HOTEL MANAGEMENT SOFTWARE OVERVIEW

Hotel management software (HMS) is used by hotels, condos, RV parks, motels, resorts, and others to execute vital financial and organizational activities and tasks. Key functionalities include employee scheduling, accounting, property and maintenance management, customer relationship management, and reservations. Hotel management platform is also called Hotel ERP (Enterprise Resource Planning) and Property Management System (PMS) and this solution empowers hotels to enhance their productivity and efficiency.

Hotels can select advanced or basic software depending on their needs and complexity of management operations. Hotels that include integrated restaurants require an add-on system to manage their restaurant processes and workflows. Such establishments can utilize a mediator to link the HMS to the restaurant’s management platform. With the right HMS, hotels can optimize their operations for better stability and greater profit.
Customer Success Report
Ranking Methodology

The FeaturedCustomers Customer Success ranking is based on data from our customer reference platform, market presence, web presence, & social presence as well as additional data aggregated from online sources and media properties. Our ranking engine applies an algorithm to all data collected to calculate the final Customer Success Report rankings. The overall Customer Success ranking is a weighted average based on 3 parts:

Content Score is affected by:

1. Total # of vendor generated customer references (case studies, success stories, testimonials, and customer videos)
2. Customer reference rating score
3. Year-over-year change in amount of customer references on FeaturedCustomers platform
4. Total # of profile views on FeaturedCustomers platform
5. Total # of customer reference views on FeaturedCustomers platform

Market Presence Score is affected by:

1. Social media followers including LinkedIn, Twitter, & Facebook
2. Vendor momentum based on web traffic and search trends
3. Organic SEO key term rankings
4. Company presence including # of press mentions

Company Score is affected by:

1. Total # of employees (based on social media and public resources)
2. Year-over-year change in # of employees over past 12 months
3. Glassdoor ranking
4. Venture capital raised

Customer Success Report
Award Levels

Market Leader
Vendor on FeaturedCustomers.com with substantial customer base & market share. Leaders have the highest ratio of customer success content, content quality score, and social media presence relative to company size.

Top Performer
Vendor on FeaturedCustomers.com with significant market presence and resources and enough customer reference content to validate their vision. Top Performer's products are highly rated by its customers but have not achieved the customer base and scale of a Market Leader.

Rising Star
Vendor on FeaturedCustomers.com that does not have the market presence of Market Leaders or Top Performers, but understands where the market is going and has disruptive technology. Rising Stars have been around long enough to establish momentum and a minimum amount of customer reference content along with a growing social presence.
2019 Customer Success Awards
Check out this list of the highest rated Hotel Management Software software based on the FeaturedCustomers Customer Success Report.

Market Leaders
- Guestline
- Hotel Perfect
- HOTELogix
- infor
- innRoad
- RoomKeyPMS
- SkyTouch

Top Performers
- Clock
- eZee
- Innkeeper’s Advantage
- Little Hotelier
- LODGIFY
- MEWS
- newbook

Rising Stars
- GraceSoft
- mingus
- openhotel
- ResNexus
- Welcome Anywhere


ABOUT CLOCK SOFTWARE

Clock Software is a global provider of cloud-based property management systems (PMS), integrated online distribution, online & kiosk hotel self check-in solutions and mobile & in-room guest engagement systems with customers in more than 50 countries.

"The customer support is really superb and fast. The channel manager works great, especially in combination with the rates settings. It's easy to create dependable rates so you don't have to spend an entire day editing each rate separately all the time."
Mandy Wisselink
Manager B&B; reservations, ‘t Shanda Lee Hotel

"We chose Clock PMS Suite because it was very user-friendly and allowed easy access on mobile devices. I was very impressed with how well Clock functions on mobile devices as well."
Andy Turnbull
Chief Executive Officer, Royal Inn + Suites

"With the adoption of Clock PMS Suite, so much has changed! We've saved at least the hours of 1 full-time member of the staff just by removing most of the manual data entry involved in the day-to-day bookings, alterations and cancellations. The system is totally mobile and I can literally control and view every aspect of bookings using my..."
Carol Anderson
Marketing Manager, Raasay House

"Without Clock PMS it would be impossible for us to deliver the services modern hotel and restaurant guests demand! From the great API support, superb backend to a flawless user experience."
Kaare Byskov
Owner, Ribeøj

76
Customer references from happy Clock Software users

VIEW ALL REFERENCES
ABOUT EZEE TECHNOSYS

eZee Technosys is a complete hospitality solutions provider. Founded in 2004, they provide a comprehensive range of innovative products and service exclusively for the hospitality industry to 4700+ clients across 140+ countries. Their global presence has been further solidified through strong network of more than 130 business associates around the globe.

