ON-PREMISE HOTEL MANAGEMENT SOFTWARE

The Best Value for Money and Faster ROI

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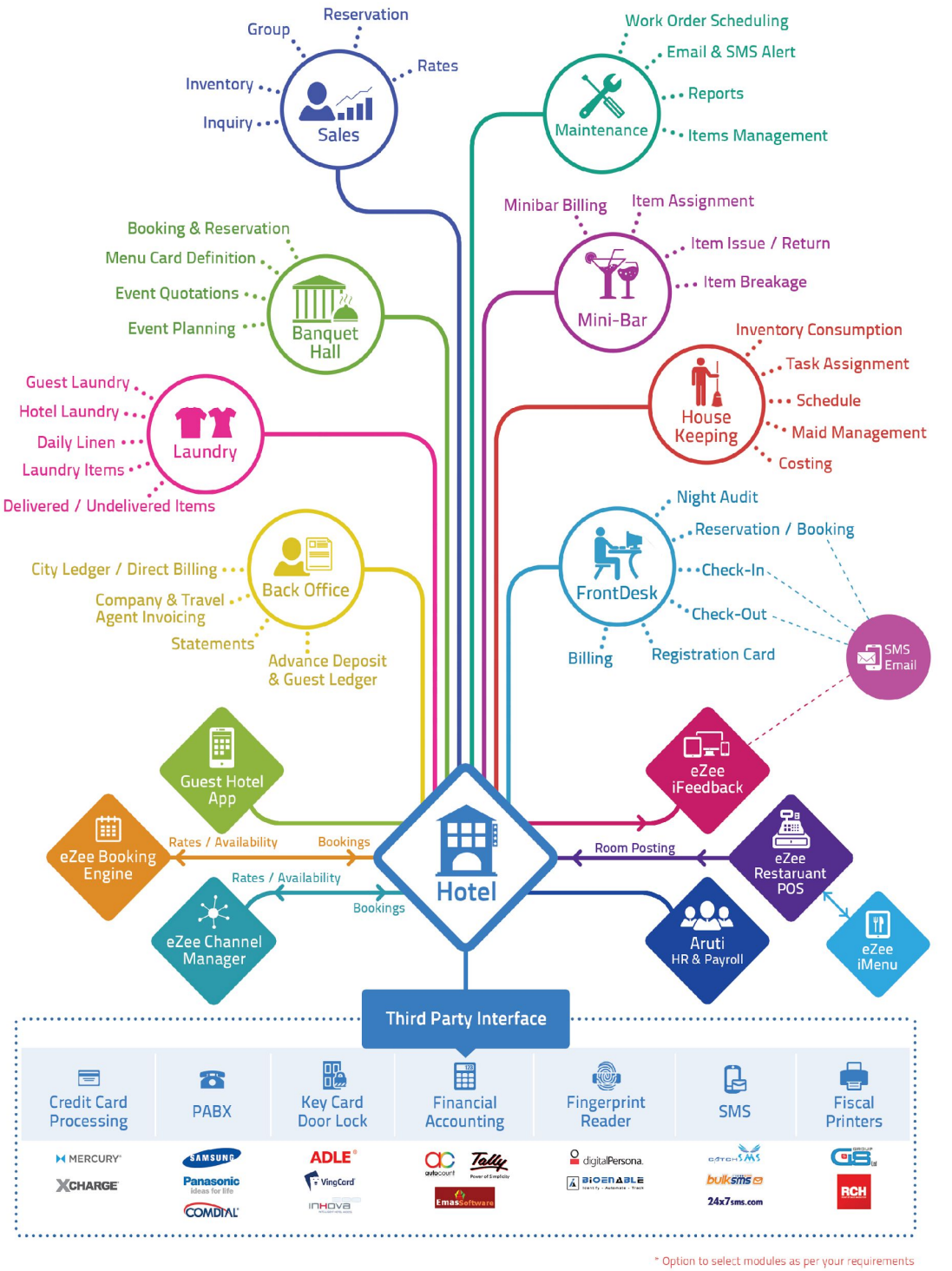
eZee FrontDesk Overview



* Option to select modules as per your requirements

Back to All Slides

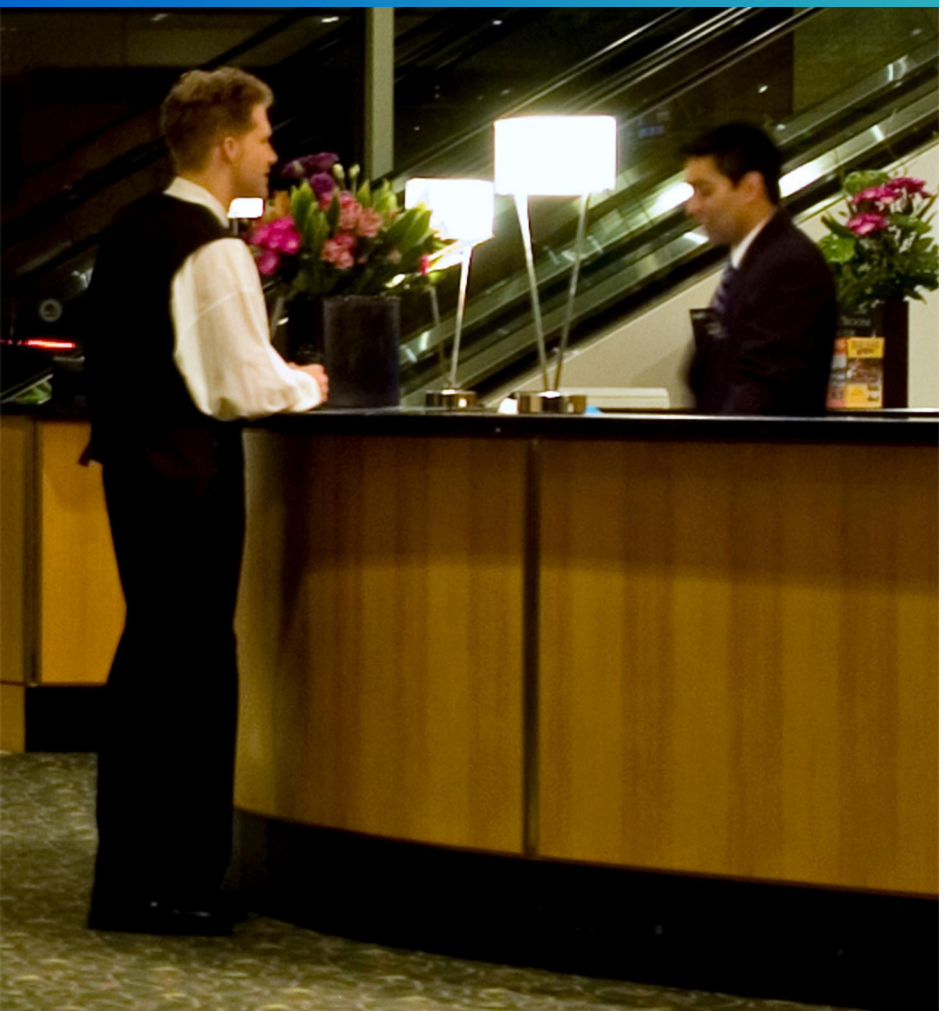
eZee FrontDesk Features

- Reservation Center
- Front-desk Operations
- Rates & Taxes
- Yield Management
- Back office Operations
- Invoice, Bills and Cashier Center
- Group Operations
- System Access Controls
- Alerts and Notifications
- Housekeeping and Maintenance
- Analytics and Reporting
- Make the most out of Managerial Reports
- Banquet and Event Management
- Mobile App for Reports
- Laundry Management
- Minibar Management
- Employee Management

Back to All Features

Reservation Centre

Quick access combined with easy GUI, Reservation Centre makes carrying out everyday reservation transactions effortless.



