SIHOT.

hotel management software

SIHOT.SUITE

SIHOT.
30 YEARS
OF SUCCESS

In 1986, we started to develop SIHOT in order to produce innovative software solutions for the hospitality industry. Dating back to this time, the philosophy of our company has been to provide hoteliers with a complete and practical information and management system, based on the latest technology available.

By anticipating new trends and requirements of the industry while continuously developing our product within a steadily growing company, SIHOT established itself as a leading provider of software solutions to the hospitality industry. We strive to turn ideas and possibilities into real features as fast as technical progress allows. The development of SIHOT as a browser application is just one example where we've taken stability and reliable technology up to the next level.

Our services range from professional and conceptual consultancy to streamlining working procedures as well as the organisation of data structures. Training and installation are conducted by our SIHOT-experts who are happy to share their in-depth knowledge with you.

The SIHOT staff is a team of experienced hotel and IT professionals, who assist our customers with a high degree of commitment and flexibility. Teamwork and cooperation, friendly and efficient service as well as constantly keeping in touch with the customer is part of the self-image that we have subscribed to.
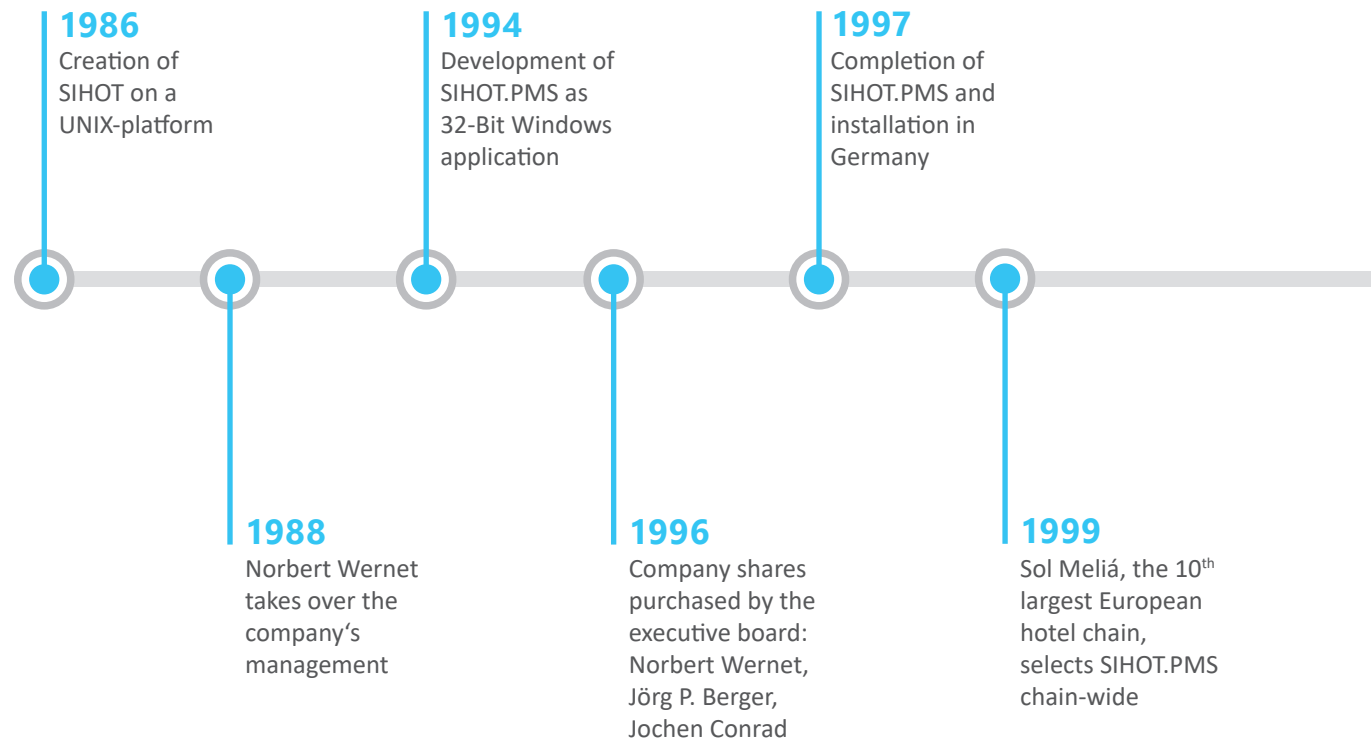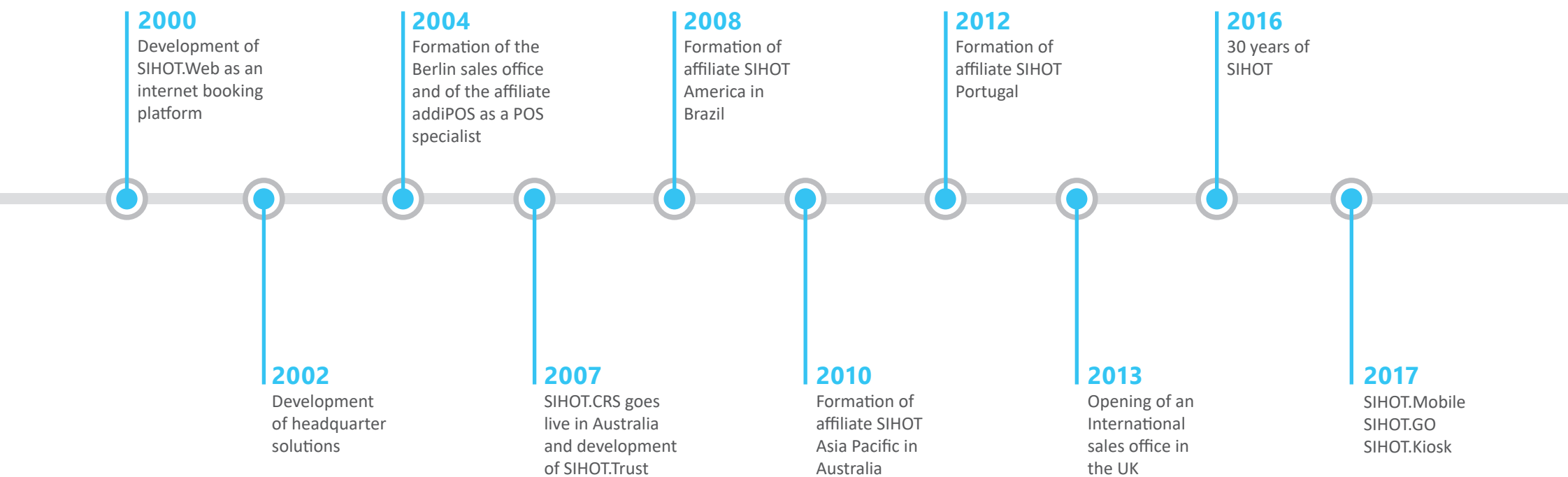
30 YEARS OF SIHOT

OUR CLIENTELE

Approximately 3000 hotels worldwide are current-
ly working with SIHOT. Our clients include individu-
al hotels of any size (business and resort) as well as
hostels. For hotel chains, we offer the SIHOT.MPE or
headquarter solutions and central reservations. In
many organisations, these are successfully employed
in various combinations.

CUSTOMER ORIENTATION

Extensive quality management is part of our com-
pany culture and it ensures that our products come
with the highest standards. We constantly monitor
support statistics and conduct regular client surveys
to ensure customer satisfaction. This research also
helps us to keep optimising the SIHOT product suite
according to the needs of the industry.

1986
Creation of
SIHOT on a
UNIX-platform

1994
Development of
SIHOT.PMS as
32-Bit Windows
application

1997
Completion of
SIHOT.PMS and
installation in
Germany

1988
Norbert Wernet
takes over the
company's
management

1996
Company shares
purchased by the
executive board:
Norbert Wernet,
Jörg P. Berger,
Jochen Conrad

1999
Sol Meliá, the 10th
largest European
hotel chain,
selects SIHOT.PMS
chain-wide

2000
Development of SIHOT.Web as an internet booking platform

2004
Formation of the Berlin sales office and of the affiliate addiPOS as a POS specialist

2008
Formation of affiliate SIHOT America in Brazil

2012
Formation of affiliate SIHOT Portugal

2016
30 years of SIHOT

2002
Development of headquarter solutions

2007
SIHOT.CRS goes live in Australia and development of SIHOT.Trust

2010
Formation of affiliate SIHOT Asia Pacific in Australia

2013
Opening of an International sales office in the UK

2017
SIHOT.Mobile
SIHOT.GO
SIHOT.Kiosk

THE SIHOT.PRINCIPLE

TECHNICAL BACKGROUND

For the programming of SIHOT, we have developed a specially designed technology: SIHOT.Flex.

By employing SIHOT.FleX, we have created a modern, web-based application on the foundation of our stable platform.

You can run SIHOT on the hotel's own server or, alternatively, use the internet to access a database that is stored in a data centre outside the property. SIHOT can be accessed on any computer or portable device with an internet browser.

The system's data is updated universally and immediately. If you change or add a detail at any stage, this is directly updated throughout the application, including all other work stations.

SIHOT is constantly being developed further. Easily installed live-updates are provided to ensure that you are working with the latest published version of SIHOT.

FUNCTIONALITY

SIHOT.FleX provides new levels of functionality. Due to this technology, we were able create excitingly different concepts that have been made available to the user alongside SIHOT's established standard functions. This includes, for example, a host of graphic analyses and dashboards to give a clear and concise overview of the current figures, statistics and sales. The guest app SIHOT.Go! was also made possible by programming with SIHOT.FleX.

CUSTOMISATION

With a highly flexible and dynamic GUI, SIHOT is extremely easy to operate and handle. However, we fully understand that each hotel has its own way of working. While customising has always been a significant aspect in SIHOT, you will find that SIHOT.Flex is opening up even more possibilities in this respect. So, no matter which type of business model you pursue and what procedures are important to your operation – we can make adaptations to provide a solution that suits your needs. An example of this includes dedicated and specialised GUIs that are purpose-built to ensure that staff are working with the data relevant to their job at all times.

INDIVIDUAL REQUIREMENTS

On top of the basic module SIHOT.PMS, select any of the additional modules described in this brochure as required. SIHOT also offers specific functions, such as:
» Multi-Complex
» Multi-Currency
» Cost Centre (EAP integrations)
» SMS
» Call Accounting
» International Accounting

CUSTOMER DRIVEN DEVELOPMENT

The operational requirements in the hospitality industry are usually very specific and individual. Because of our longstanding experience, we are able to perceive and understand these needs. As a customer-focused company, it is our goal to provide what you need to satisfy your customers. Fundamentally, SIHOT offers numerous ways of customising the software. This is an area that we continuously expand and adjust to serve you even better. Your requirements are our mission and we will do everything we can to provide you with a software solution that integrates easily into your operation.

SUGGESTIONS WELCOME
Your current set-up doesn't accommodate all you have to offer? We welcome suggestions for enhancements and customer requests. After a detailed check, we decide if and how we can incorporate these in SIHOT so that all SIHOT.Users may benefit.

Typical areas that are frequently updated are:
» Reporting
» Functionality
» Usability
» Open-standard interfaces
» Proprietary interfaces

SPECIAL DEVELOPMENTS
A unique business requires a unique solution. In addition to our extensive product range, we develop special features for individual customers. Our business analysts possess excellent knowhow and valuable experience in hospitality. Together, we will analyse your business procedures and develop a custom-made solution that fits your company like a glove. We manage your project professionally from the first analysis, during programming and all the way to the final individual training. By constantly incorporating your feedback, we guarantee that the customisation corresponds with your ideas in all aspects. And naturally, we also continue to support you with training and maintenance after the project's completion.

Our client specific developments come in a package that includes:
» Individual consulting
» Maximum integration of your process
  for added efficiency
» Cost advantages due to extensive
  project experience
» Attentive assistance and long-term maintenance
  for maximum security of your investment
» Higher availability and reduced downtime

OUR PRODUCT SUITE

SIHOT.PMS: The basic hotel management package. SIHOT.PMS combines all front office and reservation tasks, housekeeping functions and night audit in a modern, web-based GUI. Many valuable extra features help your staff to carry out their duties smoothly and efficiently.

SIHOT.CRM: SIHOT.CRM contains every tool that is required to build a comprehensive and systematic customer relationship management cycle.

SIHOT.Sales: SIHOT.Sales enables your sales team to precisely define guest demographics to conduct effective and targeted campaigns. Setting targets for sales staff and tracking the performance of projects by using weighted revenue forecasts are further elements available.

SIHOT.Pre- & Post-Stay: Keep in touch with your guests even before they check-in and after they have checked-out.

SIHOT.Feedback: Obtain valuable feedback from your guests by asking them to complete an online questionnaire.

SIHOT.Loyalty: SIHOT.Loyalty supports your customer relationship management with membership cards, bonus schemes and additional address management functions.

SIHOT.C&B: Take control of the conference and banqueting department with our event module. Manage facilities and equipment as well as contracts and internal communications right down to the last detail.

SIHOT.POS: SIHOT.POS fulfils the system requirements of any busy Food & Beverage outlet. Combining order processing and administration in a single system, SIHOT.POS is a real asset to your F & B department.

SIHOT.Rates+: Our new module SIHOT.Rates+ is the continuation of our BAR level development. It was designed specifically to build complex rate systems which give you the possibility to quickly adapt rates according to market changes by using a variety of different components. SIHOT.Rates+ gives you flexible rate structures for maximum revenue.

SIHOT.Yield: Our revenue management system is a completely integrated tool for implementing yield strategies and optimising revenue. Highly adaptable, change and fine-tune your rates as and when required.

SIHOT.Yield|Express: The "little" revenue management system for an efficient and systematic use of BAR rates.

SIHOT.Web: SIHOT.Web is the online booking platform for your hotel. Being directly connected to SIHOT, your reservation status is always up to date.

SIHOT.Channelmanager: The channel manager handles the interaction with your internet booking channels by transmitting rates, restrictions and availability and feeding reservations into SIHOT.

SIHOT.CRS: Specially developed for central reservations offices, this module covers all requirements of a dedicated reservation channel for chains and co-operations.

SIHOT.MPE: The multiple property edition for properties belonging to a chain or group of hotels includes cross-client functions and data exchange.

SIHOT.CM: This module for the management of multi-property corporations ensures a consolidated flow of information between properties and head-quarter or central reservations. SIHOT.CM provides individually tailored solutions.

SIHOT.Ad Hoc: Combine and relate your figures the way you need them. This module gives you access to innumerable data sets for reporting purposes as required.

SIHOT.Voucher: Selling your services through gift certificates and accommodation vouchers requires special handling. Use this module to issue, redeem and track the vouchers in your system.