"We have been working with eZee Absolute for 3 years and we love the system so much that when we decided to computerize our restaurant, we directly chose to add eZee BurrPl to our system. The support that we are getting from the staff is professional and they are incredibly patient to make sure that we are properly learning to use the program."

Hilda Rodriguez
Co-founder, Papaya Restaurante

"eZee software can do a lot of things for all kinds of hotels. What I love about eZee Ultimate package as a whole is the cost for the software - it is very flexible and reasonable. I have a new and small business and I don't know yet how many guests I will receive in the different months, so it's perfect for me that I only pay when an actual booking takes place."

Johannes Reiter
Owner, Bona Vida Hostel

"Being a hostel, finding the right management software was very difficult. But, ever since we came across eZee, there’s been no going back. eZee accommodated all our requirements effortlessly and made managing the hostel very easy. Keep up your good work."

Norbert Oyen
Manager, Blue Bomboo Hostel

"We are using the eZee hotel software since last two years and found it very simple to understand even for a person who has never used any software. It makes all the frontdesk operations very fast and accurate."

Ashish Gupta
Director, Hotel Accord
ABOUT GRACESOF

Gracesoft designs and develops cloud-based web applications for hotels, motels, resorts, campgrounds, condominiums, timeshare and resorts. Gracesoft's first software application was Easy InnKeeping Suite which entered the hospitality software industry in the late 1990’s, and is now one of the preferred software of the hospitality industry. Gracesoft software solutions are flexible enough to cater to large, multi-national chains as well as smaller, independent properties. With a proven track record in client retention, Gracesoft continuously builds relationships and business success. Gracesoft builds applications that are user-friendly, easy to learn and easy to use.

"Very user friendly site with a great support team. Always able to reach them when I need assistance. The software is easy to use. I like the calendar feature to see my availability. The reports are also a big help to plan for upcoming weeks."

Clear Stream Campground

"Awesome software. It is very user friendly. I moved this little inn from pencil and paper to having software. It has been a great experience getting everything online. I have recommended it several times and will continue to do so."

Sun Burst Inn

"This is an easy to learn program. I taught myself how to use it, and have taught several others how. Customer service is great as is technical support."

Tomahawk Motel

"Gracesoft Easy Innkeeping is as straightforward as its title implies. Providing comprehensive calendar overviews, direct settlement options, a variety of reservation status classifications, efficient letter templates, and non-taxing performance requirements all but ensure my recommendation of the product to accommodation businesses of any size."

Jeremiah Ruel
Greenway Accommodations
Guestline are market leaders in cloud based hospitality technology. They provide solutions that generate revenue and reduce costs. Guestline customers include leading five star hotels, global apartment operators, student accommodation and budget hotels that operate on an independent or large group basis. Why should you use Guestline? Their market leading technology delivers: • Lower operating costs • Increased occupancy • Higher average daily rate (ADR) • Reduced distribution costs • Greater channel connectivity • Great industry reputation for customer services • Proven ROI • Cloud based technology

"Most importantly we are provided with useful decision making data which will help in the future. Guestline also offered access to advice and support which other vendors could not.”
Patrick Jones
General Manager, Tewkesbury Park

"The Guestline systems have made a huge difference to our business. The systems are multi –functional and there are lots of short cuts helping us save time and resources every day. There is still lots to learn as we’re discovering new functionality every day! We’re looking forward to the opportunities that are ahead of us to get even more out of the...
Clive Wilson
General Manager, Lakeside Hotel & Spa

"The support we get from Guestline is second to none which is ideal when there’s a new upgrade and for new starters – we know there will always be someone at the end of a phone that can help us to resolve issues and make improvements.”
Edward Herring
Owner, Washingborough Hall

