



Management software for managing hotel chains and hotel groups from a central database

PROTEL MPE (MULTI PROPERTY EDITION) PROTEL HQ (HEADQUARTER)

Product information

PROTEL MPE UND PROTEL HQ: THE PREMIUM SOLUTIONS FOR MANAGING MULTIPLE HOTELS

GOOD TO KNOW ...

Also with protel expansion modules you will benefit from central features:

protel Banquet

All rooms and events in the Banquet plan at a glance.

protel Sales & Marketing

You will have direct access to the information stored in the central database from anywhere in the system, translating into more efficient planning and management of sales and marketing activities.

The Multi Property Edition with centralized real-time data access

As a central property management system, protel MPE can transform even a global hotel chain into a single unit. All connected hotels access the same guest information from a central database. Data and functions are available in real time at every property. And you can reap the enormous benefits of having clean data stocks and lean business processes. The protel Multi Property Edition offers reservation, marketing and reporting in one package so you can monitor and control all your activities, revenues and reports across your entire organization.

The Headquarter solution with controlled data exchange

The protel HQ property management software is the perfect choice for hotels who have low-bandwidth data lines and thus need to limit the data volume they share with their headquarters and other hotels. All connected hotels run their own databases and transmit all the data needed at headquarters to the central database over the internet. Data can be updated once a day or even once a minute, if you wish.

Do you want to learn about some of the main features and functionalities of protel MPE und HQ?

OUR PRODUCT HIGHLIGHTS

- CRS (Central Reservation System)
- Central Guest Profile
- Central Sales Enquiry
- Central Direct Marketing Tools
- Central Reporting



CRS (Central Reservation System)

With the active room type plan, you can closely track your occupancy situation, including available rooms, overbookings, allocations, options, waiting lists, percentage occupancy, et cetera. Simply drag and click to reserve your guests' preferred room types. Even reserving groups across different types and time periods will become child's play.

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Simply drag and click to reserve all of your guests

FEATURES IN PROTEL MPE:

Central Rate Management

Receivable Control

Allocation Management

Reservation Overview

Consignment Invoice

Master Data Maintenance

FURTHER MAIN FEATURES:

Deposit and accounts receivable management, reminders

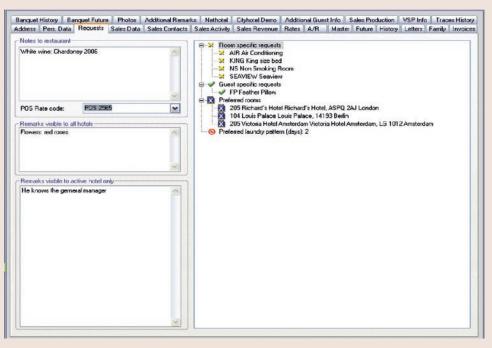
Season- and allocation management

Integration of many Microsoft programs available (route planner "Map-Point", Excel, Word, Visio)

Guest profile

Each guest is unique, and the customizable guest profile is the perfect place to record what makes them unique. In addition to their address, reservation and revenue details, you can also keep track of guests' personal preferences and requests. With each visit, you can get to know your guests better and have an ideal foundation for effective marketing.

Your benefit: Via centralized data real-time access each guest file only exists once within a hotel chain or group. Thus, manual synchronization of information is no longer required.



The perfect customizable guest profile



Sales Enquiry

When customers try to book a hotel room, they expect fast, attentive service. With the sales enquiry, your staff can help your guests professionally and offer optimum rates. Press one key anywhere in the system, and you can activate the wizard for full-featured support with the reservation process.

Your benefit: For each day of the inquired period the individual daily rate is displayed. In order to provide information immediately protel reckons up and displays the average sum per night as well as the total sum. With just one mouse click you have the determined daily BAR (Best Available Rate) displayed.

An indispensable support for customer dialogues- whether personally or on the phone- and the ideal foundation for effective marketing. Not only for newcomers

Sales enquiry What is your name? Shopping backet Name: Samworth Sgarch Comp Hotel Arrival Depart... Roo... Q... Rate code Search Sc: Hotel Hotel For which dates do you need the room? ☑ Richard's Hotel - Ric...
☑ Louis Palace - Louis ... Arrival 27/11/08 Departure 30/11/08 Nights: Filter low many spoms do you need? For how many adults? 1 No. of gersons: Market/Source code: Rack Rate ▼ Travel Agent ▼ Add./Ch.8ed: BAR (J) BAR (Name) Group (al) Start enquiry 189/189 4 you the following rooms: (0) fer upgrade() Richard's Hotel Louis Palace Victoria Hotel Amsterdam Rate code PRDB (22/22) SU (1/1) PRTB (25/25) STTB (4.... STDB (9... STTP (6... STSB (3/... Right pric 99.00 99.00 NEG2 RO 75.00 75.00 75.00 100.00 75.00 75.00 75.00 100.00 75.00 RACK SUPER BB 100.00 100.00 200.00 200.00 200,00 200.00 200.00 GOLF COMP DEE 99.00 39.00 99.00 99.00 99.00 99.00 99.00 100.00 100.00 100.00 100.00 For whom may I reserve the room?

