A Complete Buyer's Guide to

Hotel Management System

[Free Comparison Tool]

eZee

A hotel management system or better known as hotel software is a system that runs at the core of your hotel to simplify all your operations and bring them into a proper order.

Much like the heart, without which, your hotel can not function and grow.

Your traditional hotel keeping practices take a lot of your efforts and give lethargic outcomes.

While a hotel management system gives you the most organised results with lesser efforts.

Streamlines all
your operations

Simplified and
quicker operations

Synchronises all
your departments

Earns you higher
profits

Saves you time

**A hotel management
system helps you with**

Improves guest
experience

More guest
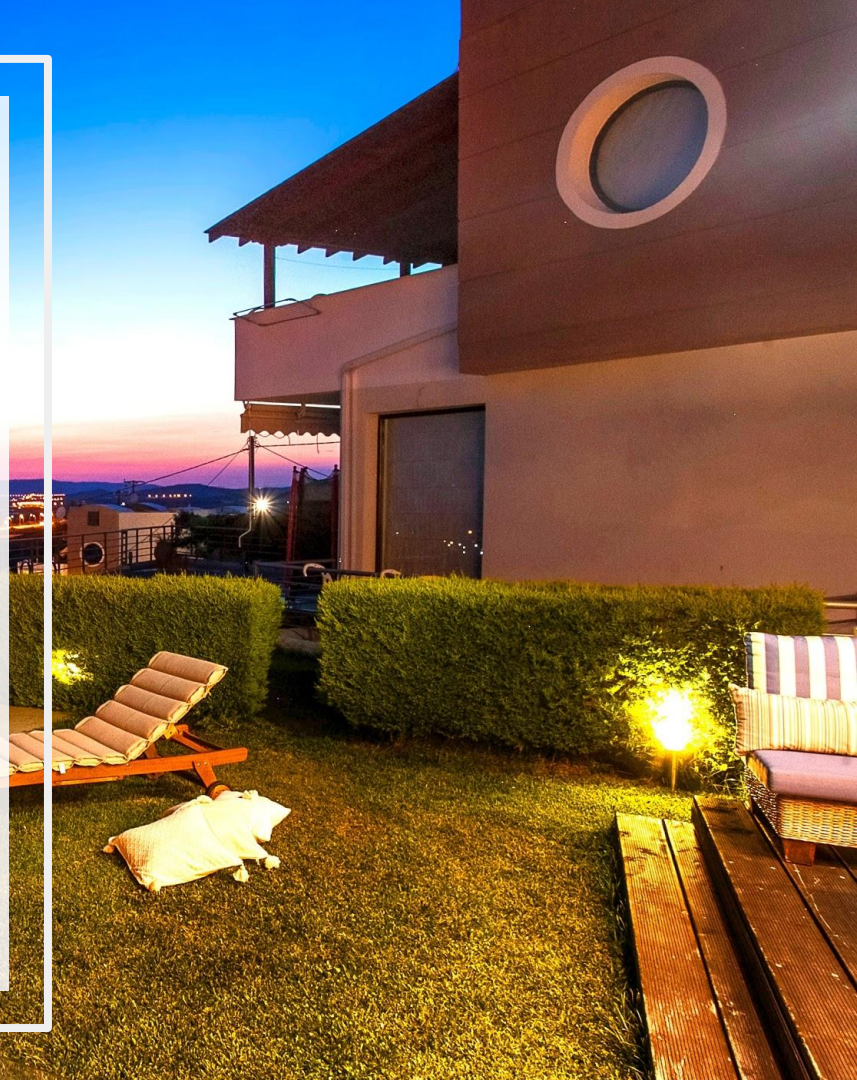engagement

How to choose a hotel software?

Now, it's a no-brainer to get overwhelmed by the numerous software options available.

So would you just pick any hotel management system for your hotel?

Of course not!

There is a hotel management system which is exclusively made for your hotel.

This detailed buyer's guide will help you find it.