"Since we've had the Guestline systems, we have been able to spend less time on manual inputting and admin and more time focussing on driving rates and occupancy.”
Jennifer Gowria
Rooms Division Manager, The Grange Hotel
ABOUT HOTEL PERFECT

Hotel Perfect supply and actively support a wide variety of accommodation businesses from high-end hotels, resorts & spas, golf clubs, conference centres & self-catering businesses. Their cloud-based software solutions are produced and supported here in the UK by their highly skilled support and software development teams. At Hotel Perfect they don’t just sell software, they use their collective experience and extensive knowledge of technology to bring you an all-encompassing hospitality package.

“Hotel Perfect are a breath of fresh air compared to our previous PMS supplier.”

Gill Gino
Owner, Channel View Hotel

“When I first looked at Hotel Perfect, the sales presentation was detailed, open and honest, unlike other competitors. We chose Hotel Perfect because of the conscientious service they provide and the detailed profiling and marketing facilities within the system. One year on and they are still as fully supportive as ever.”

Tracy Kirton
Sales & Marketing Manager, Retreats Group

“The system is quicker and slicker, the best move we made and the support is second to none, essential in today’s industry.”

Alan Hughes
Reservations and Reception Manager, Marlborough Hotel

“Hotel Perfect always fully understands our requirements and they just get on with it. Transitions are smooth, with no problems.”

Toby Ashworth
Proprieter, The Nare
ABOUT HOTELOGIX

Hotelogix is a unique, cloud-based, end-to-end, hospitality technology solution, built to seamlessly manage hotels, resorts, serviced apartments or multi-location hotel chains, by providing a single window to manage all hotel operations and bookings (online and offline). Hotelogix is currently used by properties in 85+ countries and is backed by Accel Partners.

172 Customer references from happy Hotelogix users

"When we were looking for a property-management solution, Hotelogix stood out from among the rest in terms of price and functionality."
Joshua Nelson
Retreats Director, Camp Eagle

"I found that Hotelogix is the richest SaaS solution in the market. It's easy to use as well as affordable, ideal for properties of all type and sizes."
Yassir Benjlali
General Director, Forleaders Solution, Morocco

“We installed the system for a brand new hotel and there was no transition. Existing Property Management Systems are not suitable for the real small hotels and mostly too expensive for the midsize hotels! The system does everything that is needed.”
Boudewijn Scholts
Consultant, Bonaire Central Hotel

“I have complete control of my business, thanks to Hotelogix software. I can now log in from home and solve any problems that arise. I am able to handle the hotel operations via my smart phone, laptop or tablet in case I am travelling.”
The Peaberry
Infor Sales & Catering, formerly known as, ReServe Cloud, is a suite of fully-integrated software modules aimed at the hospitality industry including Catering & Event Management, Reservations and Floor Management, Guest Rooms Control, Membership Sales, and More! Since 1996, ReServe Interactive has helped hospitality professionals increase sales, save time, eliminate costly errors, and enhance customer satisfaction. ReServe Interactive software is used by more than 15,000 users across 14 markets nationwide including conference and convention centers, sports and entertainment facilities, restaurants, casinos, hotels, catering companies, golf and private clubs, cultural institutions, wineries and more. To learn more, visit www.reserveinteractive.com.

"Great customer support. Can usually reach a live person immediately. Knowledgeable and professional."
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Marina Cook, Hyatt House Falls Church

"Reserve Interactive is overall a really really good software. I find it quite easy to navigate. It has so many great features and after using it for a few months, I can't think of any that I would add. It has everything that I need. Their help desk and developing department have been amazing! It just seems that they really listen and care about their clients and..."
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Tamara Pribilic, Black Knight Inn

"The software is easy on the eyes in many ways and is mostly user-friendly. The monthly calendar works well for me gives my coworkers and I the ease to jump around to many events in one screen. This software works for catering sales managers like myself but also we run our Inn through it (to book rooms) and small catering conference groups. It really..."
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Taryn Ferguson, Restaurant Associates

"Angela has been wonderful to work with, her attention to detail and follow up has exceptional. I'm at ease knowing she is handling our accounts. Thank you for all you do. We have signed on many accounts with ReServe and will continue because of the service we receive."
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Maria Skubal, Lodgeworks
ABOUT INNKEEPER’S ADVANTAGE

Innkeeper’s Advantage was developed along with innkeepers to address the real and everyday Internet issues faced by B&B owners and innkeepers. Get the latest in Website content management, blogging, marketing and online reservation management. You get supplemental services when you need them and support is always included with each subscription. Unlike many B&B Web marketing firms, they support your Web site, reservation system, analytics, graphic design and Internet marketing in a single unified service.