What all do I get in Reservation Centre?

- Intuitive & informative user interfaces
- Check data instantly to make quick and accurate decisions
- Easily control and update room rates
- Set separate rates for all business resources.
- Smooth and instant booking process

Apart from the obvious PMS features, how can I manage/streamline operations with Reservation Centre?

- Quick availability & reservation search
- Remove & update cancellation/no show bookings with one click
- Update booking inquiries/confirmation as well as hold reservation
- Keep a tab of guest preferences
- Manage extra services like pick up/drop off services

FrontDesk Operations

Organizing all your basic and major front-desk operation, the streamlined system with organic flow process acts as the centre of hotel operations.

What is included in the major functions of front-desk Operations?

There are 2 chief characteristics offered with this feature

Check-In

Which further includes

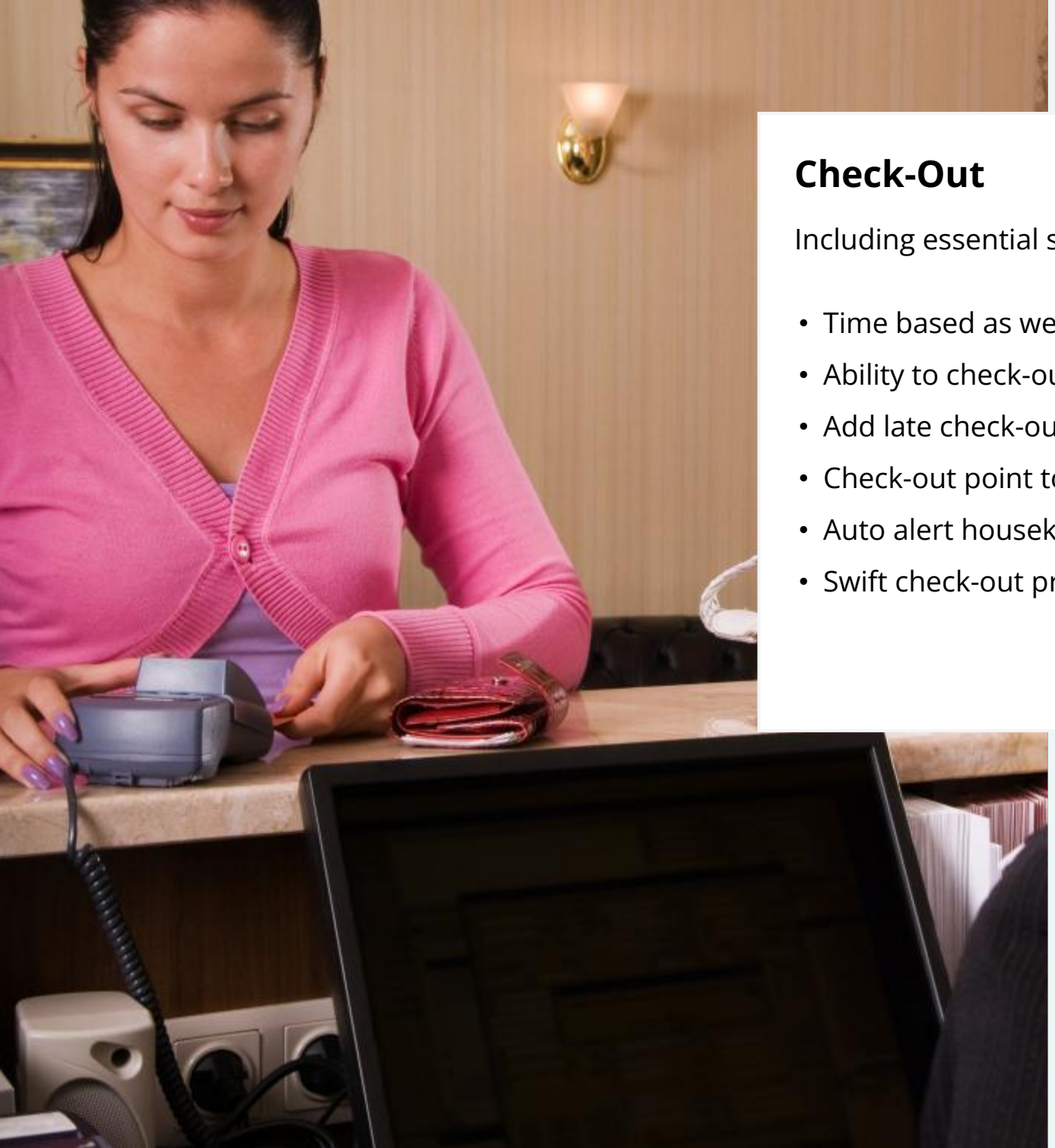
- Swift check-in process
- Allotting room enriching occupancy levels
- Allot rooms as per guest preferences
- Suitable for day-use services for transit guest
- Easily organize meal plans selected by guest
- Upsurge guest relations with complimentary rooms
- Easily update guest information like

✓Guest's digital documents

✓Visa details for international guest

✓Registration cards & e-signature

✓Selected meal plans



Check-Out

Including essential services such as

- Time based as well as 24 hours check-out service
- Ability to check-out at 0 balance
- Add late check-out fee
- Check-out point to add extra services to the bill
- Auto alert housekeeping upon check-out
- Swift check-out process

Back to All Features

Rates & Taxes

Create and define unlimited number of rates in the system for a flexible rate management resulting in higher revenue.

How many type of rates are supported in the system?

Through eZee, you can set-

- Linear and non-linear rates
- Allocated rates
- Seasonal rates which changes rates as per the season rush
- Contracted rates to change rates as per pre-defined contract
- Support exchange rate

Will your system help me with the tax management?

Giving you more control, our system even calculates and applies the taxes to the guest folio as per the pre-configured setting.

How will that benefit me?

- Set up to 4 different types of taxes
- Take advantage of advanced tax management
- Charge taxes as per number of guests
- You can even configure taxes expected in future

Revenue Management

eZee's revenue management tool allows you to build the perfect pricing strategy while keeping an eye on your profit margins.