SIHOT.Safety Deposit: Many guests rely on the hotel to keep items such as adapters and charging cables at hand for them to borrow. This module ensures that the entire handling process is taken care of.

SIHOT.Rules: Automate the administration and processing of charges for cancellations, amendments and no-shows and related fees.

SIHOT.Trust: Trust Accounting requires a whole set of specialised functions that have been incorporated in SIHOT.Trust – right down to even the most complex contract.

SIHOT.SaaS: Save resources by transferring your IT-infrastructure to dedicated specialists. Run SIHOT via the internet with our "Software as a Service" solution.

SIHOT.Beds: SIHOT.Beds has been developed to cater to youth hostels, boarding houses, back packer accommodations, etc. It is ideal for properties letting individual beds in all or part of their guest rooms.

SIHOT.Kiosk: The check-in terminal by SIHOT. This module enables your guests to check in 24/7 without having to contact reception.

SIHOT.Mobile: This app enables housekeeping, maintenance and F&B staff to carry out a number of functions on the smartphone, keeping them completely up-to-date with current data while staying on the move.

SIHOT.Go! Especially designed to offer added value to your guests, the app SIHOT. Go! enables guests to carry out a number of functions on their smartphones or tablet.

SIHOT.Interface: From telephone exchange with call accounting, to yield management systems and mobile keys on smartphones – we connect everything. SIHOT can be interfaced to all standard and many other systems that are available on the market. Certified interfaces include the Best Western CRS and reputation management with TripAdvisor.

SIHOT MODULES

SIHOT.PMS

RELIABLE PERFORMANCE EVERY DAY

OVERVIEW

SIHOT.PMS is your basic hotel management software package. It combines all front office and reservation tasks, housekeeping functions and night audit in one highly flexible and dynamic GUI. A host of practical extra functions help your staff to carry out their duties smoothly and efficiently. A word processor and spreadsheet are also included in SIHOT, cancelling the need for expensive licence fees.

FEATURES

Everything You Need and More

SIHOT goes a lot further than just providing functions such as check-in, check-out and reservations. SIHOT guides the user through each task and offers logical links to related functions at any stage of the program. Wherever possible, automations take over and reduce manual input and checking procedures, leaving staff free to carry out more important duties.

Handles with Ease

The functions in SIHOT are organised in clearly structured menus and in straightforward dialogs. Dedicated GUIs ensure that staff members in different departments are presented with menus, features and data that are relevant to their jobs. In addition, tooltips and the interlinking of functions also make for faster, more efficient work.

Strategically placed safety queries help avoid mistakes and can be enabled or disabled depending on the user's level of experience. SIHOT manages even the most complex rate structures and packages. Manual recalculations and readjustments are not required as the right prices are displayed and communicated from the beginning.

Feature Highlights

There are so many practical features in SIHOT. For example, the Control Center is a specially designed dialog for the Front Desk staff. It combines all common day-to-day tasks in one layout, including access to arrivals, departures, in-house guests and their accounts as well as an overview of the day's room movements.
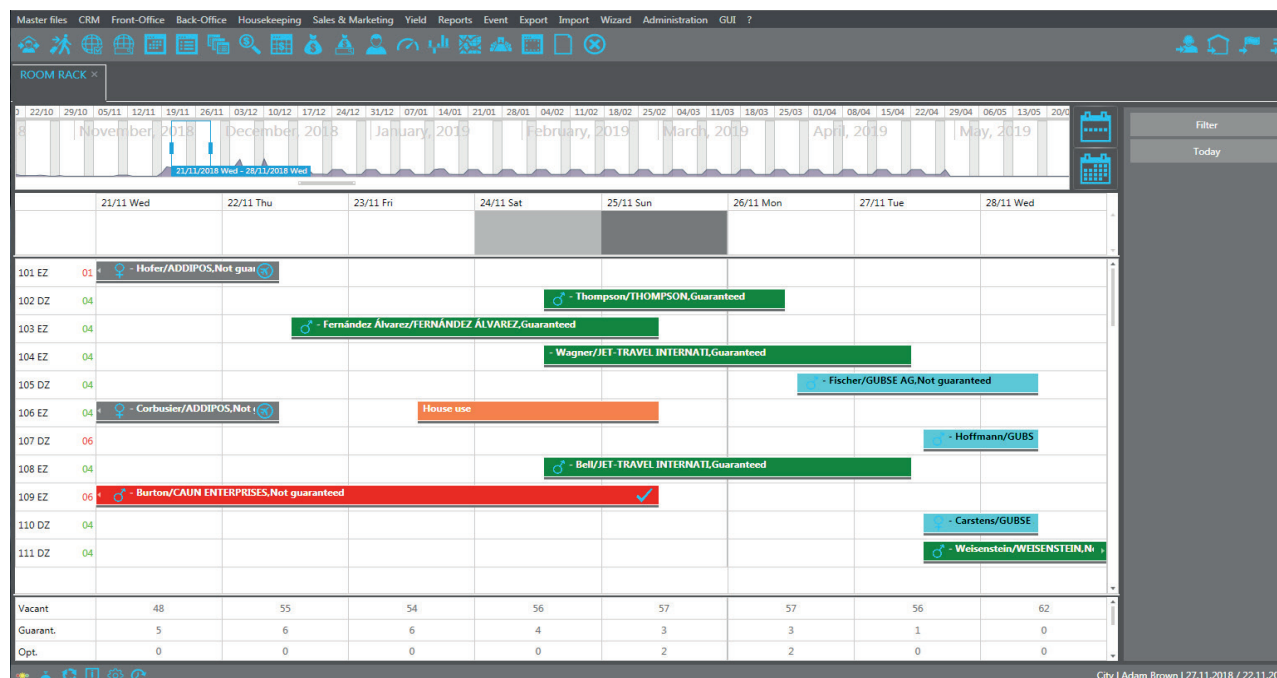
The room rack is another key element for Front Office operations. It offers links to many other functions, including reservation, guest profile, check-in, room status, etc.

Wizards are ideal to guide new employees through complete procedures, such as taking a reservation. They ensure that no detail is forgotten and that the hotel's standards and policies are adhered to at all times.

For group check-ins, a special dialog eases the workload. It not only speeds up the process, but it also offers a number of very useful functions that can be required in this situation.

Housekeeping and Maintenance
SIHOT.PMS not only provides Housekeeping with the usual reports and listings, it also contains many extra functions, such as the room status dialog, a detailed logging of the room status, handling of lost & found items, etc. A specially developed dashboard, which shows how many arrivals, departures and stayovers are expected, is a great help for planning duty rotas and ensuring accurate staffing levels.

The maintenance report is designed to facilitate the communication between the housekeeping and maintenance departments. When using SIHOT. Mobile, this report has even more convenient features to offer.

GM's Report
The most important figures are delivered every morning in a clear and concise format. The GM's report is highly valued among our clients as the tried and tested format is based on many years of experience.

SIHOT.PMS

Forecasting

Up-to-date, detailed forecasts help with the business planning. There are many different parameters to choose from, so you can call up exactly the figures you need. The "Forecast definitive and tentative", for example, shows the booking situation divided into different market segments. The "Forecast packages" on the other hand, produces an overview across the expected revenues in the near future.

Budget Planning

In order to reach your business targets, a systematic approach to budgeting is vital. SIHOT.PMS stores your budget figures for revenue accounts, sold rooms, occupied beds, etc. and compares these with actual figures. A number of reports are available at any time to keep track of your performance.

Reporting

SIHOT includes more than 80 standard reports, many of which can be called up with different parameters and options. The "Revenue report", for example, can show accommodation, number of guests or rooms and relate the figures in various combinations. The "TOP report" is another popular analyses with a host of different selection criteria. It examines the performance of your top customers in any way you want to look at it. The standard reports can be amended or

extended upon request. The optional module SIHOT. Ad hoc offers even more business intelligence by way of custom made reports.

City Ledger

SIHOT.PMS includes a full city ledger management system.Important reports are available anytime, while all data is collected during the night audit and handed over to accounts.

Outstanding invoices are taken over directly upon check-out. Credit card payments are debited to the respective credit card company.

Accounts receivable can be cancelled from the books partially or completely. As each step is recorded and listed in the protocol, they can be easily traced afterwards by means of various reports.

You can individually define the timing for reminders - per account receivable, per individual invoice and for all invoices due. Automatically, SIHOT will check and list the reminders due and send them out in accordance with hotel policy in your corporate design.
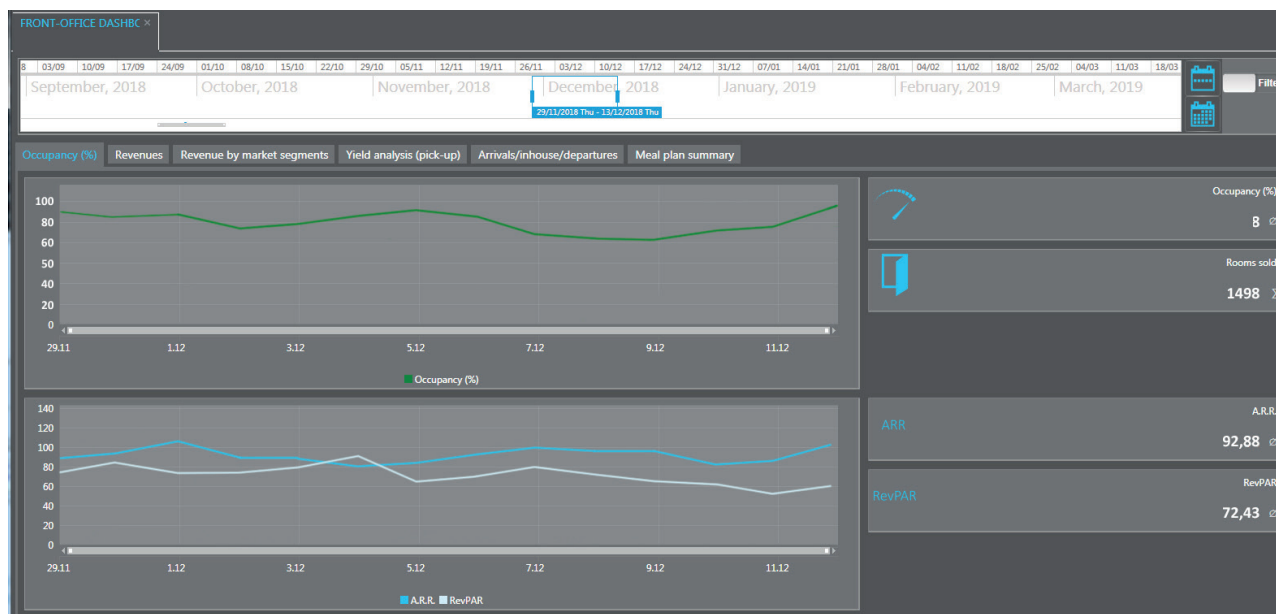
ADVANTAGES

» Developed by industry experts
» Dynamic, easy-to-use user interface design
» Automated procedures and error prevention
» Reservations, Front Office, Housekeeping, Reporting and City Ledger
» Standard functions and more
» Expand with additional modules as required

SIHOT.CRM

YOUR ALL-ROUND CUSTOMER RELATIONSHIP MANAGEMENT PACKAGE

OVERVIEW

SIHOT.CRM contains every tool that is required to build a comprehensive and systematic customer relationship management cycle.

FEATURES

Successful Customer Relationship Management (CRM) is based on combining many different factors and working processes in one strategic and long-term concept. The aim of this concept is to provide the highest level of services to customers, thus establishing a profitable and lasting relationship. This will not only encourage direct bookings and reduce commission costs, it will also improve average rates by being able to create better offers. In a holistic approach, the SIHOT product suite provides the necessary software tools to implement your CRM strategy in the daily working processes of your property.

One Database for All

Staff can only become competent contact persons for your customers if they have complete customer profiles and figures at hand at all times. SIHOT provides a client data base that combines the input of all departments in a single software application. Using the same tool improves internal communication and allows a greater extend of automated procedures, saving time and effort from day one.

Client Management in Operation

Fast access to detailed customer information is vital. Shortcuts and intuitive links help users to find information quickly. Guest and company profiles offer every possible form of maintaining and updating client data, making changes, additions and comments immediately available to everyone concerned. Over time, this collection evolves into an invaluable "corporate memory".

Market Segmentation

Knowing who your customers are and what your guests need is an important step in establishing a successful marketing strategy. The SIHOT database provides all the figures you need to keep track of the different market segments, helping you to determine premium and lower segments, which in turn can have a great influence on your pricing structure. Segment-specific communication is made easy by a number of features, such as the guest correspondence using different layouts and the guest selection for targeted mailing lists.

Address Management

Effective address management is the most important requirement to ensure a successful CRM-strategy. In SIHOT, this is a basic functionality that encompasses all departments. To help maintain healthy records in the database, SIHOT features compulsory fields, input assistance as well as duplicate checks and merge facilities.

Document Management

You can store customer correspondence in either the profile's trails or in an interfaced document management system, enabling instant on-screen access to letters and e-mails.

Contact Management

Using automated pre- and post-stay mails, you can stay in touch with your guests even before they arrive and after they have left. They are also a great opportunity to offer additional services, thus creating extra revenue. Sales departments are able to record all appointments with and activities in relation to customers and clients. Useful system tools take care of reminders and follow-ups.

Reputation Management

Online evaluations have a high commercial impact and should be used to the advantage of every hotel with an active reputation management policy. This is why we have developed an interface to the Review Express solution by TripAdvisor. Once your guests have checked-out, TripAdvisor will contact them by

mail, asking for a review on the TripAdvisor platform. Evaluations and comments published by your guests are transferred back into SIHOT, stored in the respective guest profile and listed in the Feedback-dialog. This also enables you to react to comments and criticism in a timely manner.

Reporting and Analyses
The interpretation of vast amounts of data is not an easy task. SIHOT offers a large number of comprehensive reports, most of which give you many different options to call up data, depending on their intended use. In addition, use the ad hoc reporting-tool to gather your figures as and how you need them.

Campaign Management
Track the success of your marketing campaigns by entering them as a project in SIHOT. Assign detailed targets for each project and monitor the progress to determine further action.

Sales Departmental Procedures
The optional module SIHOT.Sales includes planning and budgeting for occupancy and revenues. The sales figures can be analysed on a regular basis, identifying low periods and where action is required. Sales opportunities and weighted revenues provide an overall picture of expected sales in total and by client.

