

FACTS & MORE



hetras

Hotel Management Software

hotel edition



LOVE AT FIRST SIGHT

hetras is unique – it is an innovative, powerful, yet cost-effective Hotel Management Software – with an integrated online booking solution – it is designed to differentiate your hotel from the competition, generate more business for your hotel, and give you the highest operational efficiency. hetras HOTEL is ideal for city hotels, resorts, wellness hotels and convention hotels. It not only makes life easier for hotel staff in all departments, it also brings advantages directly to your guests.

Your guests can book at your own website or at hundreds of other internet reservation services. But we took it a step further. For the first time, it's possible for a guest to select a specific room number in a spectacular – and unique – 3D web presentation. hetras HOTEL is also the first internet-based Hotel Management Software for the full-service hotel. The advantages are obvious: just start your internet browser, log in, and start working. Because it's entirely internet based, it's fast and easy to use. Just two examples of how hetras is helping you to stay ahead.

What makes hetras unique?

HOW hetras TRULY MAKES A DIFFERENCE FOR YOUR HOTEL

- **Your business is our business.** hetras is not just for hotel administration or operations. hetras is designed to help you generate new business, improve guest service, and increase guest loyalty. In short, we want you to stand out from your competition.
- **All in one.** We don't believe you need to purchase and learn different applications from different vendors just to run your business. That's why we include the business-critical functions in a single solution. hetras encompasses property management, sales, reservations, channel management and internet booking engine functionality. Spa, catering and POS are coming soon. Everything is based on a single database so that interfacing is a thing of the past.
- **If you can use the internet, you can use hetras.** In many hotels today, there's just not enough time for adequate training. We kept that in mind when designing the hetras user interface

and made it fundamentally simpler than any hotel software you've ever seen. But there's more. We know that at the front desk, you don't just do one thing at a time. You do many things at once. And that's no problem with hetras. You can even control everything with keyboard shortcuts or your mouse – the choice is yours.

- **Software as a Service.** hetras is the first professional hotel software delivered via the internet. This means that all you need is a computer, browser and standard internet connection and you're ready to log in to hetras and start working. No installations, patches, upgrades or backups are required. And it runs as fast as any traditional hotel software.
- **Room-specific booking.** For the first time ever, your guests can choose a specific available room at the time of booking in a brilliant 3D model. This will increase your internet bookings and help you stand out from the competition. Plus, your guests will be attracted to your website rather than an online travel agency, thus you save on commissions as well.
- **Safe and secure.** Your data is stored in the hetras data center. This high-performance redundant disaster-proof data center is located directly on the internet backbone and meets the highest possible up-time and security standards, meaning that your data is likely more

secure at hetras than on your own premises. It's our job to upgrade the hardware and software when necessary, update the firewall and virus protection in real time and keep the backups running. Of course it's entirely your data. If you ever require a backup of your data on CD, we'll send it to you.

- **A truly fair contract.** You don't have to make large up-front payments. You don't have to make a long-term commitment to hetras. You simply pay a flat rate per room every month that you use it. If you are ever dissatisfied, you can cancel your contract and stop paying. That's how simple it is.

hetras means:

- **Differentiation:** clearly differentiate your hotel from your competition
- **More Business:** add a real sales focus – more business instead of just more costs.
- **Higher Efficiency:** getting things done in the easiest possible way

Standard Features

EVERYTHING YOU EXPECT – AND MORE

hetras HOTEL offers you everything you expect in world-class Hotel Management Software – and more

- Multi-lingual user interface
- Rooms, room types
- Rate plans, meal plans
- Rate policies
- Channel management
- Reservations, change tracking
- Guest profiles, guest preferences
- Company and agent profiles
- Guest history
- VIP handling
- Correspondence
- Guest business analysis
- Check-in, check-out
- Guest accounting
- Guest messages
- Staff messages and alerts
- Housekeeping
- Reporting
- Offline and emergency mode
- Administration



Feature Pack 1

FOR MORE DEMANDING HOTELS

For hotels with more advanced requirements, we have bundled together some useful features that can be integrated at any given point in time

- Composite rooms and suites
- Blocks and groups
- Loyalty programs
- Cashiering
- Night audit
- Call center operations

Feature Pack 2

FOR WORLD-CLASS HOTELS

Larger internationally-oriented hotels can take advantage of this bundle of features.

- Guarantee management
- Conditional rates
- Subchannel management
- Guest custom fields
- Reservation custom fields
- Accounting for non-guests
- Customized reports

Internet Booking Engine

MORE WEBSITE TRAFFIC & MORE BOOKINGS

hetras truly merges hotel sales and hotel administration into one system. Thus it is not only made for hotel employees. You can link the spectacular hetras booking engine to your hotel website and generate new business. No interface is required because it's all one system.

