster. From the beginning, roommaster has powered independent hotels around the world, helping them manage everything from front desk to bookings, distribution, payments, and revenue, all in one place. Today, we're entering a bold new...

55

TOTAL CUSTOMER REFERENCES

**VIEW ALL
REFERENCES**

FEATURED TESTIMONIALS

“What attracted us to roomMaster is that it was designed by hospitality professionals for hospitality professionals. They speak the same language and know the ‘insider’ issues and challenges.”

SCOTT DURHAM
SUPERINTENDENT, TWIN FALLS RESORT STATE PARK

“roommaster is pretty self-explanatory to navigate, incredibly easy to train our staff. You’re hands-on. You’re walking through it and it’s easily grasped. It’s very easy to become second nature.”

JASON BARRETT
GENERAL MANAGER, PLIM PLAZA

“The roommaster team have been able and willing to help us make sure all of our things are connected, that all of our channels are working together.”

RYAN ALLISON
OWNER, WOOD RIVER INN

“roommaster is very easy to train our employees. It’s very self-explanatory.”

STACY DADSON
GENERAL MANAGER, HARRISON HALL HOTEL

TRUSTED BY





2026
HOTEL
MANAGEMENT
SOFTWARE

RISING STAR



ABOUT 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...

33

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

“We've been using them for almost Eight-year now. Their hotel booking engine system is so good. There is a lot of ability to customize your features in the program, and those are things that are very important because you can get a generic program that'll have pre-built-in things that may not fit what you want.”

YUCCA
STAGECOACH TRIALS GUEST RANCH

“I've used Gracesoft Easy InnKeeping for 20+ years. It's customizable, affordable, and has all the tools I need. As our business grew, Gracesoft adapted with us. Their support is always responsive and reliable—real help when you need it.”

LONE STAR CATTLE COMPANY GUEST RANCH

“I highly recommend Easy Innkeeping for its personal touch, dependability, and affordability.”

MATTHEW NAIL
QUAIL CREEK RESORT

TRUSTED BY



ECHO VALLEY
RANCH & SPA

MIRABELLE BED & BREAKFAST



Kemp Natural
Resources Station
UNIVERSITY OF WISCONSIN-MADISON



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

“I have worked with the owners of OpenHotel, Michelle and Jeff, since the mid 90's. From hotel web site design and hosting to email services SEO and GDS. They have done work at 5 hotels and our local hotel motel association that I have either managed, provided consulting services or served on the board of directors. In addition they have done multiple web sites for our Convention and Visitors bureau. You will never deal with a more...”

MARK APPLEGATE
DAYTONA BEACH

“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

“Normally I try not to email you with piddly stuff since I know you get hundreds of emails in a day, but this new feature is AWESOME. There so many times when I wished I had this feature in other pms systems. What a fantastic addition. OpenHotel is always updating and improving.”

MELISSA
AVENUE GARDEN HOTEL

TRUSTED BY



DAYTONA INN
BEACH RESORT

the Clinton
SOUTH BEACH



ABOUT RENTLIO



Rentlio platform provides distinguished quality in the guest experience, while simultaneously exceeding revenue and performance expectations. SEE leading hospitality management cloud system, Rentlio, that unifies and reinforces hotel operations. Carefully designed to enhance performance for hospitality professionals.

15

TOTAL CUSTOMER REFERENCES

**VIEW ALL
REFERENCES**

FEATURED TESTIMONIALS

“We believe in Rentlio technology and open API endless opportunities. Together, we can help hotels and property owners better cope through COVID-19, performing better in general at optimal cost. We expect to grow together with Rentlio in the whole Asia market as well as support in building proprietary products and services.”

TIM DUONG
CHIEF EXECUTIVE OFFICER, EMERGING CAPITAL GROUP

“For New Year’s, @rentlio sent me a sweet message with a photo of all of their team wearing a hoodie. I asked for one for myself and guess what I found in my office today! Thank you!”

PAULO LOBO
MANAGER, APARTAMENTOS CALDAS NOVAS

“I use the mobile app mostly when I am away. I can quickly check incoming guests or if they have any special requests or preferences, and prepare better for the next day.”