"It is a terrific pleasure working with you and your staff. We can not thank you enough for optimizing our site and giving us the ability to make changes to our own website. The phone is ringing again and the online bookings are coming in. In these tough economic times it’s good to know we can work with a company who values our business. Your support is...”
Dallas Fritz
B F Hiestand House B&B; B. F. Hiestand House

“What more can I say than Innkeeper’s Advantage is THE reason why we’re #1 in Annapolis. We were first time B&B; owner/operators and gave Innkeeper’s Advantage the task of shelling an old unworkable website with a single page and no reservation system and turning it into the huge success story it is today. If you put aside all the hand-holding they...”
Elly Tierney
Chez Amis Bed & Breakfast

“Thank you Innkeeper’s Advantage. You have allowed us to get enough rest at night to tackle our hectic 15 hour days. Most of our reservations are made online through our wonderful custom website. Without Innkeeper’s Advantage, we would be lost.”
Gaila Brandon
Riverview Hotel

“I just wanted to let you know how very grateful I am for all your effort on my website. You two are a dynamic duo who has found a perfect niche for your talents and personalities and I feel blessed to have encountered you. The new site has all of the individuality of the old, but with more pizazz and the myriad benefits of the new platform. I couldn’t be more...”
Kitty Hartzell
House Bed & Breakfast, Hartzell House Bed & Breakfast
ABOUT INNROAD

innRoad is a Software-as-a-Service (SaaS) hotel software solution that seamlessly integrates property management, global distribution, bookings and marketing—all on a single, easy-to-use platform designed exclusively for independent hoteliers, small hotel chains and hotel management companies.

"It’s the only software system that we have found that caters to multiple-property companies without the high technology overhead. All of our satellite locations are able to see what the main office sees, and we can even access it when we are working off-site."

Michael Wudyka
Owner, Enclave Inn

"innRoad made my transition from my old PMS simple and fast. My staff LOVES the software and working with innRoad!"

Samantha Stone
Inn at the Oaks

"Compared to what we used to have this is sweet! I like that it's not real complicated. It does everything you want and need it to do. It’s user friendly and easy to train new employees."

Dora Swiger
Seven Crown Resorts

"I like that with innRoad’s software, we can send out automated e-mails to our guests after they make a reservation. We can rely on innRoad to keep track of our reservations no matter what channel they are coming from. innRoad training and customer service has been excellent. All those I’ve spoken with have been knowledgeable, polite and helpful."

Jennifer Ray
Owner, The Honking Goose Inn
ABOUT LITTLE HOTELIER

Little Hotelier is an all-in-one reservation and accommodation management system specifically thought about, designed and built for B&B’s, guest houses and small hotels; helping hospitality business owners and managers play the web professionally, saving on time and resource. The Little Hotelier package comes with a very smart and powerful Channel Manager, a commission free Booking Engine for your own website and an intuitive, easy to use Front Desk System – which together, is everything small accommodation providers need to easily run the daily operations of a profitable business and reach potential guests wherever they may be in the world.

“Since using the Little Hotelier system, we’ve actually seen a 60-70% increase in bookings! It’s allowed us to unlock this huge revenue opportunity with accommodation that we didn’t know was possible.”
Mick Comerford
General Manager, The Mercantile Hotel

“Before we worked with LittleHotelier, we experienced many issues, including; overbookings, price disparity and difficulty managing the rates and inventory of multiple properties. We can’t say thank you enough for the innovation and latest hotel solutions which are always updated and help us solve our problems. Our online bookings have increased significantly since using Little Hotelier. The support team and market manager are always ready and available to assist...”
Premier Hospitality Asia