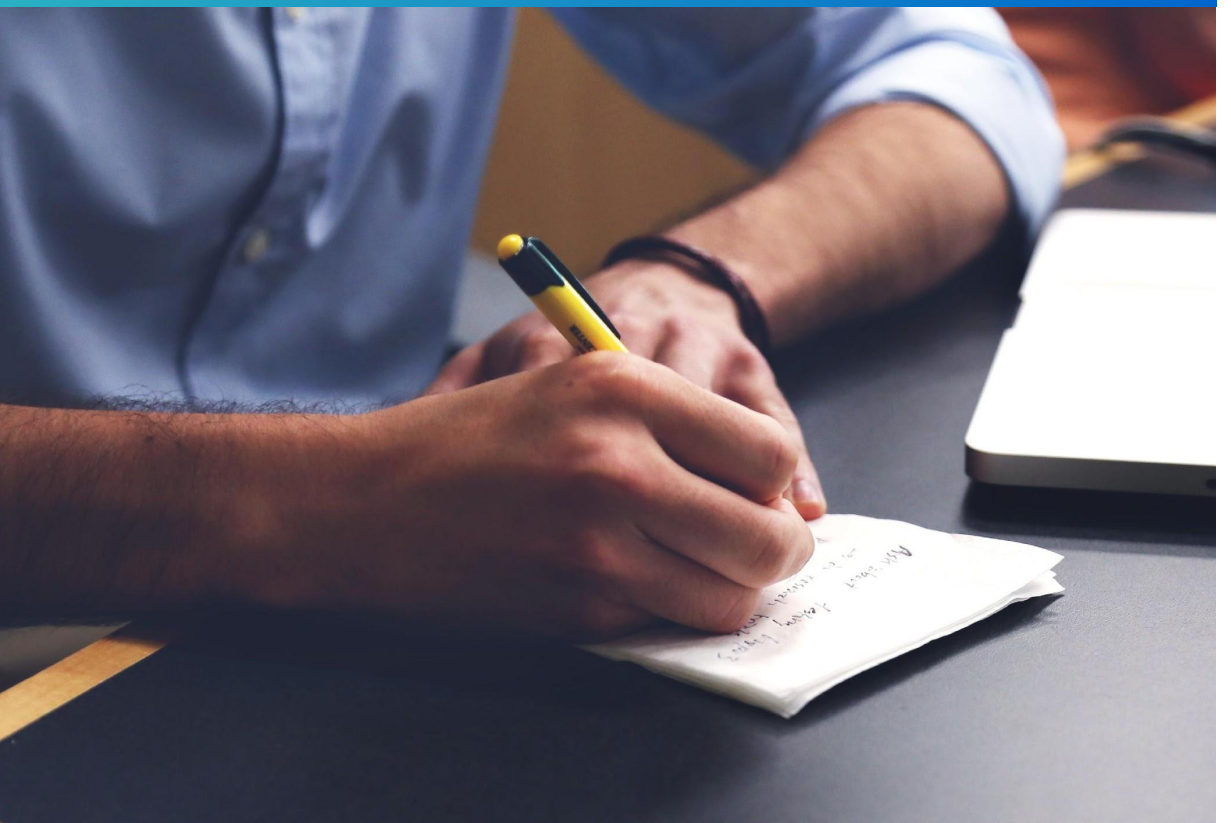
How will Revenue Management be useful to my property?

- Upscale revenue with yield management
- Get a complete revenue breakdown
- Achieve maximum occupancy
- Benefit from the revenue forecast

Back Office Operations

If it is called eZee FrontDesk, will I be able to manage the back office task?

We meant it when we say streamline all hotel operations, along with frontdesk, eZee PMS allows you to manage various back office operations as well.



eZee FrontDesk helps you perform various operations such as

- Night audit / Day close
- Maintain daily miscellaneous sales and expenses
- Maintain dedicated ledger accounts

Back to All Features

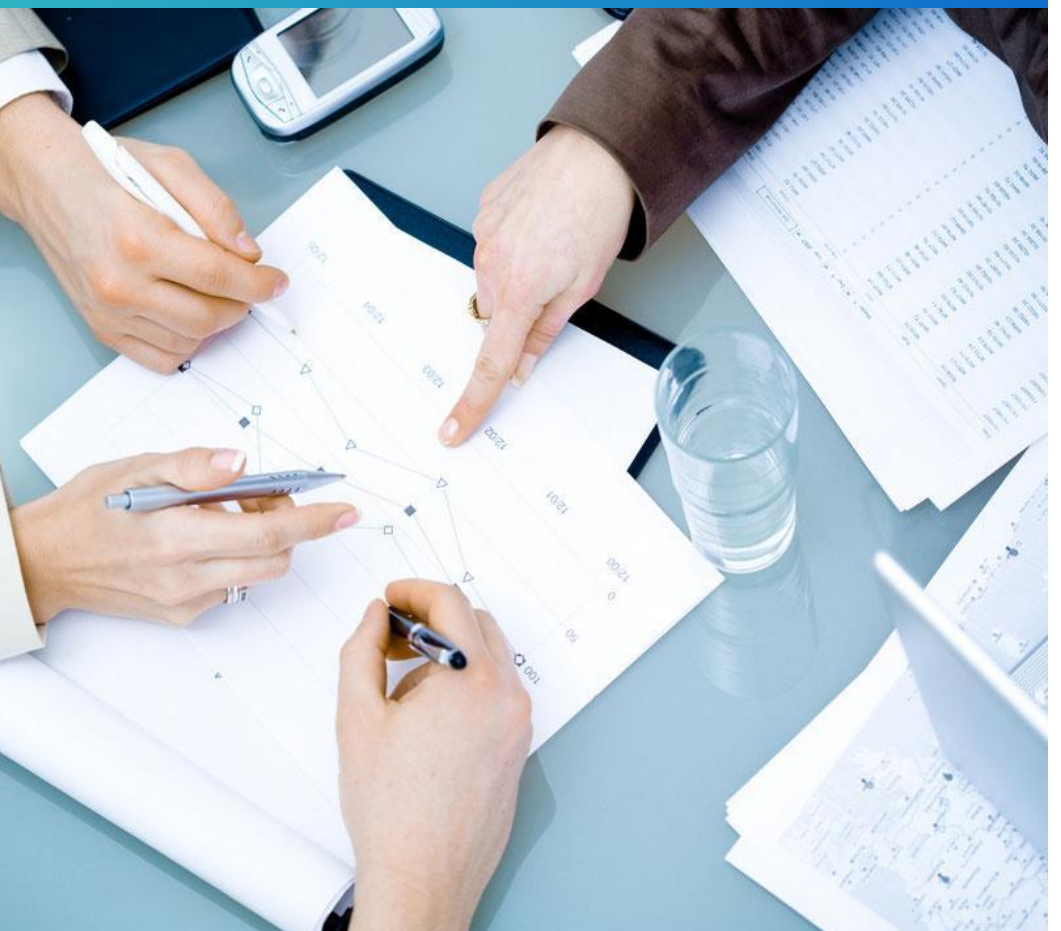
Invoice, Bills and Cashier Center

When it comes to organizing your bills and invoices, here is how eZee FrontDesk is helpful to you

- Offers various payment modes
- Multiple settlement options
- Manage and update advance payments
- Organize invoices
- Generate and updates bills to company
- Automatically route folios
- Option of splitting folios
- Supports multi-currency
- Manage cashier shifts

Group Operations

Booking a group of travelers is as easy as doing an individual booking in eZee FrontDesk. Select the rooms you want to allocate to the group and club them together under the group's name.