CENTRAL POOL OF ADDRESSES SIHOT

» Interest, memberships, specific characteristics
» Companies, clients, guests, as individual objects
» Follow-ups and reminders
» Unlimited contact persons in companies
» Company hierarchies by linking subsidiaries
» Access and processing depending on user-rights

» Full history and recording of amendments
» Duplicates: checking and merge
» Search facilities using different parameters
» Integration of document templates
» Personalised mailings and serial e-mails
» Comment fields for individual remarks
» Full customer data at hand
» Exact recording of individual titles

ADVANTAGES

» All functions integrated into SIHOT, no third-party product required
» Complete customer information available at all times

SIHOT.SALES

SELLING POWER BASED ON FACTS

OVERVIEW

SIHOT.Sales enables you to determine different target markets and to produce tailor-made marketing campaigns. It allows you to analyse actual revenues, to set performance targets for sales personnel, to follow-up all sales-related activities and to forecast revenue based on actual bookings as well as expected business.

FEATURES

Client and Contact Management

SIHOT.Sales helps you to find your guests' traces, setting the foundation for intensive guest relations and a choice of services, distinguishing your property from the competition. As a result, you will be able to achieve successful sales and long-term liaison with your guests.

Sales staff can document every client contact and add reminders to follow-up.

Sales Opportunities and Contract

SIHOT.Sales actively supports your sales team. Each activity, sales opportunity and contract entered by a sales person is assigned to a project. This provides detailed performance records for staff as well as comprehensive analysis of the expected revenues.

Recording and documenting your sales opportunities ensures a methodical and organised working approach. The results of a successful negotiation are recorded in a contract, which is available to all those concerned immediately.
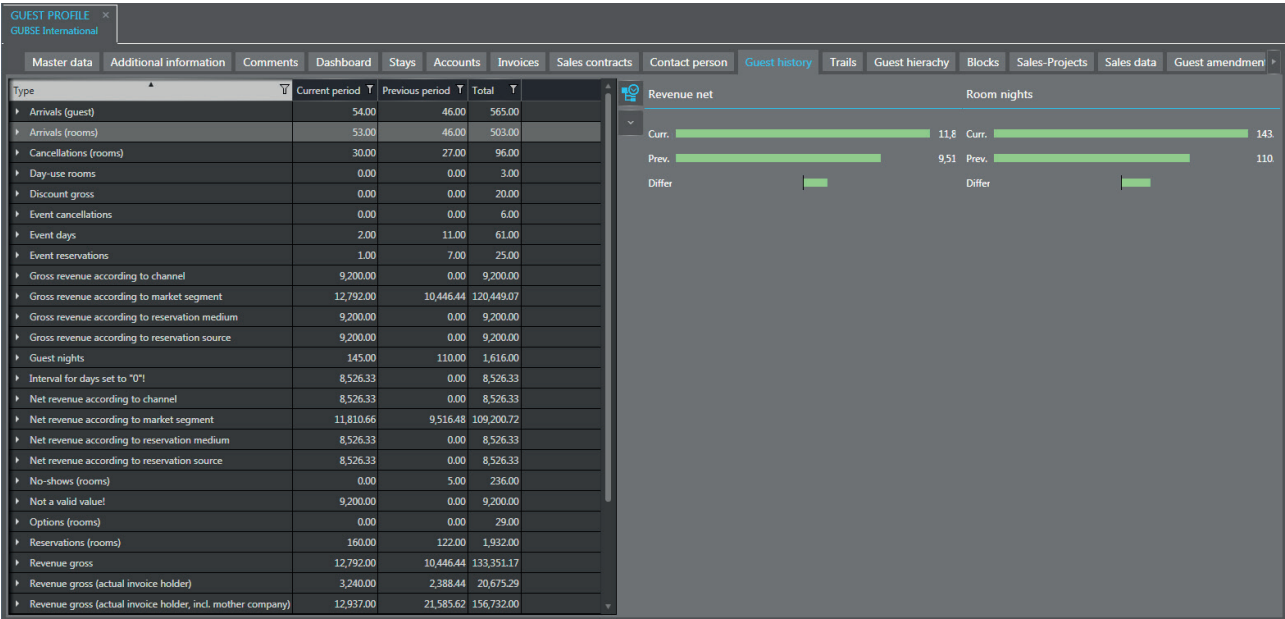
Sales Project

Every client contact can be linked to a project, which lets you monitor and track the progress and success of your marketing strategies.

Sales Potential

The sales potential creates detailed budgets for your clients, offering a variety of uses and also an ad hoc reporting analysis.

Activities

Every activity has a date and reminders can be added as required. This ensures that no appointments are missed and follow-ups are quickly dealt with.

Sales Data

Set precise targets for key-accounts and compare these figures with their actual performance. For further distinction, set different targets for different contacts. Assigning a sales person creates an even more dynamic guest and client index.

Logbooks and Analyses

Monitor and rate the performance of your team by means of detailed log books. Sophisticated sets of analysis compare targets and actual figures, establishing well-founded forecasts for the future.

Guest Documents and Correspondence

Every document produced for a guest – printed or electronic - can be saved, e.g. mailings, confirmations of reservation, invoices and also banqueting contracts. Additional documents may be added by drag & drop. E-mails are filed in Microsoft Outlook as they are sent or received. The complete correspondence is now at your fingertips. Since every paper can be reproduced easily, there is no need to retype. Using date functions, you may set reminders or follow-up requests.

Guest Features

Save all the information that is important to your business, such as hobbies, interests, and memberships, even the results of the guest questionnaire. Use these features as a tool to understand your customers and analyse your market. Additionally, the sales team can store their own data – additional fields for features such as "company size" and "potential sales power" are especially useful in company and agency records.

SALES POTENTIAL AD HOC REPORT ×

Standard selection   Search result

	Accommodation inclusive			Revenue		Accommodation inclusive	Total Revenue
	Accommodation	MICE		Accommodation	MICE		
Fine Arts Ltd.			1		6240.00	1	6240.00
GUBSE AG		1		24000.00		1	24000.00
GUBSE International		1	2	25000.00	11372.00	3	36372.00
Grand Total		2	3	49000.00	17612.00	5	66612.00

Choose fields to add to report:

☐ Month executed
☑ Revenue
⊞ 📁 Creation date
☐ Competition
☑ Accommodation inclusive
☐ Special requests
☑ Guest/Company master
☐ Guest/Company master - Guest Type
☐ Contact person

Drag fields between areas below:

▼ Report Filter   ▦ Column Labels
                    Σ Values ▼
                    Type ▼

▦ Row Labels   Σ Values
Guest/Company ma ▼ Count of Accommoc ▼
                    Sum of Revenue ▼

SIHOT.SALES

AUTOMATIC ACTIVITIES ×

Search result

Event	Parameter	Parameter 2	Offset	Offset in relation to	Time	Text	Type	Op.	Status
Option expired			-2	Option date	09:00	Check and send reminder	Reservation	Back Office	To do
Deposit 1 not paid			1	Option date	10:00	Check	Reservation	Back Office	To do
Reservation type amended to Moved			0	Current date	16:00	Inform other hotel	Reservation	Back Office	In process
Processing of a reservation type in an event reservation changed to	Cancelled	Steven Myers	0	Current date	15:00	Extra Allotment	Office	Steven Myers	FYI

Guest Selection

The guest selection tool lists guest profiles as selected with an almost infinite combination of parameters, which you can define for your own specific purposes. Use the same list to enter guest features within the profiles. Or use specific records to create mail shots in letter or e-mail form, which again can be stored in the guest's profile, with a reminder if required.

Pre- & Post-Stay

Pre- and post-stay mails are included in SIHOT.Sales, offering a host of opportunities to contact your guests before and after their stay. See SIHOT.Pre- & Post-Stay for further information.

Workflow Notifier

Standard working procedures can be automated by defining events that prompt a particular action, e. g. if a reservation's status changes from "waitlist" to "guaranteed", then SIHOT will send an e-mail to the respective client for confirmation.

ADVANTAGES

» Modern sales management and controlling features to assist your sales force
» Complete records of sales potentials, sales projects, activities and contracts
» Appointments and calendar functions
» Targeted mailing campaigns and follow ups directly with the client

SIHOT.PRE- AND POST-STAY

BUILDING LASTING CUSTOMER RELATIONSHIPS

OVERVIEW

SIHOT.Pre- & Post-Stay gives you the opportunity to keep in touch with your guests even before they check-in and after they have checked-out.

FEATURES

Pre-Stay-Mail

Use the opportunity to promote the hotel's facilities before the guest arrives. E.g. draw attention to your restaurant to secure table reservations in advance or highlight regional attractions in your surroundings. This e-mail is not only an important instrument in Customer Relationship Management, it also facilitates the day-to-day work of your sales and reservation staff by providing detailed information in advance. The e-mails are sent out to the guest depending on the timings configured in SIHOT. Guest profiles of customers not wishing to receive e-mails are flagged accordingly. You can also define if the e-mails should be sent to the person reserving the room or to the actual guest staying with you.

Post-Stay-Mail

Thank guests for staying with you after their departure. Use meaningful links to your homepage and keep your guests up-to-date with events and promotions at your hotel. The post-stay-mail offers additional opportunities in quality management when combined with the module SIHOT.Feedback, as a di-

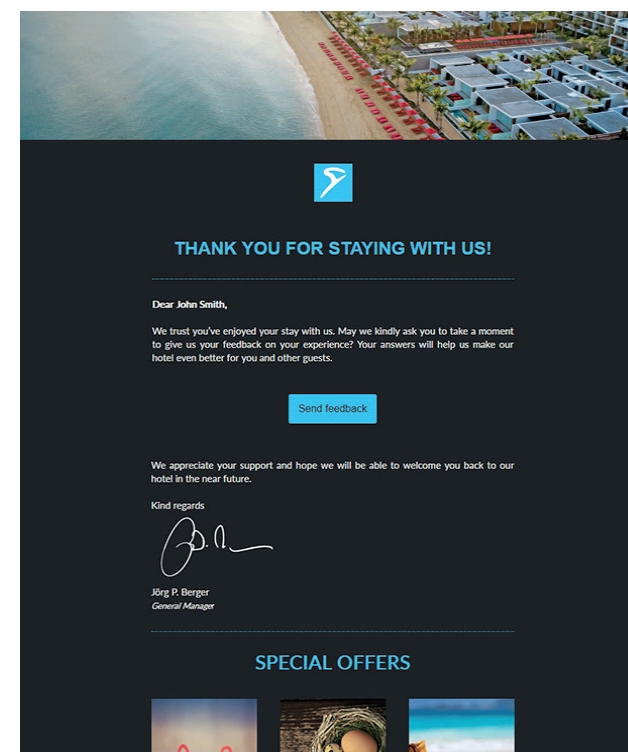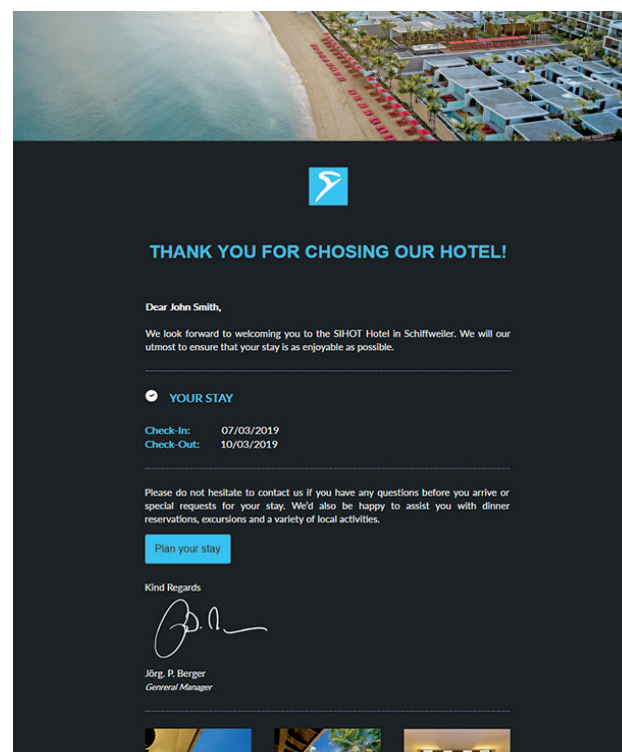rect link to the hotel's questionnaire can be included in the mail.

Direct Marketing

Pre- and post-stay mails can help sales by encouraging guests to book directly at the hotel and thereby reducing commission expenses incurred by guests using a different booking channel.

ADVANTAGES

» Boosting customer contact
» Automated sending of emails

THANK YOU FOR CHOSING OUR HOTEL!

Dear John Smith,

We look forward to welcoming you to the SIHOT Hotel in Schiffweiler. We will our utmost to ensure that your stay is as enjoyable as possible.

YOUR STAY

Check-In: 07/03/2019
Check-Out: 10/03/2019

Please do not hesitate to contact us if you have any questions before you arrive or special requests for your stay. We'd also be happy to assist you with dinner reservations, excursions and a variety of local activities.

Plan your stay

Kind Regards

Jörg. P. Berger
Genreral Manager

THANK YOU FOR STAYING WITH US!

Dear John Smith,

We trust you've enjoyed your stay with us. May we kindly ask you to take a moment to give us your feedback on your experience? Your answers will help us make our hotel even better for you and other guests.

Send feedback

We appreciate your support and hope we will be able to welcome you back to our hotel in the near future.

Kind regards

Jörg P. Berger
General Manager

SPECIAL OFFERS

SIHOT.FEEDBACK

COUNT ON YOUR GUESTS' OPINIONS!

OVERVIEW
Obtain valuable feedback from your guests by asking them to complete an online questionnaire and find out how you can improve the services offered.

FEATURES
Use your guests' ideas and critique to keep up with what your guests want and need. As an integral part of quality management, the questionnaire tool SIHOT.Feedback will provide important insights.

The questionnaire's link can be sent to the guest in form of a post-stay-mail. One click takes the guest to the starting page with a friendly welcome message. Once completed, the questionnaire closes with a few words of thanks for the time invested.

This process ensures that you know what your clients expect and how their expectations are fulfilled. Use the information to optimise your procedures and how to expand guest facilities.

A vital aspect of professional complaint handling is to be able to get back to the guest who may have had a negative experience. With SIHOT.Feedback, you can trace comments back to the respective guest and respond as required.
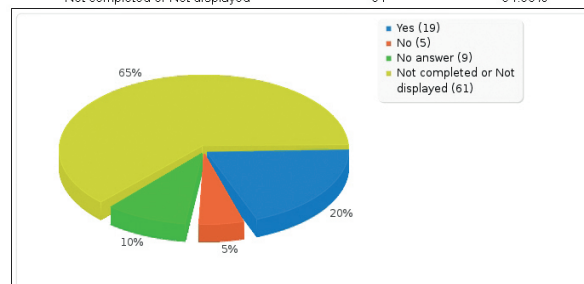
Your Questionnaire
The online questionnaire can be adapted to your individual requirements, according to the facilities and services offered at your property. You can also set up different languages.

