# Chapter 2

**literature review**

## 2.1 Introduction

Since this project is based on building a new system we will be examining an existing system and try to find its draw backs. The reason behind this review is to find a better and faster solutions for problems to apply it to the new system.

## 2.2 Nazeel Management System

Nazeel is an online management system for hotels. Hotels must buy the system in order to use it – it does not have a trail. All the system`s features as described below.

### 2.2.1 Leasing

This system allows hotels to:

* Show the user the available rooms in order to check in.
* Show the user the rented rooms in order to check out.
* Allows user to change the states of the rooms.

### 2.2.2 Furniture

The system allows furniture tracking for each room inside the hotel. The user can add, modify or remove any peace of a furniture.

### 2.2.3 Customers

The system has a customer’s module to manage new or existing customers.

### 2.2.4 Services

The system allows residents to order any kinds of services and the system will automatically add the charge to the bill of a certain resident.

### 2.2.5 Bills

The system has an entire billing module:

* Exchange Bonds
* Banknotes
* Services
* Receipts

### 2.2.6 SMS

The system is integrated with a third-party SMS provider to allow hotels to use the service for their residents. The charges for each message is explained in the front page of the system.

### 2.2.7 Reports

The system provides the following reports:

* Report the movement of apartments
* Total monthly report
* Fund Movement Report
* Report receivable bonds
* Bills Report
* Report on exchange items
* Report of service bonds
* Report of staff statistics
* Customer Reservation Report
* Change the apartments report
* Message summary report
* Open Reservations Report
* Annual report of months

### 2.2.8 Configuration

The system has a gate for all possible configuration:

* Prices of apartments
* Manage users
* Messaging settings
* Peak time settings
* Booking settings
* Company data settings
* Conditions of Contract
* Settings of exchange items
* Accounts
* Services Management
* Names settings for Windows
* Change the price by type
* Customer rating

## 2.3 Conclusion

The system is well designed and has a lot of features, although it lacks the globalization. The system is located on the cloud, yet, it is not integrated with other systems like laundries and restaurants. The system also lacks a parking module since some hotels have a large parking floors.

The goal here is to build a larger system that can also integrate with other systems that interact with the hotel.