Features to look for in your hotel software: Buyer's Checklist

Attributes	Benefits	eZee Absolute	Other Vendor
 Front Office Operations	Does the hotel software **speed up your check-in, check-out** process?	**Yes**	
	Can you perform room operations viz. **room allocation, room move and amend stay** in one click?	**Yes**	
	Does the hotel software **automatically generate the Guest Registration Cards and doorlock keycard** to smoothen your arrivals?	**Yes**	
	Is your **night audit** taken care of **automatically**?	**Yes** A 6-step wizard	
	Does the software let you **record early check-in and late check-out charges**?	**Yes**	
	Does the hotel software **support day-use**?	**Yes**	
	Does the software let you configure **virtual/paymaster/event rooms**?	**Yes**	
	Are you able to **differentiate room statuses** through **different color codes**?	**Yes**	
	Does the system let you **capture guest photo and scan Driving License, Passport, Guest ID** as a part of guest information?	**Yes**	

Attributes	Benefits	eZee Absolute	Other Vendor
Front Office Operations	Does the system let you **search for any guest details and other important information** from anywhere?	**Yes** Universal Search	
	Does the software provide you **arrival list, departure list, booking list, high balance guest list, meal plan list for kitchen** and more for streamlined management?	**Yes**	
	Can you keep a track of **blacklisted guests**? Does your software alert you about the blacklisted guests?	**Yes**	
	Can you **notify your staff through emails and SMS** if required via the software?	**Yes**	
Reservations Management	Are your **walk-ins, enquiries, online reservations, OTA bookings, offline travel agent bookings and corporate bookings handled** by the hotel software?	**Yes**	
	Can you manage **real-time inventory distribution on connected channels** from the system?	**Yes**	
	Do your guests get **instant booking confirmation** as soon as the reservation is entered in the software?	**Yes**	
	Does the hotel software let you **manage special reservation requests**?	**Yes**	

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Reservations Management	Can the departments at your hotel gain **real-time insights of your hotel performance**?	**Yes** Via 5 different views	
	Can you configure the **different reservation guarantees you manage at your hotel** in the software? (booking enquiry, unconfirmed, hold, etc)	**Yes**	
	Are you able to **customize the mandatory information** you need while taking guest reservation?	**Yes**	
	Can you add **room sharers to reservations** with the hotel system?	**Yes**	
	Does the hotel software let you **sell your connected rooms** individually as well? (**For example**: A 2 bedroom apartment as a whole unit and also as a 2X1 bedroom apartment separately)	**Yes**	
	Can you manage your **cancelled and no-show reservations** easily?	**Yes**	
	Does the hotel software automatically **release the inventory on expiry of hold bookings**?	**Yes**	
	Can you manage the **advanced payments for bookings** from the system?	**Yes**	

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Group Reservations	Are you able to **manage group reservations** effortlessly in the hotel software?	**Yes**	
	Does the system **identify** group reservations **using codes and colors**?	**Yes**	
	Is your software able to smartly **merge/split group payments?**	**Yes**	
	Can you **add group owner** and set the **bill to the group owner** in the software?	**Yes**	
	Can you **perform group operations** like invoicing, room allocation, cancellation, no-show, check-in, etc **simultaneously as well as separately** from the system?	**Yes**	
Billing and Payments	Are you able to **transfer folios** from one room to another?	**Yes**	
	Can you **merge and split folios** as per the guest requirements?	**Yes**	
	Do you get the **list of unsettled folios** in one click?	**Yes**	

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Billing and Payments	Can you **configure extra charges and inclusions** to be posted on the folio in the software?	**Yes**	
	Can you configure rules in your software to **route particular charges** to be **posted on specific folios automatically**?	**Yes** Folio Routing	
	Can the hotel software generate **folios in your guest's preferred currency and language**?	**Yes**	
	Does the software let you **send payment links** to your guests to **collect reservation deposit**?	**Yes** ePayments	
	Are you able to **charge guests** for **cancelled and no-show reservations** from the software?	**Yes**	
	Does the hotel software provide **folio templates that meet your region's statutory requirements**?	**Yes** We'll develop new templates for your region if required.	
	Can you **add your hotel's logo** in the bills and reports?	**Yes**	
Easy Product Evaluation	Do you get a **free trial of the hotel system** before you purchase?	**Yes** Get started from here.	
	Does the vendor offer **free trial in your own data** to help you evaluate the system better?	**Yes** Get started from here.	