Evaluation and Analysis
Graphic analyses show how guests evaluate the hotel's performance overall and in detail. With one click you can export the data of the survey for further editing and distribution in an Excel sheet or Word document.

ADVANTAGES
» Keeping up quality management
» Detailed analyses
» Simply installed with an SMTP-server

SIHOT.LOYALTY

KEEPING CUSTOMERS HAPPY

OVERVIEW

SIHOT.Loyalty supports your customer relationship management by handling loyalty cards, bonus schemes and additional address management functions.

FEATURES

Customer Orientation as a Factor of Success

Successful customer relationship management (CRM) requires regular and targeted activities. SIHOT.Loyalty takes care of managing loyalty cards and helps with the administration of reward and discount schemes. Straightforward and largely automated procedures that are fully integrated in the Front Office operation will make the implementation easy and reduce the amount of work required to keep your system running.

Tailor-Made for Your Guests

Use different card levels, special rewards master files and very flexible discount definitions to give customers the feeling of being a truly valued guest. Powerful CRM-solutions are able to register guest attitudes and react to changes, giving you the edge over your competitors and helping you to stay focussed on your business needs.

Tailor-Made for Your Operation

SIHOT.Loyalty combines up-to-date reporting and a complete address data base with detailed client profiles for effective sales and marketing activities.

ADVANTAGES

- » Ensures personal attention to regular guests
- » Systematic expansion of repeaters' database
- » Structured and detailed client data
- » Performance tracking

SIHOT.C&B

PLAN FUNCTIONS FROM BEGINNING TO END

OVERVIEW

Take control of the conference and banqueting department with this event management module. Organise facilities and equipment as well as contracts and internal communication right down to the last detail.

FEATURES

From Banquets to MICE

SIHOT.C&B is an ideal addition to SIHOT.PMS if you want to effectively manage events and obtain maximum occupancy in conference and banquet facilities. SIHOT.C&B enables your property to organise and facilitate functions and events within the same easy-to-use system that manages your guest rooms. Using the same guest and company profiles, in Front Office, Sales & Marketing as well as in the Banqueting department offers huge advantages. A direct link between room reservations and functions ensures that all departments are kept up-to-date.

Managing Resources

Illustrations and floorplans are valuable sales tools for your staff, while the graphic event management rack clearly shows the availability of rooms, public areas and equipment. The system also takes into consideration set-up and clean-up times for different table set-ups to ensure correct timings.

For All Types of Functions

A seminar might occupy one room and order one coffee break. A large event might occupy several banqueting rooms and require different services each day. With SIHOT.C&B you will always be on top of it. Carry out changes with one click, move entire functions or copy them to another date.

The rate information always shows up to date revenue figures. Offers and confirmations are generated quickly with pre-defined templates and can be sent out quickly. Together with any other documents or correspondence, they are directly attached to the reservation and always at hand when needed.

Event Rack

The event rack shows all rooms and equipment by day or by hour. Occupancy, including set-up and clean-up times, is controlled down to the minute. Guest room availability can also be displayed in this screen.

Function Sheet

Each department receives a complete function sheet or a report of the services required. All templates can be easily adapted to the requirements of the hotel and the function itself. The weekly plan provides all departments with a clear overview of the week ahead.

Forecast

You can call up the forecast of expected revenues at any time. The graphic event rack, ad hoc reporting and other tools give you a full picture of the availability at any time.

SIHOT.POS

SERVICE WITH A SMILE

OVERVIEW

SIHOT.POS fulfils the system requirements of any busy Food & Beverage outlet. Combining order processing and administration in a single system, SIHOT.POS is a real asset to your F & B department.

FEATURES

At your service

Our SIHOT.POS system is easy to use and to install, with only few hardware specification requirements. It is highly flexible and therefore offers the right solution for any food and beverage outlet, from bar and coffee shop to gourmet restaurant.

Robust, Secure, Economical

Pressure, high demands and long hours are all too common in the service industry. Our software solutions help you optimise the workflow and give staff more time to look after guests. The combination of an F&B cash register and a PC based touch-screen application offer the best of both worlds.

High data security is assured by using the most advanced technology. Minimal maintenance, marginal training needs, easy updating of items and master data are all features that further enhance your investment. SIHOT.PMS and SIHOT.POS are perfectly matched.

Handling on the Fly

Design and structure of the screen can be arranged according to each outlet's requirements. The use of the touch screen is easy and self-explanatory. Many functions may be carried out simply by drag & drop. Orders are processed swiftly by using pre-set keys, which are displayed to the waiters and waitresses in

main- and sub-groups. Combining items in the form of set menus and banqueting packages helps speed up the order-taking process.

The order printed out at the counter or in the kitchen is well laid out and easy to read, with added comments according to the guest's specifications.

Exceeding Expectations
Handy table functions help make service better for guest and waiter. Table lists, happy hour prices, foreign currency, splitting the bill or combining bills and a table handover at the end of the shift are all included in SIHOT.POS for a smooth, customer-orientated service.

After the last guest has left, the system keeps on working for you: revenue, payments, invoices and master profiles may be analysed directly at the back office station.

A Fully Integrated Solution for Hotels
The list of guests in house is taken directly from SIHOT.PMS and always up to date. Thus, information such as meal plans, VIP-status, and credit limit are available anytime. The innovative software of SIHOT.POS also features a posting facility for management accounts. Furthermore, services may be posted directly to the respective banqueting function.

Mobile Order Terminals
For a wireless connection to SIHOT.POS, we recommend the "Orderman" handheld terminals. An excellent way to improve service – especially in places with high service demand and seasonal traffic. This flexible tool with touch screen and touch pen is ideal for taking orders by TIP or in writing. No larger than a notepad, shock- and splash-resistant, the "Orderman" fits into any service team.

ADVANTAGES

» Efficient working with modern touch-screen technology
» Flexible item groups in a customised layout
» Competent billing
» Expandable with "Orderman" and different interfaces
» Perfect addition to SIHOT.PMS including electronic guest signatures
» Option to integrate card system

SIHOT.RATES⁺

## FLEXIBLE RATE STRUCTURES FOR YOUR RATE MANAGEMENT

OVERVIEW

The mantra of revenue management has always been to sell "the right product at the right price and the right time". We have then added another dimension with "through the right channel". The result being that these days, trying to obtain the highest possible revenue has become harder than ever. Customers immediately see the room rates of all competitors in a staggering number of channels, making it difficult to always offer the optimum rate in all of them. Add to that the diversity of the market segments and you have even more factors to consider in your pricing strategy.

Our new module SIHOT.Rates+ is the continuation of our BAR level development. It was designed specifically to build complex rate systems which give you the possibility to quickly adapt rates according to market changes by using a variety of different components. SIHOT.Rates+ gives you flexible rate structures for maximum revenue.

How do you keep track of all your different rates? Easily – by using derived rates! Derived rates reduce the manual rate maintenance to a minimum, as any change to the base rate changes the price of the derived rates at the same time.

BAR Level
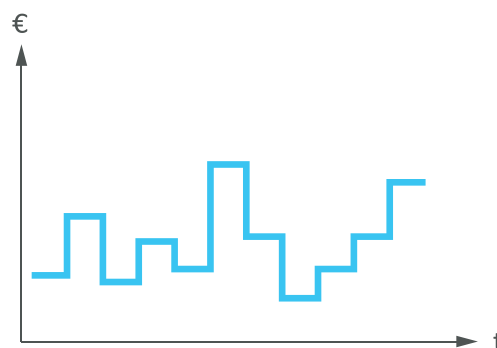
Open Price
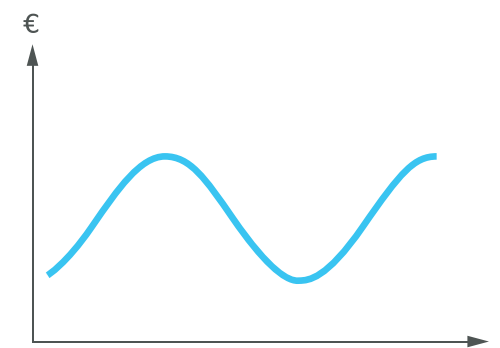
FUNCTIONS

Reacting quickly to market changes has become more and more important for the distribution across online platforms. Hoteliers must therefore, establish rate structures that are flexible, yet simple and easy to manage.

Base Rate: BAR Level or Open Pricing?
The starting point of this fast revenue system is a base rate. This may be a regular BAR level or a substantially more dynamic open price. Both are possible – the combination is the key!
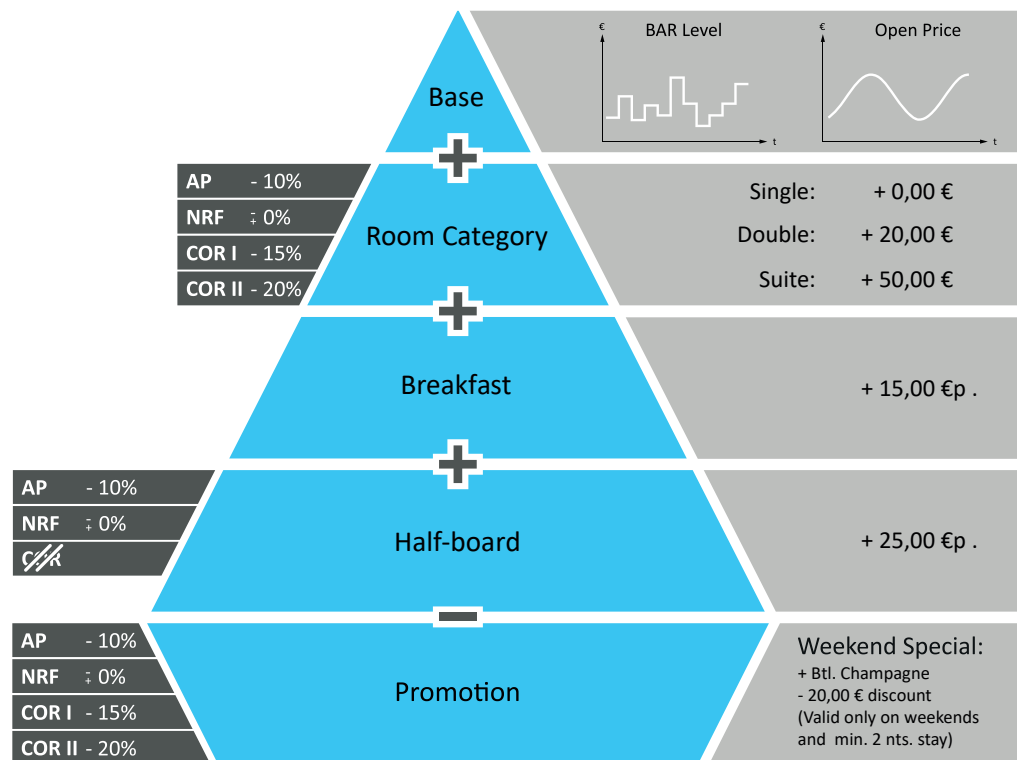
The well-known BAR offers an effective way to maximise revenues. The individual BAR levels contain set rates applicable for days with high or low demand

and any in between. In the BAR production dialog, you simply specify which BAR level will be applied on which day. Accordingly, bookings show this pre-determined rate.

The open pricing function in SIHOT, however, is a completely open structure, where any price at all is possible. This allows for fluid rate values with small nuances, which may generate valuable extra income for your property.

How to Benefit from Derived Rates!
The open pricing function in SIHOT, however, is a completely open structure with fluid prices.

Pyramid diagram labels:

Base

BAR Level — Open Price (€ / t)

Room Category

Single:	+ 0,00 €
Double:	+ 20,00 €
Suite:	+ 50,00 €

AP - 10%
NRF 0%
COR I - 15%
COR II - 20%

Breakfast + 15,00 €p .

Half-board + 25,00 €p .

AP - 10%
NRF 0%

Promotion

Weekend Special:
+ Btl. Champagne
- 20,00 € discount
(Valid only on weekends and min. 2 nts. stay)

AP - 10%
NRF 0%
COR I - 15%
COR II - 20%

In addition, you can use derived rates in multiple tiers! This is how it works: your base rate consists of a floating price for accommodation only. From this, you derive a rate per room, whereby each category is given a separate price by adding a fixed amount or a percentage. These category supplements, in turn, may vary according to different seasons or specific defined periods. The next tiers may consist of different boards, for example breakfast and half board. Now apply a discount on the rate for half board for arrivals on a Friday or Saturday with a minimum 2 nights stay – and there's your "Weekend Special".

Derived rates are very convenient for diversified packages that target specific markets and for special promotions. They are especially useful for corporate business, together with advance purchase and non-refundable rates that are becoming increasingly popular for online booking platforms.

Reservations with Derived Rates
In reservations, SIHOT always shows the final total. No matter if guests reserve online or if your staff take bookings via phone – you only need to enter the chosen package with the rate that SIHOT has already calculated accordingly.

ADVANTAGES

» Practically unlimited possibilities in setting up rates
» Complex rate structures for all selling needs
» Easy to handle and administer internally
» Targeted and market-oriented rates differentiation
» Excellent for use in online distribution

SIHOT.YIELD

THE RIGHT PRICE AT THE RIGHT TIME FOR THE RIGHT GUEST!

OVERVIEW

Our revenue management system is a completely integrated tool for implementing yield strategies and optimising revenue. Highly adaptable, change and fine-tune your rates as and when required.

FEATURES

SIHOT.RMS is the ideal solution to help you optimise revenue with a systematic approach that is customised to suit needs of your particular property.

Fully integrated into SIHOT.PMS, the calculations are always based on up-to-date data and require little, if any, manual input. Detailed figures and graphs give you in-depth knowledge of booking behaviour patterns.

Setting Targets

Enter the budgets relevant to your operation and assign expected targets. This will allow you to track the performance of individual market segments month by month.

Booking Patterns

SIHOT.Yield analyses the booking behaviour based on a variety of different parameters. Complex algorithms calculate projected occupancy levels using data collected from the past. SIHOT.Yield provides the following figures to form the basis for your revenue decisions:
» Occupancy in form of unconstraint and constraint demand
» CTA and MLOS recommendations
» Rate hurdle

Minimum Rates

The lowest rate to be offered on any given day is determined by the rate hurdle. SIHOT.Yield automatically closes all yieldable rates that are below this minimum rate. The rate information immediately reflects the situation, ensuring that no rates below the minimum are offered.

Best Available Rate

BAR rates are an integral part of SIHOT.Yield. Based on the yield calculations, SIHOT suggests the most suitable rate levels for each day. You can use the planning status to check and adjust the rates as you see fit before transferring them into the live system.

