

TECHNOLOGY



Integrated Solution rather than Isolated Application

Spa software is a niche product within the hospitality industry, and so it is all the more important that all systems work together smoothly for a joint and effective use of guest data. Nevertheless, the integration of software is only as good as its interfaces. In order to guarantee the best connection, we developed our interfaces with XML or SOAP/XML-based web-service technology. These technologies allow for a safe real-time data transfer.

We provide Reservation Assistant with more than 110 interfaces in order to make a seamless integration of the software into all established systems in your company possible. This means that the spa & activity software is linked to central areas such as the hotel software (PMS), bookkeeping and access control systems. Connections to health insurance systems and credit card interfaces are also produced easily. If desired, we are pleased to develop individual interfaces – attuned to your individual needs.

Multi-Property

In case your company is not an individual operation but belongs to a hotel chain, Reservation Assistant's multi-property function is the right solution. The heart of this function is a centralized database that can be accessed from all connected outlets. Each site can access the database and retrieve, create, or edit guest information. The guest history where all data about a particular guest is collected and administered gets consolidated centrally and is available for every outlet. Reports can be created centrally as well for all sites and you do not have to log in on various servers. The centralized data base not only helps you save on hardware (additional server), but also allows for efficient maintenance. Updates are made centrally rather than for each individual operation. All these benefits result in a price advantage compared to a single installation.

We also offer Reservation Assistant as an ASP („Application Service Provider“) version. The hosting is done via our data center and the software is installed neither on your server nor on the clients. You simply log in via a web browser and work with Reservation Assistant from anywhere.

iPad

Reservation Assistant is not only accessible by notebooks and PC's but also by iPads. This means that your spa staff is no longer bound to the reception area but can move around while working with the spa & activity software.

Equipped with iPads your employees can stay close to your guests, pointedly address customers in the entire hotel and spa area, give advice, and sell additional treatments. Any bookings can be made immediately via their iPads. You have access to Reservation Assistant at any time using your iPad. Relocate your sales meetings from the reception area to pleasant lounge atmosphere, or conclude membership contracts over a casual cup of coffee at your bar. Thanks to your iPad you always have your desk with you.

In the staffrooms your employees can use iPads to quickly look at the next customer appointments and shift schedules. The iPad is not only a great convenience in your spa but also in other business departments. Whether you are just about to show one of your guests hole no. 17 on your golf course or work on new table arrangements in your restaurant – you can take care of your guests' wishes and respond to them by having Reservation Assistant available via your iPad anytime and anywhere. This puts your guests where they belong – in the center of your attention.