We receive a lot of group bookings, please explain me the functions of group bookings in the system.

The functionalities of group management include

- Group reservation
- Group check-in
- Group invoice
- Group payment
- Group identity with different colour
- Add / Remove transaction to group
- Group cancel / No-show
- Group check-out

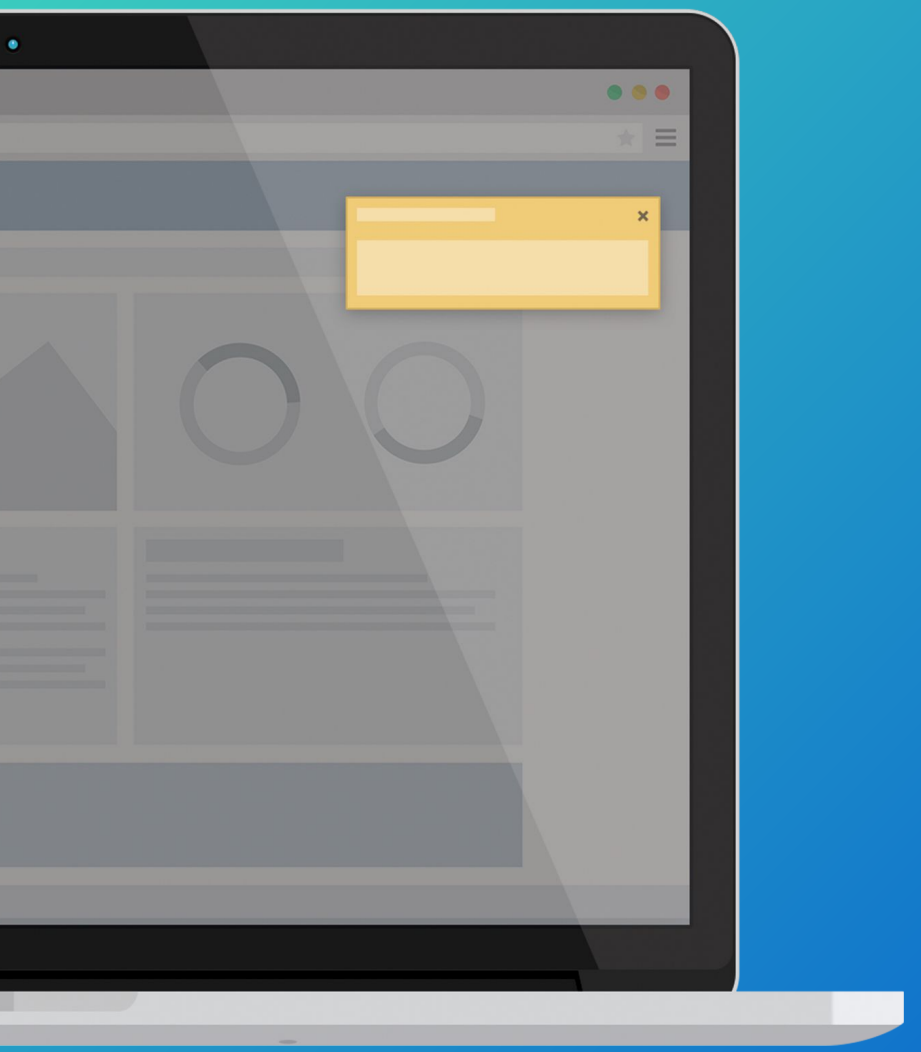
System Access Controls

At eZee, we completely understand the importance of providing different access to users as per user hierarchy.

Below are few of the many processes that are included in the system

- Offer access rights as per user role and user
- hierarchy
- Maintain audit trails and voids
- Maintain user activity log

Alerts and Notifications



Does eZee PMS provide any notification system?

Yes, eZee FrontDesk offers the most comprehensive notification alerts including

- Email notification for upcoming events
- Notifications for previous guests birthdays and anniversaries
- Various type of housekeeping alerts
- Guest Interaction
- Administrative data

(Room Revenue, Occupancy, Payments, Taxes, etc.)

Housekeeping and Maintenance

We run an extravagant housekeeping service and it gets very difficult to manage all the process, can you help me with that?

Running an efficient housekeeping team and running operations without hiccups is no easy task but eZee FrontDesk gives you a complete picture of housekeeping operations.

Here's how

- Dedicated housekeeping view
- Housekeeping inventory management
- Tasks assignment & scheduling
- Inspection of all rooms
- Various alert notifications
- Manage out of order services
- Organize all maintenance activities

Analytics and Reporting

Covers a wide range of detailed reports, eZee FrontDesk offers deep insights into all aspects of hotel operations.

To name a few eZee PMS includes various reports for

- Marketing and analysis
- Bookings and reservations
- Audit and void operations
- Front office operations
- Tax & Discount
- Income, cash and accounts
- Departmental and managerial reports