Analysing Data

SIHOT.Yield offers an extensive data analysis. Do you want to control your market segment mix and budgets? Whether RevPAR, ARR, forecast on the books, yield system forecast or other indicators – all figures and ratios are available in graphical analyses. The forecast analysis, for example, provides a well-founded outlook on the expected occupancy and the analysis of the past reservation development illustrates the booking behaviour of your clients. In addition, SIHOT.Yield provides a comparison of seasonal information from year to year. In MPE-installations, you can also easily compare individual properties within the chain or co-operation.
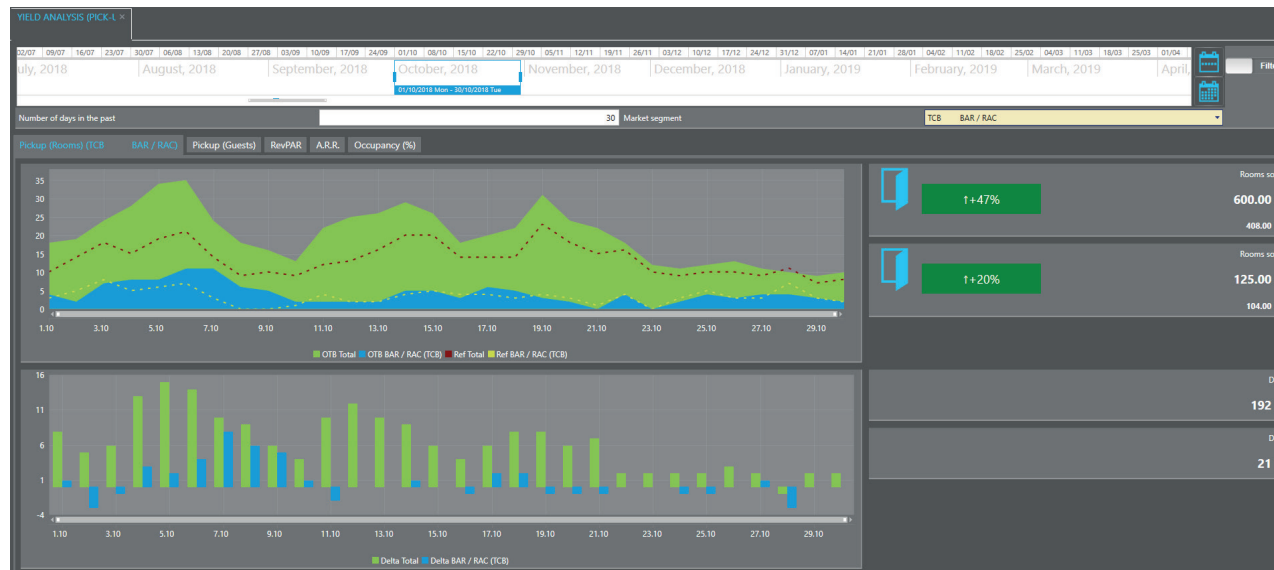
ADVANTAGES

» Fully integrated Revenue Management System
» Revenue optimisation following substantiated rate suggestions
» Flexible rate strategies as required
» Comprehensive analysis of booking patterns
» SIHOT.BAR included

SIHOT.YIELD | EXPRESS

BAR RATES IMPLEMENTED EASILY

OVERVIEW

The module SIHOT.Yield|Express manages BAR rates effectively in relation to occupancy. For example, you can offer low BAR rates up to a relatively high occupancy percentage during the low season. However, during periods with a traditionally high occupancy, you will offer high rates only. At the same time, add restrictions to a BAR level, such as a minimum length of stay requirement or stipulate a non-arrival or non-departure policy.

FEATURES

Yield Schemes

SIHOT.Yield|Express uses different BAR rates with varying rate levels. These rates are entered into schemes, which define which rate level is applied up to a certain occupancy percentage. Different schemes can be established for different seasons, public holiday periods, trade fairs and exhibitions, etc., so that when a high occupancy is expected, you can push higher rate levels.

Yield-Calendar

The yield calendar defines the scheme applicable on each day. You can, for example, apply one scheme for an entire season and then change individual days within the season as and when required. Each reservation and reservation query will then show the BAR rate in the scheme assigned to the arrival date according to the current occupancy percentage.

ADVANTAGES

» Effective handling of BAR rates in relation to occupancy
» Clear breakdown of rate structures
» Easily adjusted if and when needed

SIHOT.CHANNELMANAGER

OPTIMISE YOUR BOOKING CHANNELS

OVERVIEW

The Channelmanager is a fully automated tool to communicate with OTAs and online booking engines. It sends available rooms and rates in SIHOT in real-time and transmits the data to the booking channels, using a secure and fast connection. Future reservations that are made through the connected channels are directly fed into SIHOT.

FEATURES

Controlled by SIHOT

Using a seamless interface, the channel manager handles the interaction with your internet booking channels by transmitting rates, restrictions and availability and feeding reservations into SIHOT. Depending on the occupancy forecast or on set periods such as exhibition and trade fair times, the system transmits different rates and restrictions. We recommend the use of SIHOT.BAR to offer the hotel's best available rate in all channels automatically. Other selected packages can be offered alongside the BAR rate.

Configuration of Booking Channels

You decide when and which booking channels are opened or closed. Optimise costs by selecting the most efficient and least expensive channels. The SIHOT.Channelmanager is already connected to a vast number of booking sites, metasearch engines, feedback platforms and tourism sites. New channels are constantly added by request.

Increased Occupancy and Revenue

Constant control of availability figures and the overview over all sales channels helps to improve overall occupancy. Also, the channel manager is able to quickly transmit higher or lower rates in the event that the booking situation changes unexpectedly.

Manpower

The channel manager saves valuable working time by automating the processing of internet bookings and by offering a fast and efficient way to maintain online rates and availability.

Record Keeping

The archive enables you to track all records sent to the channels, showing when which changes were sent in availability and rates.

SIHOT | IDS

RATES ↔
AVAILABILITY ↔
RESTRICTIONS ↔
RESERVATIONS ↔

↔

Hotel.de
HRS
Booking.com
Expedia.de
...
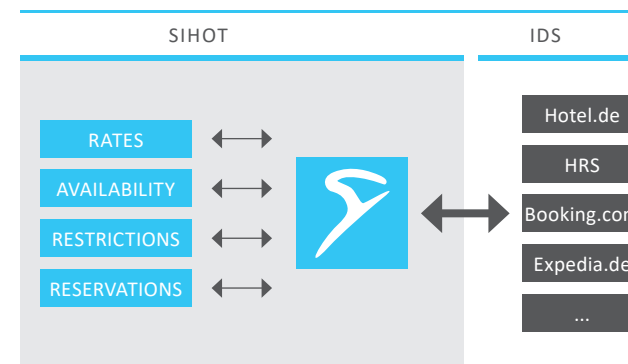
ADVANTAGES

» Constant control of availability
» Quickly executed rate updates
» Fully integrated controls
» Reservations entered in SIHOT automatically

SIHOT.WEB

OVERVIEW

SIHOT.Web is the online booking platform for your hotel. Directly connected to SIHOT, availability and bookings are instantaneously updated.

FEATURES

Click, Steady, Go!

To access the reservation platform it only takes a click on the link in your homepage. In addition, SIHOT.Web can be fully integrated into the hotel's Facebook page. In both cases, SIHOT.Web generates bookings that are 100% commission-free and feeds them directly into the PMS. The application is interfaced with SIHOT and able to display actual availability of rates and room categories, retaining full control of price integrity.

Individual Design

A web-developer can completely integrate the design of the booking pages into your corporate design. The programming is based on the latest technology available for web design and development.

Entering a Reservation

Guests are led intuitively through the individual steps of the reservation. The so called one-page-booking format continuously updates the data according to the information entered by the guest.
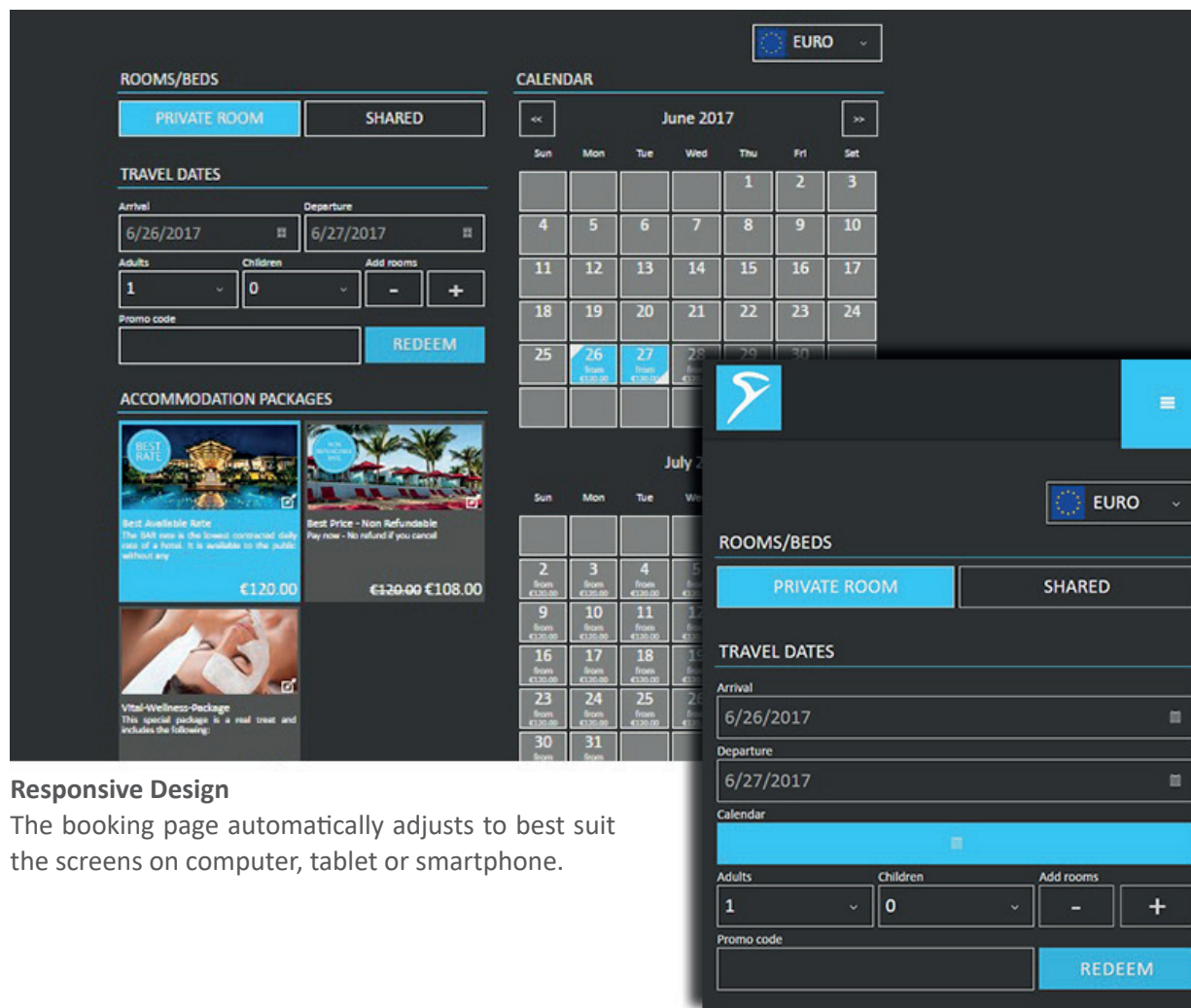
Responsive Design

The booking page automatically adjusts to best suit the screens on computer, tablet or smartphone.

Guests who are already registered users of your booking page can proceed with their reservations without having to enter their personal details again. Registered companies are given access via company account, which immediately shows any applicable corporate rates. First-time bookers will enter their details during the second step.

Non-guaranteed bookings are possible, depending on your terms of business and on the package selected. Guaranteed bookings are secured by credit card. The direct processing of online payments provides further selling opportunities, such as discount for bookings that are paid for immediately and are non-refundable and higher rates for guests who wish to remain flexible in their planning. We recommend a credit card interface offering your guests the opportunity to use either Saferpay (including bank transfer via PayPal etc.) or a fully-integrated credit card payment system.

Before the guest finalises the booking, there are many opportunities to offer and sell additional services. Depending on the package the guest has already chosen, you can offer a special selection of services that may be of interest for this guest. For example, offer breakfast for room only packages or spa treatments for guests on a weekend break.

A booking confirmation in your corporate design completes the online reservation process for the guest.

Data Transfer
SIHOT.Web obtains current rates and availability directly from SIHOT.PMS and transfers any incoming reservations (including waitlist-reservations) straight into the hotel's database. Therefore, the rates made available for internet bookings are controlled by the front office system. There is no need for double system maintenance or cumbersome manual input of allotments.

Amendments and Cancellations
Amendments and cancellations may be directly undertaken by the booker or guest. A protocol within SIHOT communicates the changes on internet reservations.

Promo Voucher
This feature creates codes that your guests can enter during the reservation process, entitling them to a discount. The code may be for a set amount or for a certain percentage to be taken off the room rate.

Statistics and Analyses
SIHOT.Web offers a variety of reports and statistics, available for any period of time. Number of hits (timed), details of reservations and revenues will point out how successful your internet booking platform has become.

Security
Thanks to the process of secure access and coding on a basis of SSL codes, all concerns regarding security have been eliminated.

Google Analytics
By using Google Analytics, you can easily measure the performance of SIHOT.Web. This tool provides valuable insights into the behaviour of visitors to the webpages, so you can improve your site to convert more visitors.

ADVANTAGES
- » Individual designs
- » Offers different rate packages and additional services
- » No reservation fees and no commission charges
- » Indicates booking results

SIHOT.CRS

CENTRAL SOLUTIONS FOR A GLOBAL ENVIRONMENT

OVERVIEW

Specially developed for central reservations offices, this module covers all requirements of a dedicated reservation channel for hotel chains, franchises and cooperations.

FEATURES

Central Requirements

Central reservation offices have evolved to become "one-stop-shops" not only for individual guests, but also for wholesalers, tour operators and travel agents. Each client requires a unique approach and special handling. SIHOT.CRS supports this approach by providing elaborate functions and powerful information tools designed by industry specialists to increase operational and management control under these particular circumstances.

As an add-on to SIHOT.CM and SIHOT.MPE, SIHOT.CRS does not only provide the same data pool to all properties and the head office, it also allows for the central reservations to act as a booking channel producing its own revenue with commissions and services offered to the properties.