Beservation or Display net rates PRDB

Press one key anywhere in the system to activate the wizard

PROTEL ADD-ONS:

Mailing-Expert

Auto VII

Active Desktop

Sales Production

SMS Confirmation

Business card

Pivot table

Room planning with Microsoft Visio

Route planning with Microsoft MapPoint

Synchronization with Microsoft Outlook

Voucher management

Vacation Ownership Module

Automatic call

GOOD TO KNOW ...

One application where rate management is absolutely essential is an internet booking engine that books rooms in real time.

protel Rate Management sets the rate directly for whichever rooms the guests book online. And the internet rates rise and fall with demand as occupancy levels change.

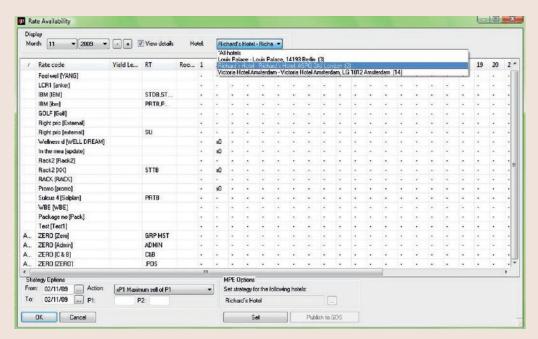
In addition to rate availability, protel Rate Management also administers specified corporate rates at various levels. Likewise, rate availability restrictions can be overridden by properly authorized users.

protel maintains a large selection of interfacesfor example to provide a link to professional Yield management systems. An overview of all interfaces you can find on our website.

Rate Management

Room rates and availabilities are key criteria for your hotel's business success – and the most important information for guests who wish to make a reservation over the internet or the phone. Use the rate management tool to specify a particular pricing strategy for your staff and guests – for individual days, weeks or even an entire year. It identifies your hotel's current and expected occupancy, broken down by room category or individual room. This is the surest way to optimize your pricing.

Dynamic rate management is a great way to automatically optimize your average room rate. That's why protel Rate Management enables you to set up strategies for each rate code and day. In protel, you can assign rate codes at a fine degree of granularity – down to the individual day and room, if desired. protel will then automatically activate and deactivate rates depending on the strategy.



Use the rate management tool to specify a particular pricing strategy



Reporting

protel Front Office's integrated reporting function provides for more insights into your business. Not only does it track key performance indicators on reservations, revenues, occupancy and average rates, but it also supports complex analytics such as period-specific analyses of market segments. Effortlessly import your data into Microsoft Excel for further manipulation as needed. Do you need to check up on your business while on the road? No problem! With nothing more than a web browser and an internet connection, you can retrieve your hotel's data – any time, any place. The Microsoft SQL database provides the best guarantee that you can get the most out of your data with external analytical tools. Built-in business intelligence functions allow you to translate actionable information into informed action.

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| Choice Ho | otels | | | | | | | | | |
| Ren | oort date: | 11.03.2009 | | | | | | | | |
| Fise | cal vear start: | 01.01.2009 | | | | | | | | |
| Fise | cal year end: | 31.12.2009 | | | | | | | | |
| - | | | | | | | | | | |
| Rep Fisa Fisa | | | total | | | City DO | | | Carlton DO | |
| | | current year | last year | changes | current year | last year | changes | current year | last year | changes |
| adults | | 360 | 1.121 | 32,1 % | 36 | 245 | 14,7 % | 85 | 147 | 57,8 9 |
| child 1 | | 01 | 0 | 0,0 % | 0 | 0 | 0,0 % | 0 | 0 | 0,09 |
| child 2 | | 0 | 0 | 0,0 % | 0 | 0 | 0,0 % | 0 | 0 | 0,0 9 |
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| children | | 0 | 0 | 0,0 % | 0 | 0 | 0,0 % | 0 | 0 | 0,0 9 |
| guests in house |) | 360 | 1.121 | 32,1 % | 36 | 245 | 14,7 % | 86 | 147 | 57,8 9 |
| 7 rooms occupied | Same to the same to the same to | 257 | 712 | 36,1 % | 26 | 197 | 13,2 % | 77 | 139 | 55,4 9 |
| rooms sold | A section to the section of the sect | 257 | 712 | 36,1 % | 26 | 197 | 13,2 % | 77 | 139 | 55,4 % |
| rooms free | | 26.791 | 27.057 | 99,0 % | 13.015 | 13.159 | 98,9 % | 4.132 | 4.192 | 98,6 % |
| 1 rooms to let | | 27.048 | 27.769 | 97.4 % | 13,041 | 13.356 | 97.6 % | 4 209 | 4.331 | 97.2 9 |
| rooms out of ord | der | 0 | 63 | 0.0 % | 0 | 63 | 0.0 % | 0 | 0 | 0.0 9 |
| rooms day let | | 4 | 1 | 400,0 % | 0 | 1 | 0,0 % | 0 | 0 | 0.0 9 |
| frooms occupan | CI4 | 1.0 | 2,6 | 37,1 % | 0,0 | 1,0 | 0.0 % | 1,0 | 3,0 | 33.3 9 |
| beds occupance | | 0.9 | 2.7 | 33.0 % | 0.0 | 1.0 | 0.0 % | 1.0 | 2.0 | 50.0 % |
| 7 begs occupand | У | 0,3 | 2,1 | 33,0 % | 0,0 | 1,0 | 0,0 % | 1,0 | 2,0 | 50,0 7 |
| rooms complim | entary | 0 | 0 | 0,0 % | 0 | 0 | 0,0 % | 0 | 0 | 0,0 9 |
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| rooms double fo | or single | 0 | 0 | 0.0 % | 0 | 0 | 0.0 % | 0, | 0 | 0.0 9 |
| 2 revenue total | | 44.315,13 | 144.261.34 | 30.7 % | 4.033.61 | 29.681,51 | 13.6 % | 9.642.86 | 18.180.67 | 53.0 9 |
| revenue total pe | er sold room | 172,43 | 202.61 | 85,1 % | 155,141 | 150.67 | 103.0 % | 125.23 | 130,80 | 95.7 9 |
| Hanag | | | The second second | Managara de la companione de la companio | Photograph of the last of the | and the same of the same of | | J C | Name and Address of the Owner, where | and the second |