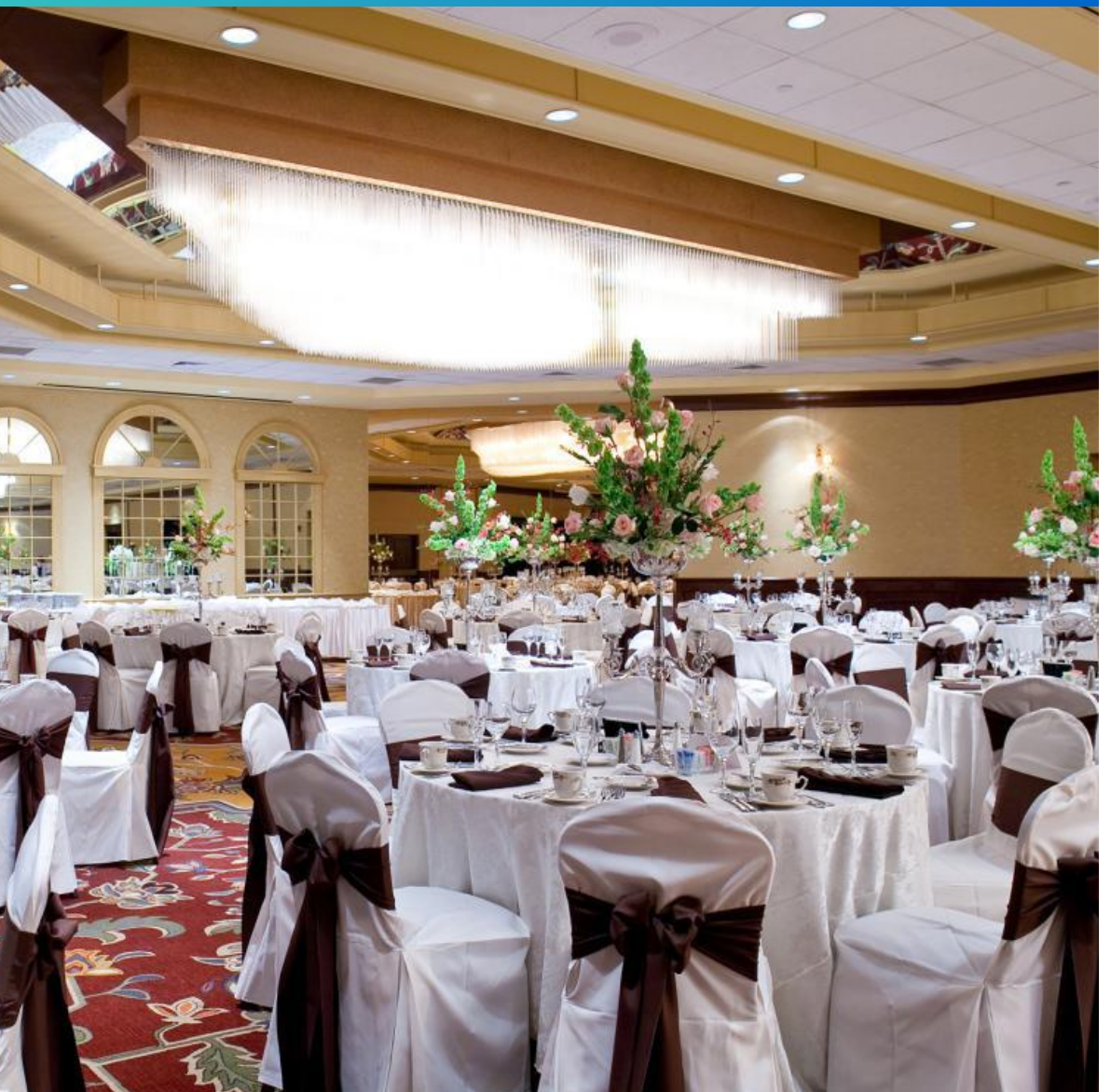
Make the most out of Managerial Reports

Dedicated to the managers and hotel owners, the managerial reports gives you a quick glance on the property's current status along with detailed analysis about total income, income source expenses and more helping to analyze profiting sources of income along with insights to guest moment and guest behaviour.

Giving you further edge on user and hotel guests you can get various detailed reports.

- **Room Revenue** - Complete revenue from all room sold
- **Payments** - All the payment accepted and executed by the hotel
- **Taxes** - All the taxes collected, paid and due to the hotel
- **Extra Charges** - Revenue from all the extra services to the guest
- **Rooms Statistics** - Details about all room sold, rooms booked, current occupancy, room rate, etc
- **Occupancy** - Analysis about current occupancy rate, expected bookings and more
- **ADR** - To indicate the average realized room rent per day
- **RevPAR** - To provide revenue earned per available room
- **Business Source Analysis** - Details about all revenue sources
- **Audit & Void** - Indicating details on hotel's current audits and void orders
- **Flash Report** - At glance report on hotel's income and expenditure
- **Night Audit Report** - Review of daily guest account transactions
- **Room owner detail** - Bifurcated reports based on room owners and revenue
- **Arrival/Departure report** - Glance view of all upcoming guest arrivals and departures
- **City Ledger Register** - Particularities about associated corporate accounts

Banquet and Event Management



We organize various events at our property, can eZee PMS help me manage that along with the hotel operations?

Yes, we can do that and much more.

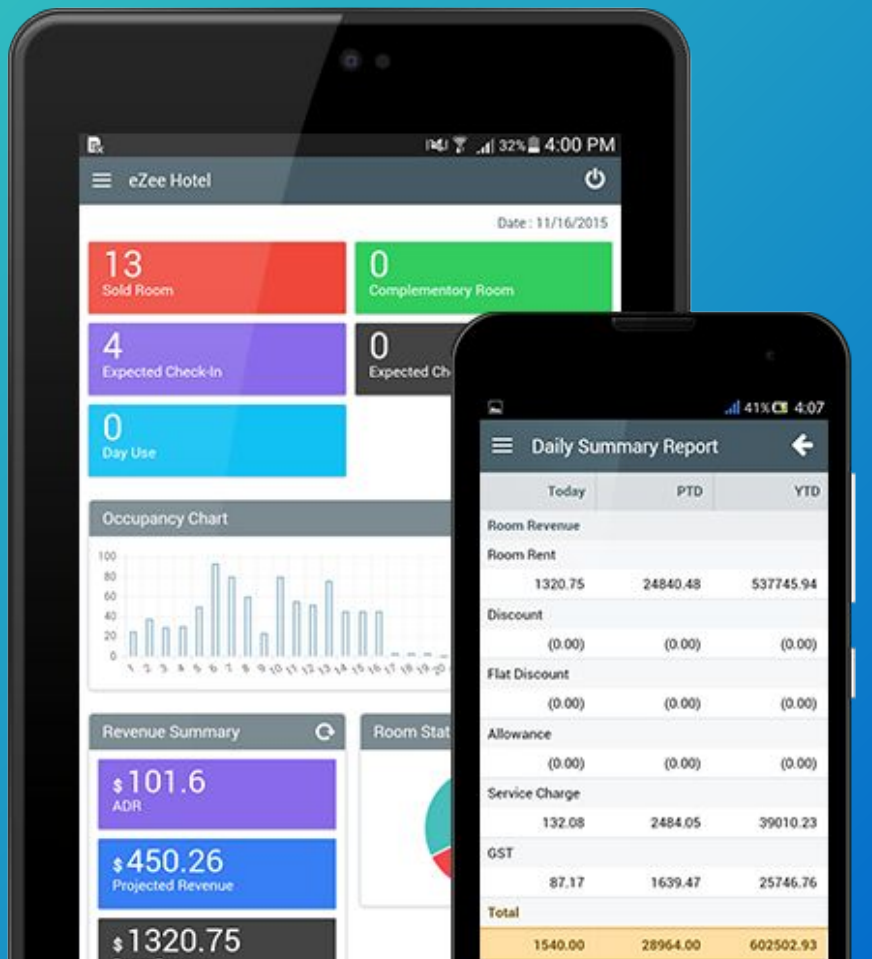
With eZee FrontDesk Banquet and Event Management module, you get a dedicated view for banquet management.

What are the functions that I can perform with that?

- Function prospect
- Event menu management
- Catering management
- Buffet management

Mobile App for Reports

eZee's Mobile App for reports sends summarized hotel reports right to your tablet and smart-phone



Oh, that is fascinating, tell me what are the reports that I can view from the App?

eZee iReport includes reports of the current day, period to date and year to date room revenue as well. It also includes

- App dashboard
- Managerial reports
- Marketing & analysis reports
- Operation status reports

Laundry Management

Taking care of the minute details, eZee PMS also offers laundry management for hotels offering laundry service.

The laundry management module includes

- Guest laundry management
- Hotel laundry management
- Laundry costing, billing and cashiering
- Laundry delivery

Back to All Features

Minibar Management

Apart from giving you complete control over the main processes of your hotel, eZee PMS also gives you complete control over small yet critical services like minibar management

Minibar management module includes

- Minibar inventory management
- Billing and cashiering
- Auditing and posting
- Breakage / Wastage
- Mobile minibar

Employee Management

Additionally, eZee's employee management will empower you with all the tools for better management of your team and employee related processes

Such as

- Managing employee clock-in / clock-out
- Timesheet management
- Leave management
- Holiday management
- Employee profiling
- Shift management

Third Party Hardware and Software Integration

With 400+ available integrations, our partnerships with top vendors most certainly exceeds more than any other solutions.