Latest Technology

SIHOT.CRS is ideally used in combination with SIHOT.MPE or SIHOT.CM; however, it is also a suitable stand-alone central reservations system for tourism offices, hotel co-operations and similar organisations.

Immediate Transmission

The availability of up-to-the-minute data is very vital for the central reservations office and the properties alike. SIHOT CRS offers many of tools to ensure that communication between the two is immediate, effective and to the point.

Allotments

SIHOT.CRS manages even highly complex allotments structures effectively. Shared and fallback allotments are a useful means to ensure maximum capacities for tour operators, ground handlers and travel agents and can be used to top up occupancy rates at the individual hotels.

Workflow Notifier

Standard working procedures can be automated by defining events that lead to a particular action, e.g. if a reservation's status changes from "waitlist" to "guaranteed", then SIHOT will be prompted to send an e-mail to the respective client or guest for confirmation.

Central Reservation Services

The central reservations office can offer additional services, such as theatre tickets or airport transfers. Since these services are handled and charged at central reservations, they constitute yet another source of revenue.

Payment Distribution

SIHOT.CRS can provide a collective invoice, i.e. a group invoice for a tour operator including several clients and for any period. This group invoice, in turn, may be transferred to the relevant properties, minus the commissions for tour operator and head office.

Commissions

In today's business environment, efficient commission handling is a necessity. SIHOT.CRS offers flexible approaches to commissions, providing a range of tools to master and keep track of even the most complex agreements. Its functions cover a multitude of commonplace options, such as varying forms of billing, while keeping the working procedures simple and concise for central reservations staff.

Central Reservations' Commission

It is customary in many chains worldwide, to pay a commission for reservations made by the central reservations office. This commission can be charged

for all reservations by default and adjusted in individual reservations if necessary.
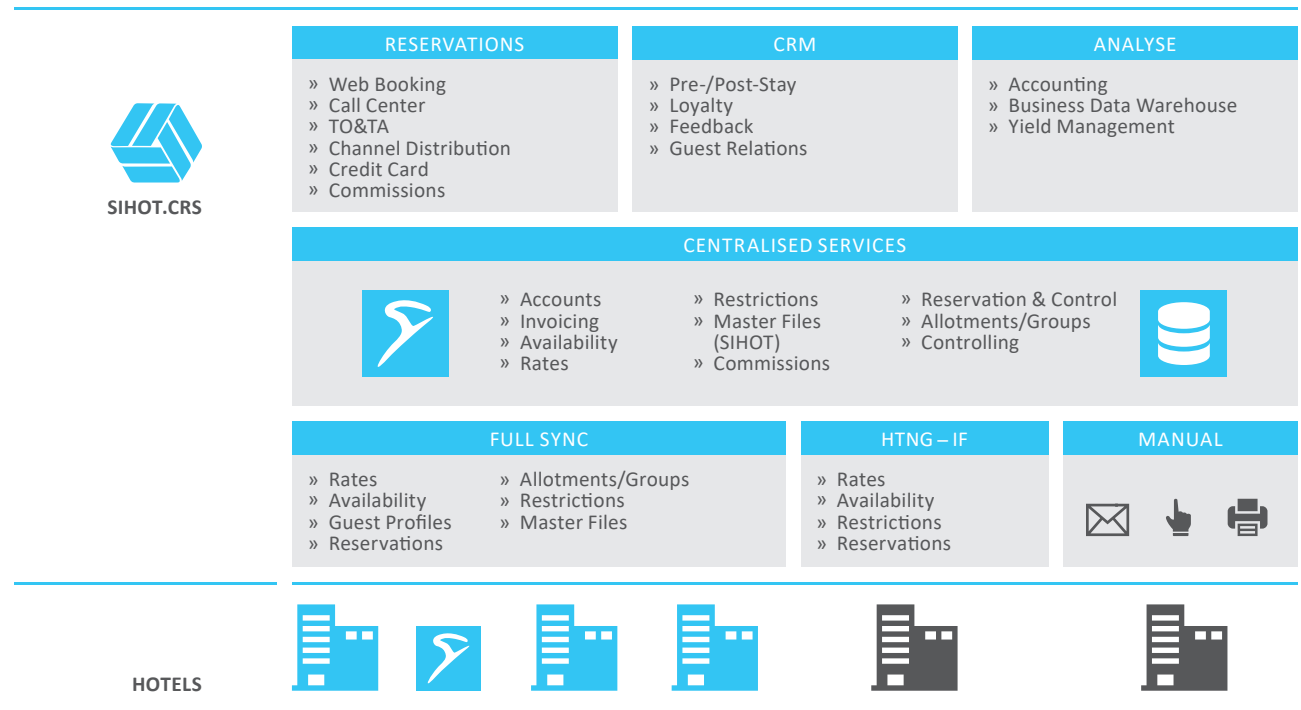
Maximum Commission Rate

Certain packages may be subject to a specific maximum commission rate. Although this rate will, by default, override any other agreements with the client, it can also be adjusted in individual reservations if required.

Commission Information

A special dialog shows the commission calculation of a reservation in detail. Default values as per company policy and as laid down in the commission agreements are taken over automatically, individual adjustments can be entered anytime. At the touch of a button, the rate forecast shows the hotel's revenue after deducting the commissions.

Commission Settlement

Commission accounts keep track of a travel agent's entitlements, assuming that the agent deducts the commission due from the guest's payment. Alternatively, commissions can be handled manually or they can be calculated automatically with the guest's invoice. The automated settlement process includes pay-outs to city ledger and paying out commissions due.

SIHOT.CRS

RESERVATIONS	CRM	ANALYSE
» Web Booking » Call Center » TO&TA » Channel Distribution » Credit Card » Commissions	» Pre-/Post-Stay » Loyalty » Feedback » Guest Relations	» Accounting » Business Data Warehouse » Yield Management

CENTRALISED SERVICES		
» Accounts » Invoicing » Availability » Rates	» Restrictions » Master Files (SIHOT) » Commissions	» Reservation & Control » Allotments/Groups » Controlling

FULL SYNC		HTNG – IF	MANUAL
» Rates » Availability » Guest Profiles » Reservations	» Allotments/Groups » Restrictions » Master Files	» Rates » Availability » Restrictions » Reservations	

HOTELS

ADVANTAGES

» Chain-wide reservations
» Offering differentiated products
» Handling of complex commission agreements

» Central reservations as a revenue production centre
» City ledger management

SIHOT.MPE

THE MULTIPLE PROPERTY EDITION BY SIHOT

OVERVIEW

SIHOT.MPE is installed in properties that are connected to a number of other properties, for example within a hotel group. In this edition, the data of all other properties can be provided alongside the individual clients own data.

FEATURES

Reservations

The cumulated category plan in an MPE installation shows a complete overview over the booking situation in the different properties. Reservations can be made with the help of the rate information dialog, where staff can call up and compare different properties to provide the best choice of accommodation for the prospective guest.

A special dialog handles reservations that are moved from one property to another, ensuring that all aspects of this transaction are carried out correctly.

Hotel criteria are another feature in MPE installations: they provide a catalogue of valuable extra information on each property. A criteria might be, for example, if a property is particularly family friendly, an in-house spa facility, gym etc.

These attributes are saved in the hotel master files and can be searched for or simply called up for information during the reservation process in the rate.

Joint Guest Database

The guest profiles contains the history data of all connected properties, providing a comprehensive and complete profile for each client and guest.

The profiles also show which allotments are held in which property as well as any events or functions that the profile is linked to and all accounts that the profile is linked to. The account search can be conducted throughout all properties.

Installations that also use SIHOT.Loyalty, the guest's points accumulated or paid out in all properties are also shown.

Analyses

Reports, statistics, forecasts and analytic graphs can be called up for all, selected or single properties. The figures can be shown as cumulated value or detailed for each property. The MPE dashboard always gives a current overview over rooms occupied, ARR and revenue figures per property.

Night Audit

If required, the night audit schedules can be run for several properties at the same time.

Cross-Property Vouchers

The module SIHOT.Voucher is multi-property-ready, i.e. you can sell vouchers in one of the connected properties and the guest can redeem the voucher in another property. The guest profile shows exactly where the vouchers were bought and where they were redeemed.

City Ledger Management

The handling of city ledgers is multi-property-ready as well: select the hotels to be examined and choose cumulated or detailed figures as required.

Access Rights

You limit access to the properties for security reasons. Users can only see the properties they have specifically been granted access to. If the user rights for all or any of the other properties are missing, then they are not able to enter reservations and they are not able to see the respective figures.

ADVANTAGES

» Cross-property reservations
» Joint client database
» Cumulated and detailed figures

SIHOT.CM

CENTRAL MANAGEMENT FOR CHAINS AND CO-OPERATIONS

OVERVIEW

SIHOT.CM provides a consolidated flow of data and information between properties and headquarter or between properties and central reservations. Recognising that each company has its own way of operating, this module comes as an individually tailored solution for each customer.

FEATURES

Varying Business Models

Whether you are heading a chain, co-operation or a mixture of both, the ability to consolidate information centrally and to control master data locally is paramount.

Our open structure, modularity and flexible configuration ensure an individual solution, corresponding exactly to your business' requirements. The data can be mirrored or kept in an individual database. Which data is to be synchronised between the properties and the head office is also a matter of individual configuration.

CENTRALISED SOLUTION

DECENTRALISED SOLUTION

TCP / IP
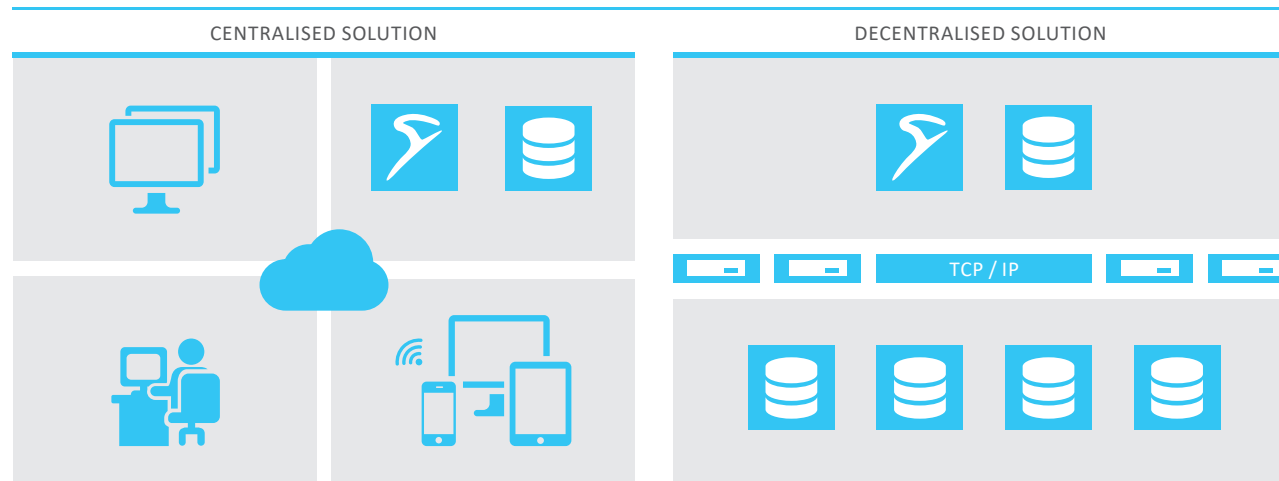
Master Files

Manage master files centrally and synchronise them with the individual hotels. This includes straight forward information, e.g. market segments, and major subjects such as the distribution of packages with seasonal features. As a means of preventing mistakes, master files originating at the head quarter cannot be altered at property level.

Address Management

The central guest master file ensures uniform collection of data throughout the different properties, e.g. addresses and preferences are entered in the same manner and are therefore available to all properties. This means not only an improvement in guest relations, but cumulated revenues are also available any time. SIHOT supports accurate data administration by means of compulsory fields, programme prompts and automatic checks for duplicate entries.

Marketing

The advantage of a common guest file is obvious: This file is the basis for well-directed marketing actions and guest recognition. SIHOT.CM enables staff to deploy up- and cross-selling techniques whenever possible. We recommend our module SIHOT.Loyalty as yet another tool for effective customer relations.

Reservations

Booked online at central reservations or directly at the hotel – with SIHOT.Web installed at your headquarters, there is no need for cumbersome installations at the properties. Any amendment made via headquarter is immediately visible at the hotel and the other way around.

Financial Data

Revenue, payments and debtors may be forwarded to a central accounts department. The configuration for forwarding data to both, simple accounting systems and complex systems, such as SAP R/3, is possible.

Datawarehouse Information

Consistently, all relevant information for analyses and reports in different areas are made available to the headquarters on a XML-data basis.

Statistics

Central control over all properties is exercised with the help of consolidated revenue and occupancy appraisals.

Consulting

Together, we will develop the ideal installation for your hotels and headquarters, adapting to the given structures of your business. From blueprint to practical application, we are at hand to help. We do not consider our advice to be an isolated effort, but the basis of a successful relationship.

ADVANTAGES

» Individual configuration
» Common guest file
» Central reservations
» Consolidation and analysis of data within headquarters

SIHOT.AD HOC

KNOW YOUR FIGURES

OVERVIEW

Do you need your figures fast and in different ways all the time? Do you need to manage projects and keep tabs on budgets? The comprehensive ad hoc reporting tool in SIHOT may be just what you need. Create a listing and breakdown of the figures as and when you need them. With only a few clicks you can call up the required data and establish significant relations by bringing them into the form you need. Create your own analyses, reports and forecasts without effort.

FEATURES

Core Areas

The ad hoc reporting is separated into different core areas:

» Reservations
» Forecast
» Guests
» Event (SIHOT.C&B)
» Posted services
» Yield analysis (pick-up)
» Sales potential

SIHOT. Ad Hoc calls up the relevant figures for each area over a requested period. Once SIHOT has gathered all the data , you can bring them into the format you want by relating the relevant figures in rows and columns as required.

ADVANTAGES

» Recall of specific, current data
» Configurable reports
» Individual combination of figures

SIHOT.VOUCHER

SELLING BOOKING VOUCHERS AND GIFT CERTIFICATES THE EASY WAY

OVERVIEW

Voucher sales on eBay or in form of gift certificates require correct handling especially with regards to accounting. This module provides a comprehensive solution for accounts while streamlining, facilitating and automating the required procedures. In combination with SIHOT.MPE, this module can be used for cross-property sales. When using SIHOT.WEB, vouchers can also be sold online.

FEATURES

Requirements

Selling vouchers requires special handling. With SIHOT.Voucher, you can easily print vouchers in accordance with your corporate ID, follow correct accounting procedures and keep an overview over the vouchers sold, redeemed and expired.