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Rate Management	Are you able to **configure multiple rate plans** in the system?	**Yes**	
	Can you **set up discounts** and **configure their visibility** in the software?	**Yes**	
	Does the hotel system let you **record your business sources** and the **rates you offer them**?	**Yes**	
	Does your software let you **set and manage separate contract rates for your business sources**, regional travel agent, OTAs, car rentals, taxi drivers, etc?	**Yes**	
	Can you define **seasons in the software and set the rates** accordingly?	**Yes** Seasonal Rates	
	Does the software let you **configure negotiated rates** for special guests?	**Yes**	
	Does your software allow you to **configure slab and flat taxes**?	**Yes**	
	Can you easily **manage those company accounts** who are using/**staying at your hotel frequently**?	**Yes** City Ledger	
	Are you able to **configure meal plans** in the hotel software?	**Yes**	
	Can you **configure packages**?	**Yes** Package Rate Feature	
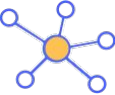
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Revenue Management	Can you keep track of your **ADR, RevPAR and occupancy percentage** from the hotel PMS?	Yes	
	Are your **last minute no-shows and cancellations reduced** through the system's **automatic guest credit card verification**?	Yes	
	Does the software let you set up **separate rates for your website and channels** from one place?	Yes	
Housekeeping	Are you able to **manage your hotel's housekeeping and maintenance** from the hotel system?	Yes	
	Can you **assign tasks to housekeepers** from the hotel software?	Yes	
	Can you **assign maintenance work orders** to the housekeepers **with priority** in the system**?**	Yes	
	Does your hotel software have a **mobile app for your housekeeping staff**?	Yes	
	Does the software let your housekeeping staff **update task statuses, post remarks and notes** in the system?	Yes	
	Does the software let you **block or unblock rooms from inventory** for maintenance?	Yes	

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Hotel Marketing	Can you **save your guest database** in the hotel software?	**Yes**	
	Can you **send promotional emails to your guests** from the system itself?	**Yes**	
	Can you send **promotional SMSes to your guests** from the system?	**Yes**	
	Does the software help you **collect more TripAdvisor reviews**?	**Yes** Through TripAdvisor Review Express Program.	
	Does the software help you **manage and respond to your online reviews**?	**Yes** Through Critique	
Guest Engagement	Can your guests **set up and build their profiles** at your hotel from the software?	**Yes** Guest Portal	
	Does the software allow **guests to perform self-check-in**?	**Yes** Guest Portal	
	Can your guests **request for services** right from the guest portal?	**Yes**	
	Are you able to send scheduled informative **pre-arrival, in-house and post-departure emails to guests** from the system?	**Yes**	
	Does the hotel software help you **collect guest feedback**?	**Yes**	

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Hotel Performance and Reports	Does the hotel software provide straightforward **front-office, backoffice, housekeeping and managerial reports**?	**Yes**	
	Does the hotel software provide **reports that meet your region's statutory requirements**?	**Yes** We'll develop new reports for your region if required.	
	Do you get **daily reports of reservation, bookings, arrivals and departures** at the end of the day?	**Yes**	
	Can the system email **reports after night audit**?	**Yes**	
	Do you get reports which help you with your hotel's **expense management and calculation** from the system?	**Yes**	
	Does the software give you **insights on occupancy, revenue, most performing OTA,** and other important facets of your hotel?	**Yes** Innalytics	
	Does the software provide **tax and accounting reports** viz. daily receipts, city ledger, and such likes?	**Yes**	
Profile Management	Can you **manage guest profiles and preferences** in the hotel PMS?	**Yes**	
	Does the hotel software let you **save your travel agent profiles** in the system?	**Yes**	