“When Little Hotelier launched it was a massive benefit for members because it did mean that their properties were now directly bookable via our website. It also had that extra property management system module that other systems were missing.”
Tim Potter
Owner, Stay In Bath

“Little Hotelier saves double booking, manages and tracks payments, manages reporting excellently, and offers continuous improvement.”
Nola
Owner, The York Palace Hotel & Restaurant
ABOUT LODGIFY

Lodgify is focused on building direct channel technology which empowers vacation rental owners and property managers to create a professional website and grow direct bookings, free from commissions. The company, which has twice featured in Wired's 100 Hottest European startups list, has raised a total of $7.3 million in venture capital to date. They are an international team of more than 50 people and their HQ is based in Barcelona city center.

18 Customer references from happy Lodgify users

“Our website is the face of our business, and Lodgify contributed a lot to this.”
Owner
El Jaralejo

“Thanks to Lodgify, I understand that having your own vacation rental website is very important to show off your product. But at the same time, the site must be manageable and the interface has to be user-friendly – like Lodgify’s is. Remember that your main job is hosting, that is why you need a software that can really help you and simplify your…
Alessandro
Owner, Casa Mamma Rosetta

“The vacation rental world is being increasingly populated by innovative new tools and services for owners and managers. Among them, Lodgify is one that’s definitely here to stay!”
Matt Landau
Vacation Rental Marketing Specialist, Vacation Rental Marketing Blog

“As soon as we saw the icon of “multiple languages” – we began looking deeper into what Lodgify had to offer. That's when we began our free trial.”
Single Property Owner
Kabin Sutton
ABOUT MEWS SYSTEMS

Mews Systems believe that the best technology is discreet, efficient and sleek, just like the finest hosts and concierges in their industry. It’s why they’re building tools to empower properties to make real connections with their guests.

“Mews is by far the PMS with the fastest and simplest API to connect with and it allows us to pull and push very complex data between our systems. Mews has delivered on what a lot of PMS vendors have promised for years.”

Bahadour Moussa
Evangelist, Boost-inn

“Our main choice for selecting Mews was simply that is was completely opposite to any PMS solution on the market at that time. Opposite in a great way, in that all old school thinking around how PMS systems have operated, was re-invented. We are now able to tap into newer forms of technologies and open API’s that allow our business to be...

Terry-Anne Graham
Tsogo Sun

“It impressed us how quickly MEWS can activate our hotel partners. It takes less than a day from getting access to the hotel reservation data to certifying it. MEWS also processes our pricing recommendations in true real time. These are immediately accepted and changes made in MEWS; there isn’t a delay.”

Gary Torres
Director of Deployment, Duetto

“Mews has completely changed our way to work. We can focus again on the most important thing in our hotel, which is our clients. The system is simple and only gives us what we need. The web based system gives us the access to any time from anywhere.”

Michael Bohler
Ambassador & Opera AG Zürich
ABOUT MINGUS SOFTWARE

Mingus Software is a Montreal-based company dedicated to the development of high-end software and the deployment of effective solutions for hotels around the world. Their customers come first. They are at the heart of their decision-making. They favour a user-friendly approach and constantly validate our choices with the relevant trades.

"A system that continues to improve, a team very efficient technical support. Having worked with three other reservation systems, Hotello is the best of them.”
Dominic Brûlé
Owner, Hotel Gouverneur Le Noranda

“We've been using Hotello for more than 7 years. It is very user friendly and it always adapting to the Hotel needs. The variety of statistical reports and the ease of use of their Yield Management module is equally appreciated within our team. Always evolving and bettering itself, Hotello is without a doubt, the ultimate software for hotels.”
Geneviève Corbin
Head Receptionist, Hotel Cofortel

“Our experience with Hotello has been absolutely wonderful! Installation was fast, and the team supported us until we were completely comfortable on our own. We received remote (telephone) and in-person training. The Cloud server lets me access the program from anywhere, which is very convenient when I'm working from home. I have no regrets about...”
Martin Lamothe
Executive Director, Groupe Le Massif

“I'd like to tell you that I have a top-notch service with Hotello. When I call, I always receive a fast, efficient and courteous response. Your team is very dedicated and I would like to thank you.”
France Bolduc
Manager, Mont Orford
ABOUT NEWBOOK PMS

NewBook provides cutting-edge customer relationship and property management software to transform hospitality and tourism industry operations; delivering innovative tools to streamline processes and automate tasks. Being a cloud solution, NewBook makes it easy for businesses to move online and broaden their sales avenues by allowing them to take bookings through their website, connect to third party sales channels and use other upselling tools and revenue generating activities.