Selling a Voucher

At the time of the sale, sales taxes such as VAT are due immediately in most countries. Therefore, SIHOT automatically creates an invoice and prints the voucher using a layout in your own design. Payments rendered and services provided are immediately posted and recorded and do not require any manual input.

In multi property environments, there is a possibility to restrict the sale and redemption of vouchers to specific properties.

If you offer vouchers online via SIHOT.WEB, clients can pay directly using the convenient credit card interface.

Redeeming a Voucher

To redeem a voucher, you simply enter the voucher's number in SIHOT. This will offset the voucher account and the transaction will be transferred into accounts during the following night audit. A double redemption is prevented by the unique voucher number. The function "block voucher" is another useful safety feature, e.g. in case of a lost voucher.

Tracking

A special dialog provides an overview over each and every voucher issued. The search and sorting mechanisms help you to track the open vouchers or to monitor vouchers issued during a certain period. Of course, it is important to identify those clients who actually buy the vouchers and include them in targeted marketing activities, for which SIHOT supplies all required data.

ADVANTAGES

» Complete overview of all gift vouchers issued
» Issue, print and redeem gift vouchers in one module
» Cross-property selling
» Online voucher sales

SIHOT.SAFETY DEPOSIT

KEEP CONTROL OF YOUR INVENTORY

OVERVIEW

Many guests rely on the hotel to keep items such as adapters and charging cables at hand for them to borrow. This module ensures that the entire handling process is taken care of.

The SIHOT.Security Deposit functions keep track of all the items that have been lent to guests for use during their stay. They also ensure that deposits are duly paid and refunded. Adapters, bathrobes, chargers – you know where your inventory is and how many items are available.

FEATURES

Issuing and Posting

The requested item is recorded on the guest account. At the same time, the refundable deposit is posted to the account. A receipt can be printed for the guest.

SECURITY DEPOSIT ITEM SEARCH

Standard selection

Security deposit number	Group	Text	Description	Security deposit amount	Type of security deposit	Security deposit status
				0.00	Type of security dep	Available

Search result

Security deposit number	Text	Group	Security deposit amount	Type of security deposit	Security deposit status	Security deposit service to be posted
1012	Adapter	Electrical Equipment	2.50	Type of security deposit	Available	Lending Deposit (PFA)
1011	Adapter	Electrical Equipment	2.50	Type of security deposit	Available	Lending Deposit (PFA)
4002	Loading cable	Phone/IT	5.00	Type of security deposit	Available	Lending Deposit (PFA)
5001	Bottle warmer	Baby Equipment	5.00	Type of security deposit	Available	Lending Deposit (PFA)
5002	Baby bath	Baby Equipment	3.00	Type of security deposit	Available	Lending Deposit (PFA)
4006	USB loading cable	Phone/IT	5.00	Type of security deposit	Available	Lending Deposit (PFA)
3001	Towel (small)	Gym accessories	10.00	Type of security deposit	Available	Lending Deposit (PFA)
3002	Towel (small)	Gym accessories	10.00	Type of security deposit	Available	Lending Deposit (PFA)
3003	Towel (small)	Gym accessories	10.00	Type of security deposit	Available	Lending Deposit (PFA)
3004	Towel (small)	Gym accessories	10.00	Type of security deposit	Available	Lending Deposit (PFA)
3005	Towel (large)	Gym accessories	15.00	Type of security deposit	Available	Lending Deposit (PFA)
3006	Towel (large)	Gym accessories	15.00	Type of security deposit	Available	Lending Deposit (PFA)

Return and Refund

When the item is returned, guests can be reimbursed straight away or they can keep the deposit as a credit on their account to be included in the final settlement.

Loss or Damage

If the item is damaged or simply not returned, the fee is not refunded. Instead, SIHOT posts a revenue in form of a service and the payment remains on the account. The damaged or lost item is automatically assigned a "blocked" status in the inventory until such a time it is replaced or mended and the status is manually changed to "available" again.

Controlling and Reporting

There is a comprehensive report on deposits collected and refunded, which can be called up either for a particular day or over a certain period.

ADVANTAGES

» Structured overview of items to lend
» Fast and easy recording of deposits received
» Handling of returned and lost items

SIHOT.TRUST

TRUST ACCOUNTING MADE EASY

OVERVIEW

SIHOT.PMS has a fully integrated trust module to allow for seamless transaction flow from SIHOT.PMS Guest accounts to Owners accounts, allowing for automatic revenue distribution between owners and manager. SIHOT.Trust is fast becoming the leader in the market place and a preferred supply for strata managers throughout Australia and New Zealand. SIHOT.Trust has been developed in conjunction with industry experts as well as leading hoteliers in Australia.

FEATURES

SIHOT.Trust is an effective and efficient management tool for ownership of rooms or units within a managed property. It enables you to administer, monitor and track owner accounts. SIHOT.Trust adheres to the industry's standard acts as well as the obligatory rules and regulations that are in place for this particular business model. It can be used in similar enterprise models throughout the world.

Ownership

Standard Owner Contracts give the manager the ability to have different revenue splits and fees per contract allowing the manager to negotiate different agreements per owner to assist in increasing their letting pool. Also, the change of an ownership can be processed with ease.

Contracts

Guaranteed return contracts provide the ability to load a fixed monthly return that can be paid to the owner regardless of actual occupancy and/or revenue returns for a particular unit.

Pooled Owner contracts provide the ability to load unit entitlements for each individual unit in the pool. This allows the total income to be pooled and then dispersed to the unit owners by entitlements. Pooling also handles owner stays to reduce the income of the owner and distribute to the remainder of the pool.

SIHOT.Trust has the complete flexibility of allowing you have to have a mixture of contract types in the system at any one time.

Charges and Returns

SIHOT.Trust allows for fixed standard monthly charges to be configured so you can predetermine standard fees like PABX hire, Window cleaning, Pay TV charges per contract that will be automatically posted at the end of the month. Owner charges can be amended in advance, to allow the manager to prepare for CPI increases and/or changes in fees and charges.

Ad hoc fees can also be posted to individual unit owner accounts. With SIHOT.Trust you also have the ability of importing the charges via a CSV import. Ideal for contractor invoices where you have different charge amounts per contract.

FF&E Management

SIHOT.Trust has the ability of recording the FF&E contributions and processing the income and charges on an individual owner FF&E Account which can also be displayed on the owner's statements.

Logging

Compliance with SIHOT.Trust is paramount. Therefore the system logs all transactions, and postings and charges can't be deleted. You must reverse any charges/postings made in error. This ensures a full audit trail which ensures compliance and also provides the manager a better overview of the processes in the system

Banking

SIHOT.Trust has a synchronised banking module that keeps track of all trust receipts processed for the month and can be matched to your actual bank statement allowing you to have up to the minute 3 way balances to ensure you are on track for end of month. Synchronised banking will automatically calculate your money-in-transit figure and show you the exact transactions.

Owner Statements

There are a variety of statement options that will meet all your owner's needs. SIHOT.Trust also includes an end-of-year statement that can be produced to the owner for all their accounting needs.

All statements can be emailed direct from the system at the end of the month.

» Integrated owner accounts management
» Handles multiple owners with varied entitlements per unit/room
» Automatic distribution of income
» Account control features
» Automated handling of recurring charges and maintenance
» Inventory management

SIHOT.SAAS

YOUR COMPLETE SOLUTION – RENTED

OVERVIEW

Save resources by transferring your IT-infrastructure to dedicated specialists. Run SIHOT via the internet with our "Software as a Service" solution. SaaS requires no more than a PC with internet access and Internet Explorer, using the SIHOT software that we provide in a datacentre. If you are travelling, you can still access SIHOT simply by laptop or tablet, to call up the information you need.

FEATURES

SIHOT.SaaS

A hotel-owned IT-infrastructure requires considerable financial and human resources. SIHOT.Saas relieves the pressures of both: you receive a completely integrated and economic system without having to invest in hardware and software licenses. You will be running SIHOT safely and reliably via internet. Expensive hardware and system maintenance are therefore no longer a cost factor. As a SIHOT.SaaS customer, you'll always be using the latest published software version.

Business Benefits

Innovative software solutions require an appropriate IT-environment of high standards. This means not only a high cost of entry and a high total cost of ownership, but also inflated operating cost and salaries
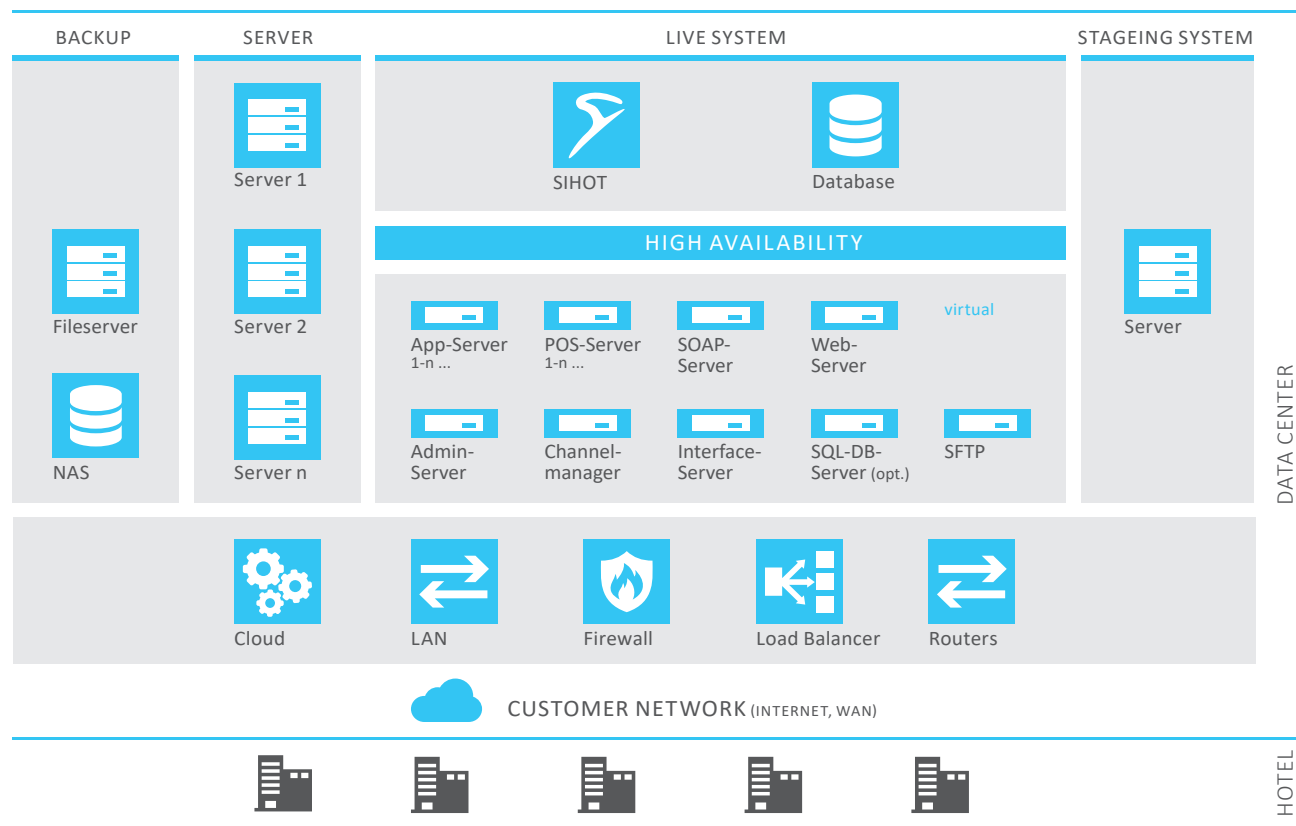
for qualified IT-staff to maintain this high-level infrastructure. Constant access to the network and to the data stored here is vital for the success of a hotel. Considerable strain is taken off the hotel operation

by running SIHOT in powerful data centres. Day-to-day tasks that are normally the responsibility of an on-site system administrator are taken over by the data centre. Typical tasks include support, techni-

BACKUP	SERVER	LIVE SYSTEM	STAGEING SYSTEM

Server 1	SIHOT	Database

HIGH AVAILABILITY

App-Server 1-n …	POS-Server 1-n …	SOAP-Server	Web-Server	virtual
Admin-Server	Channel-manager	Interface-Server	SQL-DB-Server (opt.)	SFTP

Fileserver | Server 2

NAS | Server n

Server

DATA CENTER

Cloud	LAN	Firewall	Load Balancer	Routers

CUSTOMER NETWORK (INTERNET, WAN)

HOTEL

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cal maintenance and preventive measures. As these are all part of the all-round package delivered with SIHOT.SaaS, freeing otherwise locked up capital for the operation. The data centre offers scalable applications for the individual requirements of each customer. They employ highly skilled staff to ensure that the software infrastructure fulfils the established industry standards. In addition, the environment is constantly monitored and attended to by specialised SIHOT.Technicians.

The SaaS-Solution by SIHOT

Cloud computing is a modern, low-cost way to use SIHOT. The purchase of a license is not necessary. The monthly fee covers software, infrastructure and operations. In a hosted SIHOT installation, IT-experts are in charge of supplying all equipment and ensuring a high availability of the application. In addition, you can use a variety of interfaces such as SIHOT.WEB or the SIHOT.Channelmanager.

Services

A SIHOT.SaaS contract includes the following services to be provided by the data centre:
» Your sensitive data is stored on server systems in Germany, therefore complying with the high standard of data security required by law
» Management of the SIHOT IT infrastructure

» Planning of capacities
» Daily backups
» Provision of processing power as per client requirement
» Data security by data isolation
» Disaster recovery provisions
» Server-availability starting from 98.5 %
» Server protection by multi-tiered firewalls and up-to-date anti-virus software
» Provision of a secure connection
» Maintenance and Hotfix installation
» Professional handling of support incidents
» Alerting and reporting
» Call centre support

A Safe Solution

The sensitive data is stored in a German server system. Therefore, they are subject to the stringent and extensive German laws regarding data protections and you remain the sole proprietor of your data.
An archived copy of your database is provided every three years to comply financial laws.

SIHOT.SaaS grows with your operation: you can easily add additional modules of the SIHOT.Product Suite to an existing installation whenever you choose. Also, a SaaS-installation can migrate into a local installation at any time without any loss of data.