PABX- Call Accounting Interface

Allworx	Avaya	AdtranNetVanta	Alcatel	Altigen
Aristel	AYC Ipcts	BPL	Cadcom	Cisco
Lg	Ericsson	Comdial	Fujitsu	Toshiba

KeyCard Door Lock Interface

Jenberg	Inhova	Btlock	Digicard	Great Wall
KABA	Digilock	Guli Door lock	Philips	Ving Card
MIWA Lock Co.	Onity Door lock	SafLock	Sicurezza Solutions	WEISER

SMS

GenSuite	GAPS SMS	Perfect Bulk SMS	Nimbusit SMS	Uptown SMS
RouteSms Solutions Limited	GSM/GPRS Modem		theSMSzone – ThrillEX Multimedia	

Financial Accounting

Tally POWER OF SIMPLICITY

QuickBooks

autocount

Emas Software Easy • Essential

Sierra ODC Private Ltd.

Peachtree

Intuit Inc

Mart SDN BHD

Sage Software Inc

Auto Count SDN BHD

MIM systems DSN BHD

Finger Print Reader

digitalPersona.

BIOENABLi Identify - Automate - Tra

ZKSoftware Soluciones Biométricas Avanzadas

Credit Card Processing

MERCURY

XCHARGE

2C2P

ICICI Bank

AirPay

AsiaPay Limited

Atlantic Bank

Atom

Authorize.Net

Axis Bank

Bankart

CardSave

CitrusPay

CIMBepayment

CyberSource

Fiscal Printer

RCH POINT OF SALE INNOVATION

GROUP GB Ltd

BIXOLON

BOSNIA

BRIO_FIS_FM32

EFP

RCH Group Spa

FP_2000_100TZ

MetaLink SBR

WebPOS Fiscal

Dzhies Group Ltd.

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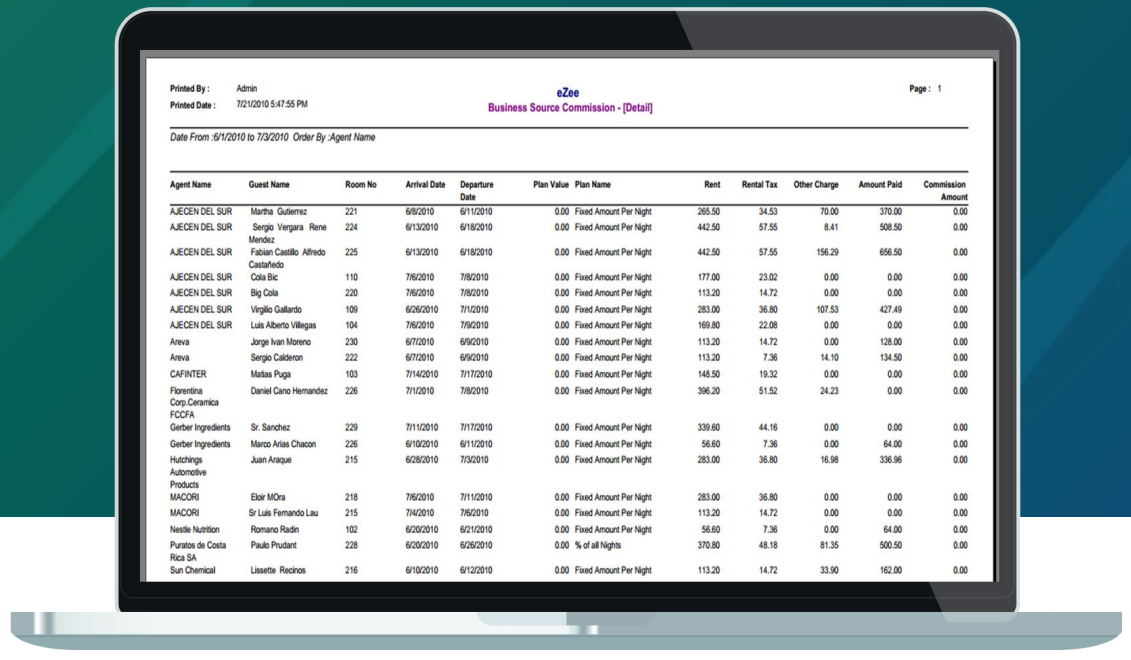
Reports



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eZee
Business Source Commission - [Detail]

Page : 1

Date From :6/1/2010 to 7/3/2010 Order By :Agent Name

Agent Name	Guest Name	Room No	Arrival Date	Departure Date	Plan Value	Plan Name	Rent	Rental Tax	Other Charge	Amount Paid	Commission Amount
AJECEN DEL SUR	Martha Gutierrez	221	6/8/2010	6/11/2010	0.00	Fixed Amount Per Night	265.50	34.53	70.00	370.00	0.00
AJECEN DEL SUR	Sergio Vergara Rene Mendez	224	6/13/2010	6/18/2010	0.00	Fixed Amount Per Night	442.50	57.55	8.41	508.50	0.00
AJECEN DEL SUR	Fabian Castillo Alfredo Castañedo	225	6/13/2010	6/18/2010	0.00	Fixed Amount Per Night	442.50	57.55	156.29	656.50	0.00
AJECEN DEL SUR	Cola Bic	110	7/6/2010	7/8/2010	0.00	Fixed Amount Per Night	177.00	23.02	0.00	0.00	0.00
AJECEN DEL SUR	Big Cola	220	7/6/2010	7/8/2010	0.00	Fixed Amount Per Night	113.20	14.72	0.00	0.00	0.00
AJECEN DEL SUR	Virgilio Gallardo	109	6/26/2010	7/1/2010	0.00	Fixed Amount Per Night	283.00	36.80	107.53	427.49	0.00
AJECEN DEL SUR	Luis Alberto Villegas	104	7/6/2010	7/9/2010	0.00	Fixed Amount Per Night	169.80	22.08	0.00	0.00	0.00
Areva	Jorge Ivan Moreno	230	6/7/2010	6/9/2010	0.00	Fixed Amount Per Night	113.20	14.72	0.00	128.00	0.00
Areva	Sergio Calderon	222	6/7/2010	6/9/2010	0.00	Fixed Amount Per Night	113.20	7.36	14.10	134.50	0.00
CAFINTER	Matias Puga	103	7/14/2010	7/17/2010	0.00	Fixed Amount Per Night	148.50	19.32	0.00	0.00	0.00
Florentina Corp.Ceramica FCCFA	Daniel Cano Hernandez	226	7/1/2010	7/8/2010	0.00	Fixed Amount Per Night	396.20	51.52	24.23	0.00	0.00
Gerber Ingredients	Sr. Sanchez	229	7/11/2010	7/17/2010	0.00	Fixed Amount Per Night	339.60	44.16	0.00	0.00	0.00
Gerber Ingredients	Marco Arias Chacon	226	6/10/2010	6/11/2010	0.00	Fixed Amount Per Night	56.60	7.36	0.00	64.00	0.00
Hutchings Automotive Products	Juan Araque	215	6/28/2010	7/3/2010	0.00	Fixed Amount Per Night	283.00	36.80	16.98	336.96	0.00
MACORI	Eloir MOra	218	7/6/2010	7/11/2010	0.00	Fixed Amount Per Night	283.00	36.80	0.00	0.00	0.00
MACORI	Sr Luis Fernando Lau	215	7/4/2010	7/6/2010	0.00	Fixed Amount Per Night	113.20	14.72	0.00	0.00	0.00
Nestle Nutrition	Romano Radin	102	6/20/2010	6/21/2010	0.00	Fixed Amount Per Night	56.60	7.36	0.00	64.00	0.00
Puratos de Costa Rica SA	Paulo Prudant	228	6/20/2010	6/26/2010	0.00	% of all Nights	370.80	48.18	81.35	500.50	0.00
Sun Chemical	Lissette Recinos	216	6/10/2010	6/12/2010	0.00	Fixed Amount Per Night	113.20	14.72	33.90	162.00	0.00