"Just a quick word to say how pleased we are with NewBook as a CRM. We are now in total control of our leads, converting more as a result and our sales staff's activity, successes and failure are very transparent."

Iain McGregor
Director, Just Contact

"Being a customer of NewBook does not feel as though it has a time frame attached to it. The constant involvement of ourselves and our suggestions as a customer makes you feel as though you are part of the evolution of the NewBook product. This fills me with confidence that the NewBook product will be able to adapt to and consistently surpass our...

Declan Fitzhenry
Operations Manager, Citystay

"The support team you have there is fantastic. Every time I have rung or lodged a support request, I have always gone away happy and with my query answered."

Bonnie Mckechnie
Manager, Big4 Colonial Holiday Park

"What brought us across to NewBook was the fantastic customer support. They listened to the customer on the other end of the phone and were always willing to jump on support requests. Recent improvements we use include upgrade promotions and two-way SMS messaging."

Michael Mclvor
Operations Manager, Broken Hill Tourist Park
ABOUT OPENHOTEL

OpenHotel is a leading PMS, channel manager and yield manager solution for hotels. They are helping hotels of all sizes with PMS, online booking, internet strategy, and web design. OpenHotel provides hotels across the nation with the most affordable and full-featured software solutions.

"3 years operating the OpenHotel PMS for our small property. Overall experience has been outstanding. Rich with features that are continuously enhanced and improved based on interaction and feedback with their customers. The company operates like a true Joint Venture with our business needs incorporated into their corporate vision."

Cliff Kaiser
The Inn at Crumpin-Fox

"Excellent software that is ideal for the small hotelier looking to drive web based distribution. Integrated Channel Management, Website Booking Engine, built in credit card processing and simple to use but powerful reporting are just some of the features I really love. Customer support is extremely responsive. They will go as far as making…"

Nigel Trellis
Cocobay Resort

"We have been a client of Open Hotel for about 3 years. We have found their online internet booking software to be 100% reliable, with absolutely no issues regarding room availability or rates. Open Hotel is extremely easy to learn and use with great proficiency. The staff at Open Hotel is exceptionally customer-service oriented and always responds to…"

Aileen Band
Tropical Manor

"Open Hotel is a great product that I would recommend to any Hotel. It is very easy to use and self explanatory. You find all the features you need for a booking engine. I have got my training on it and even if I have extra questions I get the support I need. It is important to have that personal touch and the support team is always available and able to help. I…"

Benjamin Regalado
Revenue Manager, Clinton Hotel & Spa
ABOUT RESNEXUS

Reservation Nexus is the most popular and most used all-in-one seamless reservation system for U.S. bed and breakfasts and inns. Founded in 2003 and launched in 2005, ResNexus has quickly become the innovation leader within the bed and breakfast lodging industry and a source of inspiration and revenue for bed and breakfasts, inns, hotels and lodges worldwide. ResNexus is the innovation leader in guest management, online bookings from your website, automated marketing, True Seamless GDS TM, Smart Minimum Nights TM and much much more.

“Our favorite part about the ResNexus Academy was one-on-one time, getting to know the ResNexus staff, learning from & sharing info with other B&Bs.”

Ellen Goldberg
Briar Patch Bed & Breakfast Inn

“The staff, software, and services ResNexus has provided is more than we ever expected. Friendly, professional, knowledgeable staff a pleasure with which to work. Highly recommend the company and their services!”

Wallace Braud
St Francis Cottage

“I have found ResNexus to be easy and convenient. It is nice to see all the rooms on a grid, and there are multiple ways to view reservations to find the information you need easily. I am new to using the program and picked it up within a few days.”

Kelsey
RedTail Mountain Properties

“We started with ResNexus about 5 years ago. The system had so many more possibilities than what we expected. The more we used the system, the more familiar and easier it became. ResNexus is also constantly adapting and changing things to keep up with the times, which really helps.”