Transparent Pricing
» SIHOT does not come with any hidden costs. You simply pay a fee per month for the usage of the server and a one-time fee for the installation of a user. The basic package already includes everything you need to manage your property efficiently.
» Use of the latest SIHOT version
» Standard word processor included
» Mobile accessibility on iPad
» Customised pre-configured categories, services and packages
» Standard analyses and reporting
» Standard confirmation
» Standard billing layout
» Maintenance incl. hotline
» An archived copy of the database every three years free of charge

ADVANTAGES
» Reduced hardware investment and operating cost
» Cost efficient and transparent charges: pay only for what you use
» Convenient short term contract with automatic renewal
» Rapid implementation of SIHOT
» High data security
» Guaranteed availability

SIHOT.BEDS

MANAGING BEDS AND ROOMS IN ONE SOLUTION

OVERVIEW

SIHOT.Beds is ideal for hostels, backpackers' lodges, boarding houses, etc. where rooms and individual beds are being let.

FEATURES

SIHOT.Beds ensures that the allocation of rooms and/or beds fully optimises your occupancy. Larger groups and school classes are quickly assigned to beds. The allocation is automatic and differentiates between girls and boys.

Room Rack

The room rack provides an overview of arrivals, departures and in-house guests. The future occupancy is shown by room and includes the individual beds in each room. Changes can be made easily using drag & drop directly on the room rack.

Group Check-In

Group check-ins are handled fast and easily. The check-in can be started via room rack, via rooming list in the reservation or via arrivals overview.

Statistics

The GM's info and a number of other reports, such as the yearly overview and the cumulated category report, show average room rates as well as average person rates per bed category.

ADVANTAGES

» Integrated rooms and bed management
» Optimise occupancy
» Comprehensive statistics

SIHOT.RULES

COMPLETE HANDLING OF CANCELLATION AND NO-SHOW CHARGES

OVERVIEW

This module automates the administration and processing of charges for cancellations, amendments, no-shows and any related fees.

FEATURES

Individual Configuration of Rules

SIHOT.Rules ensures that your cancellation policy is applied whenever necessary to avoid the loss of revenue. You can even work different policies, such as your own rules for direct bookings and different policies that may apply for reservations made by OTAs and GDSs.

The charges principally depend on how many days in advance the reservation is cancelled or amended. A number of other factors can also be taken into consideration. The rules as to when and how the charges are applied are decided by yourself and can be adapted to hotel policy as required. Amendments to be charged may also include changes category, changes in the period of stay and early departures. Charges may or may not be applied on accommodation only. The calculation includes different services and fees. You may, for example, decide that administrative fees apply to cancellations only but not to reservations that are postponed.

Flexibility ensured

Exceptions to the application of the rules can be entered in the guest profile, in the package master file and in each reservation. After the cancellation or amendment of a reservation, SIHOT displays the calculated charges and any applicable fees in a separate dialog. In this dialog, the hotel staff can check and adjust the charges if necessary or even waive them entirely.

ADVANTAGES

» Automatic processing of cancellation, amendment and no-show charges
» Charges calculated according to your terms and conditions
» Charges are also automatically processed if transmitted via SIHOT.Web and external reservation systems
» In SIHOT.MPE and SIHOT.CM installations, rules can be defined for all properties centrally

SIHOT.KIOSK

THE SELF-CHECK-IN TERMINAL FOR YOUR GUESTS

OVERVIEW

The SIHOT.Kiosk guides your guest through the arrival formalities at a dedicated check-in terminal. I. e. guests can simply check themselves in.

This module offers high adaptability to the individual property: each step of the check-in procedure follows your own standard operation procedures. In addition, the user interface will be designed after your corporate identity and in line with the style of your property.
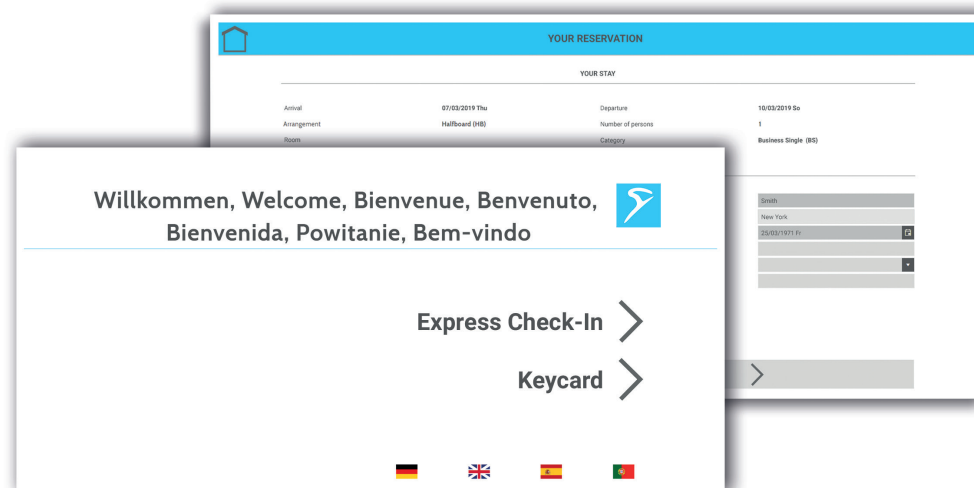
FEATURES

Step by Step

Guests access the check-in by entering their reservation number or GDS-code or by scanning the QR-code that they received with their confirmation. Usually, the first step is to complete the required personal data for the police report or just for the hotel's own record keeping. Having confirmed the booking terms and conditions, a signature can be obtained on the touch screen. Thereafter, you can offer an upgraded room category at extra charge or go straight to the room selection. Use pictures and illustrations to help the guest choose a room, unless one has been allocated by Front Office already. You may also offer and present additional services at this stage, such as breakfast, hotel shuttle, etc.

The prepayment by credit card is automatically recorded in the SIHOT.Kiosk and settled accordingly. An invoice will be send to the guest by email.

Once the check-in is completed in SIHOT, guests can encode a key card using the encoding machine provided at the terminal. Alternatively, an ID number can be sent to the guests' smartphone, with which they will be able to open their room door. This mobile key feature is available when using an interface to a supporting door lock system.

Keycards

During their stay, guests are able to obtain copies or new key cards as required.

ADVANTAGES

» 24/7 check-in for your guests
» Customisation
» Electronic registration card
» Mobile key feature available

SIHOT.MOBILE

## THE SIHOT.APP FOR MOBILITY

OVERVIEW

This app enables housekeeping, maintenance and F&B staff to carry out a number of functions on the smartphone or tablet, keeping them completely up-to-date with actual data while staying on the move. Paperless and always up to date with SIHOT.PMS, SIHOT.Mobile ensures that your staff is well informed at all times.

FEATURES

Housekeeping

Using smartphones in housekeeping becomes ever more popular. For good reason: they replace scruffy lists and eliminate complicated telephone procedures. Instead, they are little multi-talents that provide up-to-date data at all times. They show which rooms have just been vacated and allow room status changes at the touch of a button. A dashboard provides an overview of the current room situation and how many arrivals and departures are still due on the day.
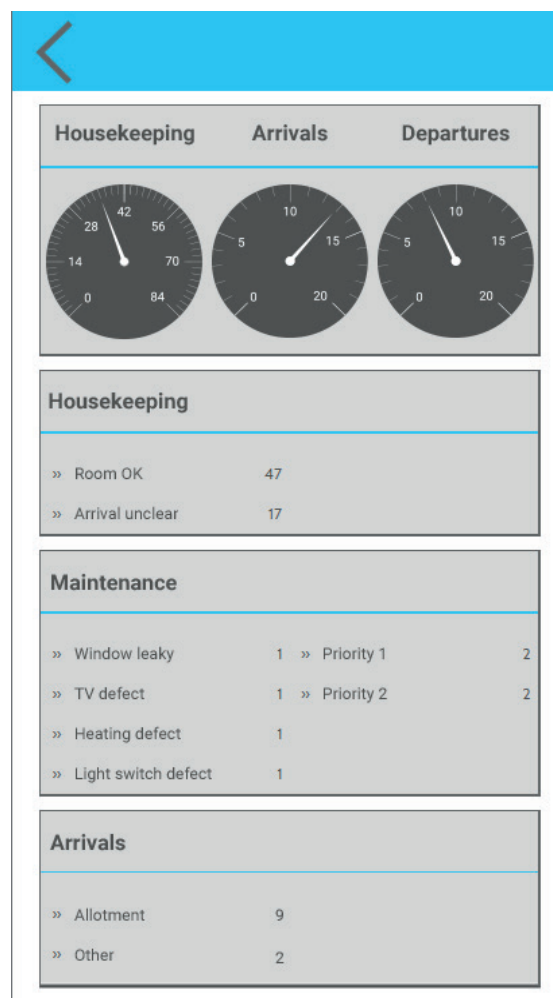
Maintenance

The maintenance department profits in a similar way from SIHOT.Mobile: the time consuming writing, filing and distribution of maintenance requests is a thing of the past. Maintenance orders are recorded via smartphone and called up by the engineer responsible straight away. The maintenance request includes not only a complete description, it also provides photographs wherever necessary. Maintenance staff can now schedule their tasks much more efficiently and bring along the proper tools and materials required for the job. Having completed the job, a simple "OK" on the smartphone tells housekeeping that the room is back on track. At the same, this information is also available for reception staff in SIHOT.PMS.

Lost and Found

SIHOT.Mobile contains a complete list of lost and found items. Anything left behind can be entered in SIHOT.Mobile and can also be called up immediately in SIHOT.PMS, in case guests are already looking for their property.

Phone Directory

A phone directory with a selection of important telephone numbers is included in SIHOT.Mobile.

Breakfast App

The so-called breakfast app has been developed for restaurant staff using either a tablet or smartphone. It shows clearly which guests are entitled for breakfast according to their mealplan and which guests have booked rates not including breakfast. If required, breakfast can be charged to the room account straight away.

Guest Accounts

SIHOT.Mobile offers different account features: you can check the balance and charges on a guest or client account and also post selected services to either account.

Meal Plan Overview

The mealplan overview shows how many guests have already consumed their meals and how many are still to come, making it easier to plan breaks and staffing in general.

Breakfast

Total	23
Add. packages	2
Outstanding	14

Lunch

Total	15
Add. packages	0
Outstanding	15

Dinner

Total	22
Add. packages	0
Outstanding	22

House status

Arrivals (pax)	8
Departures (pax)	10
Staying (pax)	25

ADVANTAGES

» Easy, streamlined menus and functions
» Direct access and immediate data transfer to SIHOT.PMS
» Mobile application for smartphone and tablet

SIHOT.GO!

THE APP FOR YOUR GUESTS

OVERVIEW

SIHOT.Go! gives your guests access to many practical functions by smartphone or tablet. It is a web application that guests can access using the link in their confirmation or your website. The app does not require installation on the phone.
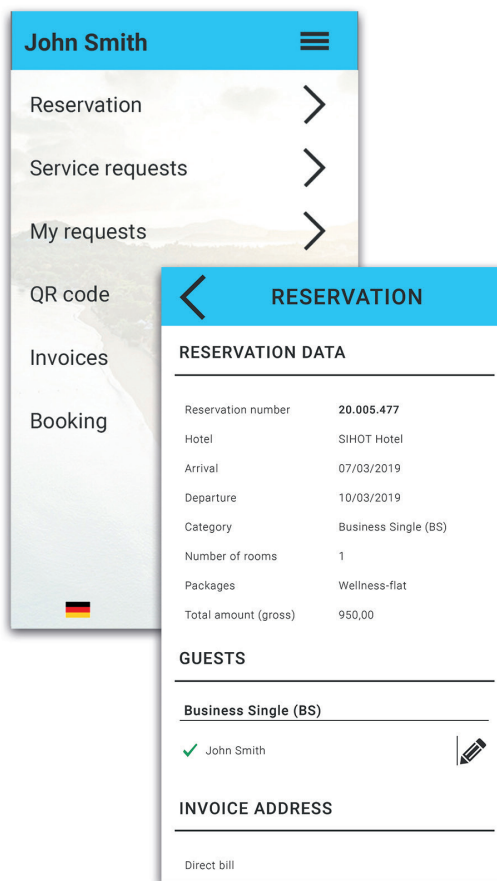
FEATURES

Reservations, Check-In and Check-Out

SIHOT.Go! offers all advantages of a modern internet reservation platform. Incoming reservations via the app are entered automatically in SIHOT.PMS. Guests can also perform a pre-check-in, providing the necessary data such as address and billing address. They may even choose a room from a list of available rooms in the reserved category. Finally, a digital signature on the screen completes the formalities.

During the stay, guests can call up their guest folio showing the current charges on the account. A pre-check-out can be conducted by the guests who have already settled their bills or who wish to make a credit card payment (payment card interface required).

Service Requests

Before or during their stay, guests can send special requests to the hotel. Whether they need additional pillows or want to book airport transfers - a swipe is all it takes. This feature is set up in the SIHOT master files with anything you may wish to offer to your guests, so this is your chance to shine!

John Smith ☰

Reservation 〉

Service requests 〉

My requests 〉

QR code

Invoices

Booking

〈 **RESERVATION**

RESERVATION DATA

Reservation number	20.005.477
Hotel	SIHOT Hotel
Arrival	07/03/2019
Departure	10/03/2019
Category	Business Single (BS)
Number of rooms	1
Packages	Wellness-flat
Total amount (gross)	950,00

GUESTS

Business Single (BS)

✓ John Smith ✎

INVOICE ADDRESS

Direct bill

Feedback

The feedback function in SIHOT.GO! is available right after check-in. This means that guests can tell you what they think while still in-house. Their evaluation is transferred straight into SIHOT.PMS, where you can track the comments received either in the feedback-dialog or in the guest profile. Therefore, there's a better chance for you to rectifying any shortcomings or thanking them for positive comments.

Post-Stay Features

Business travellers in particular will appreciate how easily they can recall bills of their past stays at your hotel. In addition, guests can now give their feedback, if they haven't done so during their stay already.

Hotel Description

You can insert a complete description of your property, together with information regarding location and surroundings as well as photographs and illustrations. In addition, you can also describe in detail and provide photos of each room category that can be booked within the app.

ADVANTAGES

» Customer relationship management by app
» Reservation platform
» Useful tools for your guests

SIHOT.INTERFACE

SIHOT CONNECTS

OVERVIEW

SIHOT can be interfaced to all standard systems that are available on the market and many others, too. We connect Wi-Fi, energy control programs, yield management, internet reservations, spa management and many other products with SIHOT.

FEATURES

A Step Ahead

SIHOT is designed to be technologically sustainable, offering new opportunities for your business to grow and expand.

The SIHOT product suite is state-of-the-art, highly developed software for running any type of properties within the hospitality industry. As such, it offers specifically programmed, standardised interfaces to connect third party systems with SIHOT. Providers of such third party solutions may request a certification, which is your assurance that the transfer of data is working correctly.

SIHOT presently incorporates 600 different interfaces. Furthermore, SIHOT fully supports the exchange of hotel-specific data with reservation systems and booking engines with an OTA/HTNG standard interface.

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