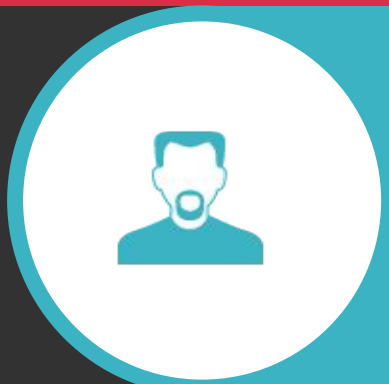
- Back Office
- Front Office
- Room Report
- Marketing & Analysis
- Direct Billing & Company
- Audit & Void
- Night Audit
- Group Booking
- Reservation

User wise Usage of the eZee FrontDesk

General Manager

- Co-ordinate between different departments heads with easy access to departmental.
- Budget reports department wise showing the hotel's overall financial health for better decision-making and increase profitability.

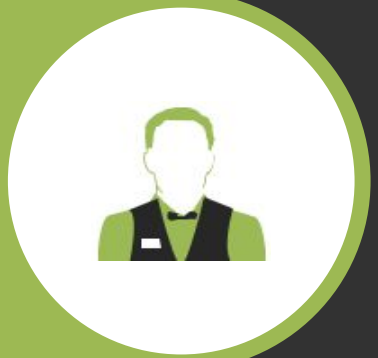
Hotel Manager



- Glance into daily operations with multiple quick options such as stay view, inventory view, etc.
- Check room status like reserved, checked-in, vacant, etc. with distinctive colors for easy recognition and quick decisions.

Reservation Office Manager

- Generate Revenue per Available Room (RevPAR) report from the system to build correct strategies.
- Modify Yield Management module on basis of occupancy or RevPAR for maximizing hotel revenue.



Executive Housekeeper

- Assign designated duties to various staff and edit accordingly when need arises.
- Easily distinguish between various activities within the housekeeping for efficient management of tasks and overall planning.

Banquet/Event Manager

- Manage banquet bookings on hourly and daily basis while keeping track of all the events.
- Set multiple types of seating arrangements, packages, and overall themes of different events.

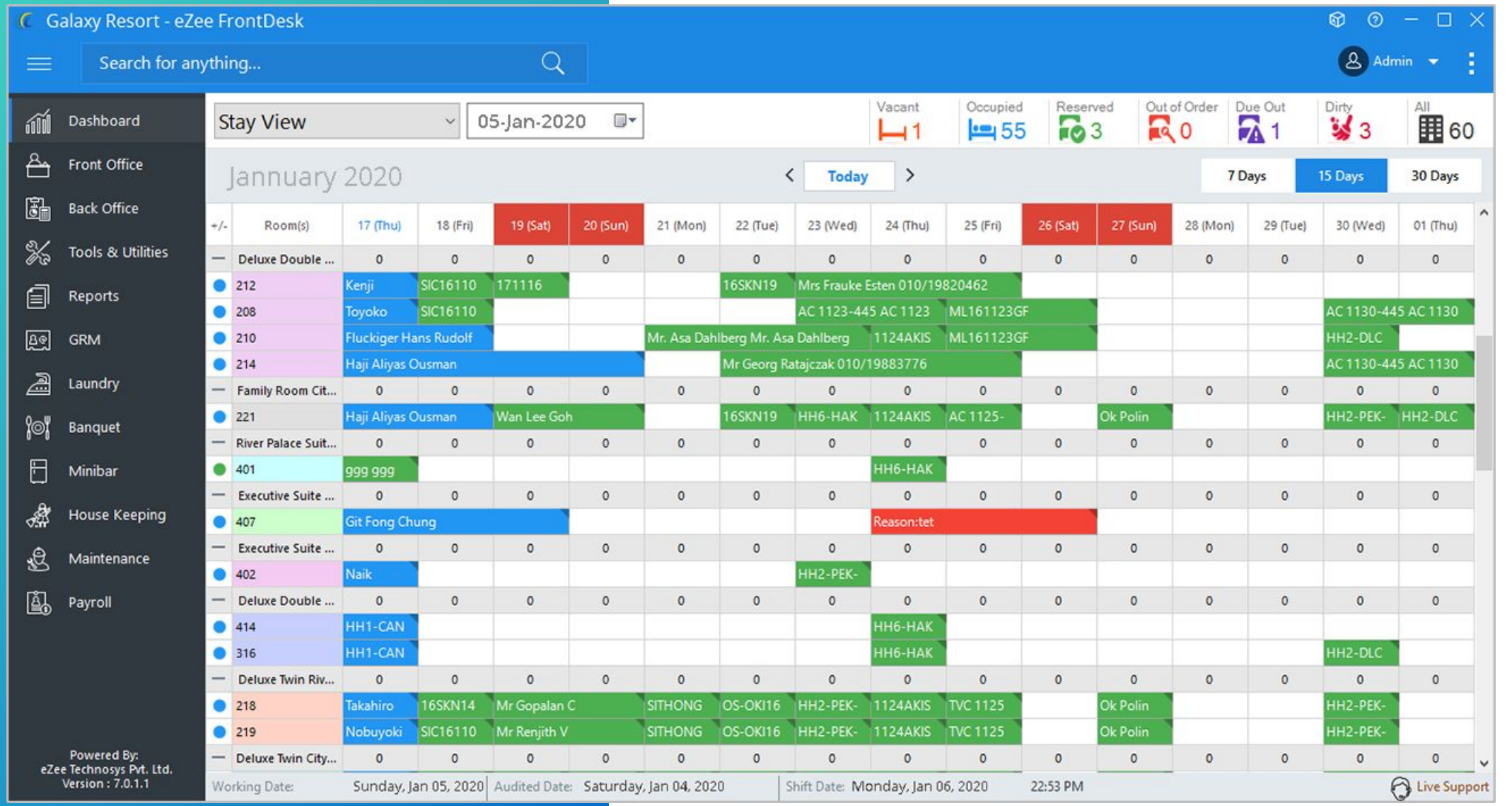
Laundry Manager

- Run efficient laundry department by tracking guest's laundry and hotel laundry separately.
- Configure laundry items, service, and daily linens, etc. in proper coordination with housekeeping for overall efficiency.