Attributes	Benefits	eZee Absolute	Other Vendor
For Hotel Chain	Are you able to **manage your hotel chain operations** using this hotel management system **through a single login**?	**Yes**	
	Are you able to **manage your guest profiles centrally**, for those guests who've stayed at any location of your group?	**Yes**	
	Can the hotel software **consolidate data of your entire hotel chain** at a single place?	**Yes**	
	Can you manage your hotel chain's **travel agent profiles centrally** from the hotel system?	**Yes**	
	Can you **grant user privileges as per their roles and location**?	**Yes**	
	Are you able to **manage your hotel chain operations** using this hotel management system **through a single login**?	**Yes**	
	Does the system help you **manage your hotel group's loyalty programs**?	**Yes** Through <u>eZee iLoyalty</u>	
Cashiering	Can you **manage your hotel's expenses and miscellaneous sales** through the software?	**Yes**	
	Does the system help you track the **commissions and sales of your travel agents**?	**Yes**	

Attributes	Benefits	eZee Absolute	Other Vendor
Hotel PMS Mobile App	Does the hotel software have a **mobile app** to help you **manage your business on-the-go**?	Yes	
	Does the app **notify you on bookings and other important activities** happening at your hotel?	Yes	
	Can you **print guest registration cards, vouchers and invoices** right from the hotel PMS app?	Yes	
	Can you perform operations like **check-in, housekeeping, inventory distribution, room allocation and more** from the app?	Yes	
	Are you able to **manage your online reviews** from the hotel PMS app?	Yes	
	Does the app come with a **digital assistant taking voice and text commands** to perform operations accordingly?	Yes	
	Can you **switch between multiple properties** from the app?	Yes	
3rd Party Integrations	Is the system integrated with **Fiscal Printers** to meet your region's statutory requirements?	Yes We're also open to meet any new requirements for your region.	
	Is the hotel software integrated with **financial accounting software?**	Yes	

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3rd Party Integrations	Is the software integrated with **payment gateways**?	**Yes**	
	Is the software integrated with **SMS gateways**?	**Yes**	
	Can the system integrate with **third-party booking engine**?	**Yes** We're integrated with our booking engine and many other booking engines.	
	Can the software integrate with **third-party channel manager**?	**Yes** We're integrated with our channel manager and many other channel managers.	
	Can the software be easily **integrated with restaurant POS?**	**Yes** We're integrated with our restaurant POS and many others.	
	Is the software integrated with a **reputation management system**?	**Yes** We're integrated with our reputation management system and many others.	

Explore our Hospitality Marketplace with 800+ third-party integrations

Attributes	Benefits	eZee Absolute	Other Vendor
Security, stability and accessibility	Are you able to **grant user privileges as per their roles** and **restrict important data access** from the software?	**Yes**	
	Is it possible to **import all future reservations** from your old system **to this hotel software**?	**Yes**	
	Does the system **lock the transactions** to avoid operation overlap between multiple users?	**Yes** Net Lock	
	Does it **record the changes made by all users** at any date and time?	**Yes**	
	What is the **server uptime guarantee**?	**99.99%**	
	Can your guests **pay securely with you**?	Yes PCI-DSS Certified We are PCI-DSS compliant.	
Technical Support	Do you get **24x7 technical support** to solve queries with the software?	**Yes**	
	Does the vendor provide **support in your preferred language**?	**Yes** We have multi-language support via our partner network.	
	Does the vendor provide any **DIY video tutorials**?	**Yes** Find them here.	
	Does the vendor **help you in system implementation** for your property? Do you **get product training**?	**Yes** We offer product training and 100% system implementation.	

What next?

Explore other hotel management systems in the market.

➡️

Compare them using this buyer's guide.

➡️

Find out ONE hotel software that suits your property.

Here's everything you need to run your property

Start your 14-day FREE trial

Reach us at:

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But, only having a hotel management system is not enough. For all-round management of your hotel business, you need the **RIGHT** system for **inventory distribution and acquiring direct bookings.**

A detailed comparison handbook to help you buy the best booking engine.

A checklist to acknowledge before you decide on your channel manager.

Booking Engine Buyer's Guide

Channel Manager Buyer's Guide

Look before you leap.

By eZee: World's Leading Hospitality Technology Providers
Trusted by 13000+ customers worldwide.

Need a reality check on how your hotel business is performing?

Get a free hotel audit report today!