JOSIP PRIBILOVIĆ
FRONT OFFICE MANAGER, HOTEL MARUL

“Satisfied guests go hand in hand with great technology. With Rentlio we save at least 10min per each reservation received.”

PATRICIJA STIPČEVIĆ
OWNER, APARTMENTS LAVANDULA

TRUSTED BY





ABOUT SIRVOY



Sirvoy is an easy-to-use hotel booking system for all types of accommodation and hotel operations. Their objective is to offer a simple hotel software at a low price, which fills the needs of small and medium-sized hotels and similar businesses. With Sirvoy you can receive hotel reservations online, but most of all, it simplifies your daily administration.

39

TOTAL CUSTOMER REFERENCES

**VIEW ALL
REFERENCES**

FEATURED TESTIMONIALS

“I have been using Sirvoy since 2017 and it was without a doubt the best decision I made. I like the way it's so easy to connect with the external booking channels and the sirvoy team are always one step ahead when it comes to development of new features. I can really recommend Sirvoy to hotel and hostel owners.”

ANDREW LANGRAN
TRUNNA HOSTEL

“Sirvoy has been a real turning point for us. Its user-friendly design makes managing bookings effortless, whether I'm on-site or not. It's more than just convenient, it has completely changed how we run things.”

ELON ATSMON
BORGHAMN STRAND HOTEL

“Sirvoy has been a boon to our business. Easy and intuitive to operate, and the best customer service I have ever encountered! The people on the live chat are first rate.”

ANNA
THE FUNKY DODO HOSTEL

“Sirvoy has been a huge part of our journey and growth. The way it was able to adapt and scale with us has allowed us to meet the increasing demand in a manageable way.”

PEHR ANDERSSON
RONNEBY BRUNNSPARK BED AND BREAKFAST

TRUSTED BY



CALABOGIE
LODGE



ABOUT 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

“Skyware’s 3rd party channel manager interfaces are integral to capturing guest information from OTAs. This allows the hotelier to create a direct relationship to market thereby increasing online conversions.”

JOHNATHON
THE FENWICK INN

“I love the interface. We were manually entering things for so long that it's nice to have the option of having everything integrated.”

SOFIA
BELNORD HOTEL

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

THE WILLCOX HOTEL

“I like the UPC code addition to POS.”

BEVERLIN
BUTTONWOOD CAMPGROUND

TRUSTED BY





ABOUT SMARTNESS



Smartness transforming the lodging industry with AI. Their mission is to help properties break free from OTAs and manual online operations, enabling them to unlock their full revenue potential through full automation. They envision a world where every lodging business becomes a fully independent powerhouse—free from intermediaries and time-consuming tasks, and empowered to grow on its own terms.

109

TOTAL CUSTOMER REFERENCES

[VIEW ALL REFERENCES](#)

FEATURED TESTIMONIALS

“We were probably the first to use Smartpricing here in South Tyrol, and we often recommend it to colleagues. We tell them: having a fixed price list on your website is too limiting. If demand drops, you can't lower rates, and if things go well, you can't raise them. It hurts your business either way.”

GFELL

“We tried running Google Ads, but the results were inconsistent and the return on investment just wasn't there. We needed a stronger strategy to build and reinforce our brand identity.”

THE ZIBA HOTEL & SPA

“We used to work with a calculator: every time a guest checked out, we'd do the math by hand. We're not very tech-savvy, but now we'd never go back. Smartpricing saves time and effort.”

HOTEL MIRABEL

“We knew we weren't always getting it right. It was a lot of trial and error.”

HOTEL JUEENMI

TRUSTED BY





ABOUT 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.

94

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

“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

“Webrezpro has an honest sales pitch, knowledgeable customer service And an outstanding product that delivers on the promises and E xpectation for the system.”

JONATHAN KESSLER
OWNER & OPERATIONS MANAGER, THE LODGES AT
SUNSET VILLAGE

“This software has been great for my small Inn. It's simple to use and does everything I need and more. The value, customer support and functionality are excellent.”

PAINTED SKY INN

TRUSTED BY