Head of Maintenance

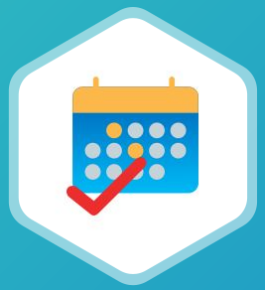
- Manage various machine hardware, spare parts, etc. and keeps track of repairs across different departments maintaining overall health.
- Assign specific tasks to staff members and set up high priority for immediate fix.

Screenshots



Seamlessly Integrated Total Hospitality Solutions

Hotel
Management Software



Hotel
Booking Engine

Hotel
Channel Manager

Central
Reservation System

Reputation
Management System

Restaurant
POS Software

Loyalty
Program Software

Our Clients

Asia

Hotel Marjan

Signature Saigon Hotel

See Sea Phuket
The Love at First Sight

HUG NIMMAN
Hotel | Chiang Mai

ZFREETI
HOTEL

Karma Kandara
Bali, Indonesia

Angsana Hotel

DuSai

Ananda Valley
Valley of joy

Heritage Luxury Suites

Namseling Boutique Hotel

Kabul Star Hotel
Best Host for Best Guest!

Beringgis Beach Resort & Spa

Arena Beach Maldives
A view of tranquility

Africa

BOSTON
HOTEL & SUITE

ARIDOLF RESORT WELLNESS & SPA

MERIDIAN
HOTEL

SUHUFI
PALACE HOTEL

ZEPHYR
RIVER LODGE

STAR LAND
HOTEL

DUMELA
LODGE

TROPITEL
GITEGA • HOTEL

KINGSTEL HOTEL
TAKORADI

ALISA HOTEL
Accra
A mark of distinction

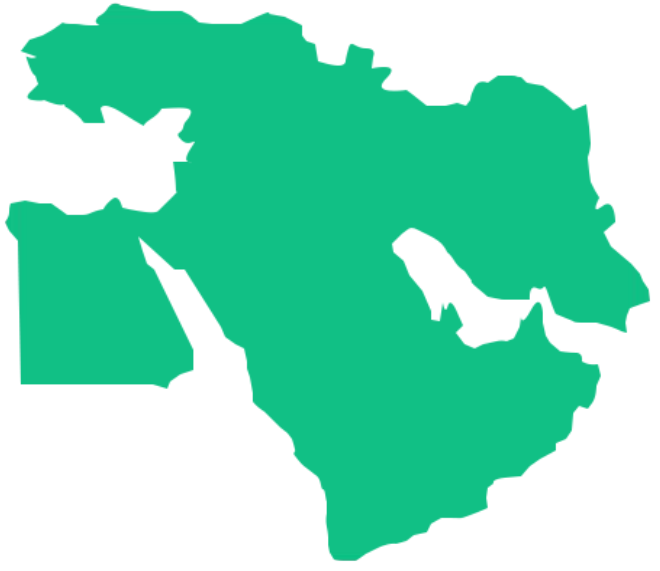
All Suite
EL MARQUÉS
DE ANTIGUA

Los Amigos

HOTEL
HIBISCUS

HOTEL HIBISCUS

Middle East



MERMAID
BEACH HOTEL

butterfly
HOTEL SUITES

Britannia Suites
Luxurious Furnished Apartments

Azaiba
Hotel Apartments

Sea Scene سي سين
Hotel Apartments

Berberis
Hotel - Suites

SAS ساس
VIP SUITES شقق فاخرة
SAFE AND SECURE NICHE

Rotana
Hotels & Resorts

DHAHRAN PALACE
HOTEL

MIDAN ميدان
HOTEL SUITES للأجنحة الفندقية

Europe

SOLUN

THERANDA HOTEL

Flamingo Beach Hotel

LAZARLUX APARTMENTS

LA TRATTORIA

HOTEL DOMIR

SPLENDOR HOTEL & SPA

THE Beveridge PARK HOTEL

HOTEL YDES

PRESTIGE HOTEL

KVARELI LAKE RESORT & SPA

TCC GRAND PLAZA HOTEL Skopje

TCC PLAZA HOTEL

Lawless Hotel Aughrim, Co. Wicklow

Americas

Concordia University Montréal

Baldi Hot Springs
Hotel Resort and Spa

Minister Business Hotel

Pranamar
Oceanfront Villas and Yoga Retreat

Casa del Viajero

Posada de Don Juan
Hotel

caribbean villas

Midas Resort

GorEstelle Villas

Copper & Lumber Store Hotel

Hotel Robin Hood
. . . and sherwood suites

The Tamarind Tree
Hotel & Restaurant

Oceania

HONEYSUCKLE
EXECUTIVE APARTMENTS

Newcastle Executive
APARTMENTS

VERANDAH
APARTMENTS

The Shady Rest Hotel
A great place to stay in paradise!

jesmond
EXECUTIVE VILLAS

Cardiff
Executive Apartments

Grand Harbour Accommodation

CREMORNE
POINT MANOR
★★★★

BLUE GUM MOTOR INN

CROWN ON DARBY
PTY LTD

24 / 7 Live Support

Company Statistics

18000+
Happy clients

274 M+
Yearly Transactions

159k+
Users Of Software

383k+
Total Rooms Managed

14+
Years In Industry

160+
Countries

225+
Team Members

200+
Distributors worldwide

50+
Languages Supported

105+
Regional Support Centres

About eZee

eZee Technosys is a complete IT solutions provider for the hospitality industry, solutions whose sole purpose is to simplify business processes for our clients and help their business grow. The dedicated teams at eZee cover product development, technical support, consulting and sales. When you deal with us, you are directly coming in touch with people with expertise in the hospitality industry.

Our Core Values

Respect

People

Innovation

Integrity

Clients

Global Teamwork

MISSION

Provide innovative products and services to our clients enabling them to offer superior service to their guests in the hospitality industry.

VISION

Our vision is to become a world leader in the hospitality industry recognized for providing innovative consumer centric products and services.

Back to All Slides

Why eZee

Who are we and what we do?

International Standard Quality Hospitality Solutions

- All integrated solutions
- User-friendly system
- Free trial for testing
- 350+ third party integrations
- Regular enhancements and customization
- Multi-lingual and Multi-currency solutions

Understand what makes eZee

225+
Professionals at your service

200+
Channel partners

14+
Years of experience in the industry

18000+
Happy Clients

3A
Rating by Crisil

Top 2
of Capterra for best hotel management software

An excellent team that actually cares

- 24/7/365 Support that actually cares
- Multiple one-on-one trainings
- Quick onboarding process
- Instant, logical and comprehensive responses
- 105+ regional language support centers
- Never stop innovating perspective

Great value for money

Most competent pricing in the industry

Quick return on investment

Pay only for what you use

No forced AMC

Easy subscriptions for cloud products

Our Team

The force behind the success!

Try Before you Buy!

Try eZee FrontDesk Free for 30 days

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