



A Complete Buyer's Guide to Hotel Management System

[Free Comparison Tool]



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



Synchronises all
your departments



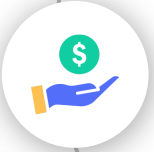
Simplified and
quicker operations



Saves you time



Earns you higher
profits

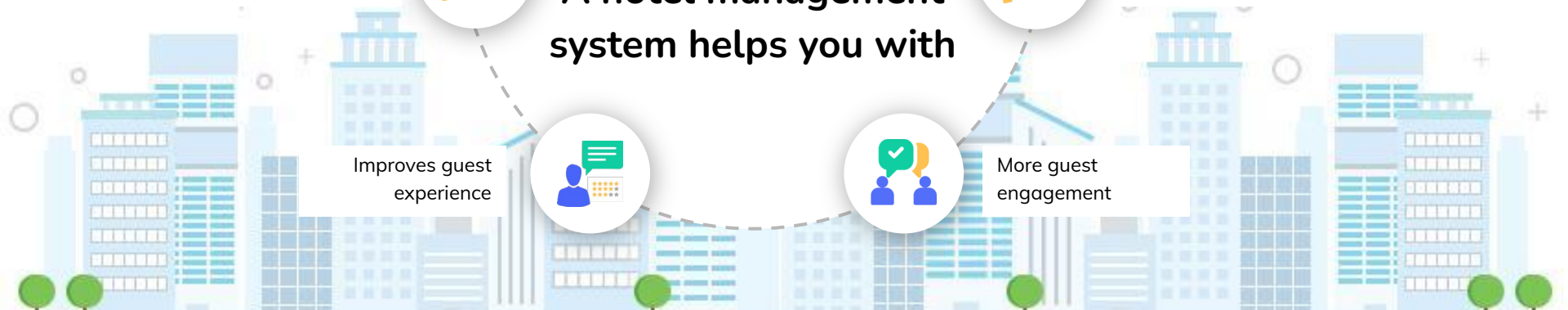


A hotel management system helps you with

More guest
engagement



Improves guest
experience



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
 <p>Front Office Operations</p>	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 electronic keycard to smoothen your arrivals?	Yes	
	Is your night audit taken care of?	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 check-ins ?	Yes	
	Does the software let you configure virtual rooms to charge non-staying guests ?	Yes	
	Are you able to differentiate room statuses through different color codes ?	Yes	
	Does the system let you capture guest image and scan guest identity card as part of guest information?	Yes	

Attributes	Benefits	eZee Absolute	Other Vendor
 <p data-bbox="83 369 262 440">Front Office Operations</p>	<p>Are you able to search for anything like reservation number, folio number, guest name from anywhere in the software?</p>	<p>Yes Universal Search</p>	
	<p>Does the software provide you arrival list, departure list, booking list and more for streamlined management?</p>	<p>Yes</p>	
	<p>Can you keep a track of blacklisted guests? Does your software alert you about the blacklisted guests?</p>	<p>Yes</p>	
	<p>Can you notify your staff through emails and SMS if required via the software?</p>	<p>Yes</p>	
 <p data-bbox="73 849 272 920">Reservations Management</p>	<p>Are your walk-ins, enquiries and online reservations handled by the hotel software?</p>	<p>Yes</p>	
	<p>Can you manage real-time inventory distribution on connected channels from the system?</p>	<p>Yes</p>	
	<p>Do your guests get instant booking confirmation as soon as the reservation is entered in the software?</p>	<p>Yes</p>	
	<p>Does the hotel software let you manage special reservation requests?</p>	<p>Yes</p>	



Attributes	Benefits	eZee Absolute	Other Vendor
 <p data-bbox="73 595 272 660">Reservations Management</p>	Can the departments at your hotel gain real-time insights of your hotel performance ?	<p data-bbox="1445 121 1489 143">Yes</p> <p data-bbox="1373 159 1561 181">Via 5 different views</p>	
	Can you configure the different booking statuses you run at your hotel in the software? (booking enquiry, unconfirmed, hold, etc)	<p data-bbox="1445 270 1489 292">Yes</p>	
	Are you able to customize the mandatory information you need while taking guest reservation?	<p data-bbox="1445 405 1489 426">Yes</p>	
	Can you manage the room sharers with the hotel system?	<p data-bbox="1445 528 1489 550">Yes</p>	
	Does the hotel software let you sell your connected rooms as a suite or a suite-child way ?	<p data-bbox="1445 648 1489 670">Yes</p>	
	Can you manage your cancelled and no-show reservations easily?	<p data-bbox="1445 757 1489 779">Yes</p>	
	Does the hotel software automatically release the inventory on expiry of hold bookings ?	<p data-bbox="1445 899 1489 921">Yes</p>	
	Can you manage the advanced payments for bookings from the system?	<p data-bbox="1445 1025 1489 1047">Yes</p>	