Darren
Harbourview Inn
ABOUT ROOMKEYPMS

RoomKeyPMS is cloud-powered software that lets you run your hotel while tracking every detail, and connecting to hospitality systems across all of your locations. Their easy-to-use system integrates to hundreds of hospitality systems, drives revenues with no transaction fees while saving you time.

"We find this feature immensely useful. I trained our night auditor to use it immediately and it was very simple. With our many repeat guests I am now able to ensure profiles are combined into one and identify our frequent customers to offer direct booking incentives or determine if they are a corporate customer in need of a negotiated rate."

Jeff Ross
General Manager, Inn At Gig Harbor

"I reached out via chat and my customer service manager was helpful and responsive and fully solved my issue for me."

Dana Race
Marketing Manager, The Beachfront Inn

“Escape Lodging is definitely focused on guest loyalty. Beyond giving us a tidy database and cleaner marketing (with less duplicate emails sent) - everyone is glad to have an easier way of recognizing return guests.”

Alyson Short
Escape Lodging Company

"The software is very user friendly and easy to understand but we still received a very comprehensive training program and all of our staff were up and running on it within a week. We have been up and running with RoomKeyPMS for a few months and are very pleased with the product still."

Jenny Bornhorst
Owner, Americas Best Value Inn

19
Customer references from happy RoomKeyPMS users

VIEW ALL REFERENCES
ABOUT SKYTOUCH TECHNOLOGY

SkyTouch Technology provides a cloud-based hotel management system that allows hotel companies to help meet their most important strategic objectives: to achieve growth, to advance operating performance and to improve the guest experience all while evolving with changing customer needs. Accessible from anywhere, SkyTouch provides visibility and control of operations through real-time, impactful business analytics that can improve hotel guest experience, decision-making and results at the property, owner, management company and brand level.

“Once we started using the SkyTouch OS, the ease of the BAR system for setting and overriding rates made it easier for us to earn more money with less work.”
Albert Gosch
Corporate Director of Revenue, Broughton Hotels

“Every year, the SkyTouch Hotel OS® gets stronger and stronger. Having a great platform like this gives us the ability to navigate our market and compete at a higher level. Because of SkyTouch we have increased occupancy and ADR, producing better revenue directly because of the OS’s features and controls.”
Jay Shah
General Manager, The Wharf Inn

“Why choose anything else when the SkyTouch Hotel OS does the job at a fraction of the cost. You have a partner for life with SkyTouch.”
Greg Posmantur
CEO and Managing Partner, JYI Hospitality

“Once we made the switch, we were very pleased. It’s helped operations, we get great 24/7 support, and it is extremely reliable. I would recommend SkyTouch to any independent property looking for a system with modern features and, online accessibility. It is a top-notch product.”
Dylan Clarke
General Manager, Jays Inn & Suites

Customer references from happy SkyTouch Technology users

VIEW ALL REFERENCES
Welcome Anywhere is a web-based hotel booking system that is constantly innovating. It’ll replace your old PMS or paper diary, but it goes much deeper than that. Welcome Anywhere will help you deliver a memorable guest experience and allow you to reclaim your time.

“As we’ve developed and grown, so has Welcome, and we've been able to work together, fine tuning our room detail and packages. When we came here in 2007 the booking system was a Boots diary, and we have moved so much further forward with Welcome’s help. We were very proud to pick up the Brewery Annual Award for Best Accommodation…”

Charlie Edgeler
The Jubilee Inn

“We found Welcome Anywhere provided the perfect balance of functionality and affordability and since committing to the software we have had nothing but a positive experience.”

Tom Greenstock
Horse and Groom

“A really important point was that being on the Isle of Man means it can be difficult to get maintenance for software or hardware issues quickly and efficiently. The fact that Welcome is fully cloud-based and there are no physical moving parts makes a lot of sense for us.”

Elizabeth Wells
Reservations Manager, The Mannin Hotel

“Welcome Anywhere is also integrated with the online travel agencies (OTAs), cutting out any risk of double bookings and giving me real peace of mind. The new rate manager includes some very interesting features and we’re now looking forward to a busy summer season.”

Martin Horner
Owner, Boho Pub Co