Import your data into Microsoft Excel for further manipulation as needed

PROTEL PRODUCT LINES:

protel smart

For the reservation software protel smart we've tailored our internationally proven premium software solution to the needs of small and mid-market hospitality providers. It's an attractive package with great pricing, ease of use and functionality. It enables you to benefit from many proven features of protel SPE.

protel SPE (Single Property Edition)

The protel Single Property Edition is our exclusive hotel management software for midmarket operators and large individual hotels. Check in, serve and check out your guests with the greatest of ease: protel SPE provides effortless processes and fast, reliable access to all crucial information.

FURTHER EXPANSION MODULES:

protel Banquet

protel Banquet helps you perfectly plan and host receptions, banquets and events of all kinds and sizes. With protel Banquet, you can keep track of your long-term occupancy levels and generate schedules and room plans quickly and effortlessly. And this also applies to the whole hotel chain.

protel Sales & Marketing

You can't market to your customers if you don't know them well. That's why your success depends on targeted sales and marketing activities and comprehensive customer relationship management. protel Sales & Marketing gives you total visibility into what your guests need and want. Improve your bottom line with focused campaign management and attractive customer loyalty programs!

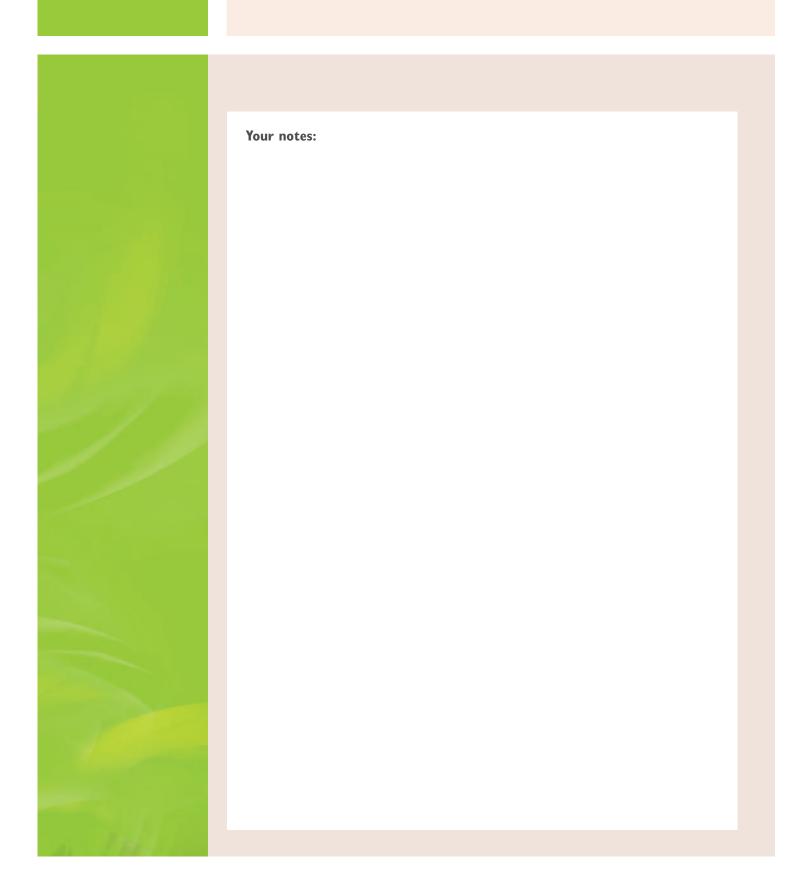
protel WBE 3.0

With the protel Web Booking Engine (WBE), protel's online reservation system, you can put the power and convenience of online booking at your guests' fingertips. The Web Booking Engine retrieves pricing and availability information directly from the live protel system installed at your hotel (SPE, HQ or MPE). From no-obligation inquiries to firm reservations, your guests will always see the latest information.



| Your notes: | |
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HOSPITALITY WITH A SYSTEM