- Internet booking engine with real-time availability
- 3D interface for room selection

- Automatic offer generation
- Automatic confirmation
- Guest portal
- Multi-lingual
- Media library
- Integration with existing hotel website



Interfaces

INTEGRATE EVERYTHING – WITH NO HASSLE

hetras HOTEL includes a series of interfaces and easily connects to any of your in-house systems such as PBX, call-accounting, financial accounting, locking systems, video services, POS and others. And here's the best part: hetras doesn't even charge for interfaces. If it's on our list of supported interfaces, you can have it at

no additional cost. Ask your account manager about the availability of specific interfaces.

- Point of Sales
- Revenue (Yield) Management
- Payment Service Provider
- Hotel Kiosk System (self check-in & check-out)
- GDS: Pegasus (Amadeus, Galileo, Worldspan, Sabre)
- Countertop payment terminal
- RFID Card Reader
- PBX System
- Accounting System
- Currency Converter
- Channel Manager
- Video services
- Room management
- SMS (text message) Interface
- Email marketing

Configuration

GETTING UP AND RUNNING – FAST & EASY

As hetras HOTEL is entirely internet-based, and provided as a service, no software or hardware installation is required, but your hotel-specific data need to be defined in hetras. You can do this on your own using our online documentation or

one of our experts can assist you – either on site or remotely. This typically takes 1-3 days.

Training

ONLINE AND OFFLINE –THE BEST OF BOTH WORLDS

The intuitive hetras user-interface is designed for the new generation of internet-savvy users and is virtually training-free. We even provide online user guides and videos. However, if desired, the hetras staff of experienced hotel trainers can train your users in all relevant departments – either onsite or remotely. Plan 2-4 days for training, depending on the number of features you intend to use. All users will be invited to hetras user groups for advanced training and networking with other hetras users.



Support

A PARTNER YOU CAN COUNT ON

We built hetras to meet the highest reliability standards. But we know that if something doesn't work the way you expect, there is only one criterion that really counts: fast and competent problem resolution. So if you or your staff faces difficulties using hetras, our support personnel can even share your screen remotely to help pinpoint the problem and solution.

So that you can truly have peace of mind, support is free for all hetras users around the clock.

Do you prefer to solve problems on your own? The self-service hetras support portal is also open 24/7.

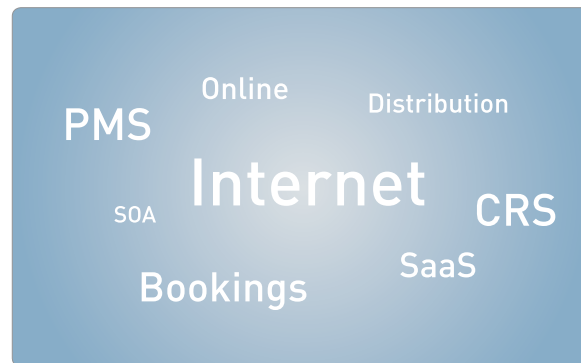


System Requirements

SaaS – RUNS EVERYWHERE

hetras is a web-based application is delivered as "Software as a Service" (SaaS). This means that all you need is a browser and you can use hetras: in your office, at home or on your iPhone. hetras HOTEL runs on any computer or mobile device with an internet connection and supports the following browsers: Mozilla Firefox 3.0+ and Microsoft Internet Explorer version 7.0+. hetras recommends a DSL, Cable or faster internet connection.

The public-facing booking engine runs on older browsers as well.



Pricing

EASY, TRANSPARENT & FAIR

hetras believes in simple and transparent pricing. So you won't find any hidden fees in the small print. All prices are per-room per-month, unless otherwise indicated.

	EURO
HETRAS HOTEL	10
FEATURE PACK 1	3
FEATURE PACK 2	2
24/7 SUPPORT	Included
STANDARD INTERFACES	Included
TRAINING, CONFIGURATION AND 3D MODELLING	75 per hour

The hotel is responsible for hardware, internet, and fees & commissions from external service providers such as GDS, travel agents, external booking engines and payment processors.

hetras never charges transaction fees or commissions.

At hetras we follow a simple philosophy – if you like our system and it helps you achieve your goals, you will stay with hetras. If you are dissatisfied for any reason, we let you cancel at any time on short notice. As we want to keep you as our customer, we will strive month after month to keep you happy.

Contact

HAPPY TO HEAR FROM YOU

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Fully booked...



...or running on empty?

hetras makes the difference.