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

Attributes	Benefits	eZee Absolute	Other Vendor
 <p data-bbox="92 472 253 541">Billing and Payments</p>	<p>Can you configure extra charges and inclusions to be posted on the folio in the software?</p>	<p>Yes</p>	
	<p>Can you configure rules in your software to route particular charges to be posted on specific folios automatically?</p>	<p>Yes Folio Routing</p>	
	<p>Can the hotel software generate folios in your guest's preferred currency and language?</p>	<p>Yes</p>	
	<p>Does the software help you collect online payments from your guests?</p>	<p>Yes ePayments</p>	
	<p>Are you able to charge guests for cancelled and no-show reservations from the software?</p>	<p>Yes</p>	
	<p>Does the hotel software provide folio templates that meet your region's statutory requirements?</p>	<p>Yes We'll develop new templates for your region if required.</p>	
	<p>Can you add your hotel's logo in the bills and reports?</p>	<p>Yes</p>	
 <p data-bbox="73 978 272 1047">Easy Product Evaluation</p>	<p>Do you get a free trial of the hotel system before you purchase?</p>	<p>Yes Get started from here.</p>	
	<p>Does the vendor offer free trial in your own data to help you evaluate the system better?</p>	<p>Yes Get started from here.</p>	







Attributes	Benefits	eZee Absolute	Other Vendor
	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 your rate plans as packages ?	Yes Package Rate Feature	

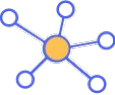
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 <p data-bbox="73 281 274 350">Revenue Management</p>	Can you keep track of your ADR, RevPAR and average occupancy percentage from the hotel PMS?	Yes	
	Are your last minute no-shows and cancellations reduced through the system's automatic guest credit card verification ?	Yes	
	Does the software let you set up separate rates for your website and channels from one place?	Yes	
 <p data-bbox="65 820 280 852">Housekeeping</p>	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 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	

Attributes	Benefits	eZee Absolute	Other Vendor
 <p data-bbox="92 380 255 449">Hotel Marketing</p>	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 .	
 <p data-bbox="81 888 266 958">For Hotel Chain</p>	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 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 they're based at?	Yes	




Attributes	Benefits	eZee Absolute	Other Vendor
 <p data-bbox="28 485 318 556">Hotel Performance and Reports</p>	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 Inanalytics	
	Does the software provide tax and accounting reports viz. daily receipts, city ledger, and such likes?	Yes	
 <p data-bbox="67 993 280 1064">Profile Management</p>	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
 <p data-bbox="79 478 272 547">Guest Engagement</p>	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	
	Does your software allow your guest to extend their stay and modify their booking from the guest portal?	Yes	
 <p data-bbox="92 936 253 969">Cashiering</p>	Can you manage your hotel's all expenses through the software?	Yes	
	Does the system help you track the commissions and sales of your travel agents ?	Yes	
	Does the software help you handle your miscellaneous sales ?	Yes	

Attributes	Benefits	eZee Absolute	Other Vendor
 <p data-bbox="40 459 311 528">Hotel PMS Mobile App</p>	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	
 <p data-bbox="83 929 266 998">3rd Party Integrations</p>	Is the system integrated with Fiscal Printers to meet your region's statutory requirements?	<p data-bbox="1445 874 1489 896">Yes</p> <p data-bbox="1315 904 1619 947">We're also open to meet any new requirements for your region.</p>	
	Is the hotel software integrated with financial accounting software ?	Yes	

Attributes	Benefits	eZee Absolute	Other Vendor
 <p data-bbox="81 464 266 532">3rd Party Integrations</p>	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
 <p data-bbox="79 333 266 401">Security and Stability</p>	<p>Are you able to grant user privileges as per their roles and restrict important data access from the software?</p>	<p>Yes</p>	
	<p>Does the system lock the transactions to avoid operation overlap between multiple users?</p>	<p>Yes Net Lock</p>	
	<p>Does the system record the changes made by all users at any date and time?</p>	<p>Yes</p>	
	<p>What is the server uptime guarantee?</p>	<p>99.99%</p>	
	<p>Can your guests pay securely with you?</p>	<p>Yes  We are PCI-DSS compliant.</p>	
 <p data-bbox="102 857 243 926">Technical Support</p>	<p>Do you get access to 24x7 technical support to solve your queries with the software?</p>	<p>Yes</p>	
	<p>Does the vendor provide you technical support in your preferred language?</p>	<p>Yes We give support in many languages through our partner network.</p>	
	<p>Are there any DIY video tutorials available for you to know how the system operates?</p>	<p>Yes You can find them on our Youtube Channel.</p>	
	<p>Does the vendor help you in system implementation for your property? Do you get product training?</p>	<p>Yes We offer product training and 100% implementation of the system.</p>	

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:



www.eZeeAbsolute.com



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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.

Booking Engine Buyer's Guide



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

Channel Manager Buyer's Guide

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today!**