

elina®



Elina

The Management Suite for Hospitality

Go to Public Website | Demo Management | out

Property Management

Staff Lounge

- Search
- Property Management
- Reservations
- Marketing & Communications Tool
- Notes
- Staff & Personnel
- Products & Services
- Inventory
- Accounts

Bookings

Expand more

Welcome to Elina Hospitality Management, Demo Management!
Please select a role for a quick overview:

Home Desk | Marketing | Reservations | Revenue | PMS | Accounting | Maintenance | Security | Property | Management

Notes View All Add New

- 06/11/2009 10:14 - **Test note** - Guest complained about bedding...
- 19/10/2009 22:23 - **Testing** - testing testing
- 10/09/2009 12:07 - **Quiet Room** - Guest would like a quiet stay
- 05/07/2009 12:24 - **Late arrival** - Guest will be a late arrival, please do not no-show.
- 22/02/2009 14:30 - **Allergic to leather** - Guest allergic to leather please have foam pillows

Create Order | Follow arrivals | Follow departures

Bookings Guests

Card No:

Name:

Email:

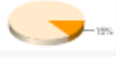
Mobile Number:

Arrival Date:

Departure Date:

Search New Booking

Statistics

- Booked in past 24h, arriving within next 48h: 0
- Today Arrivals: 0 / 0
- Today Departures: 0 / 0
- Total Occupancy:  15%
- Total Available Accommodation: 25
- Guests Checked-In: 12
- Guests to be Checked-In: 1

Elina Hospitality Management | support@vestibule-solutions.com | www.vestibule-solutions.com | v1.2.1

Elina Hospitality Suite

Imagine managing your **entire hospitality venue** from within one environment; supporting your service delivery from initial contact to post-arrival, every time!

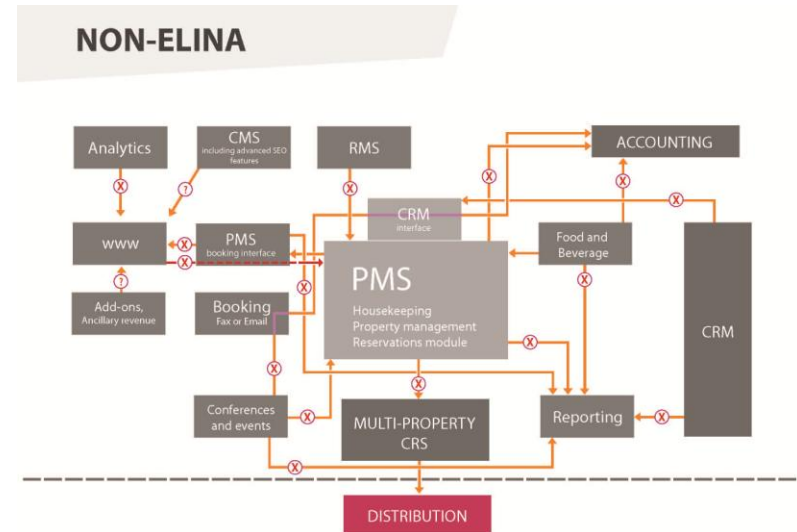
[Give Elina a try today!](#)

The Management Suite for Hospitality

- Designed to support the most **critical areas** of hospitality **operations** including:
 - Powerful **reservations** and **online booking engine**;
 - Including a **guest extranet** where guests can keep up with bookings, invoices accounts, targeted offers and plenty of other up-selling and relationships building possibilities.
 - Efficient **operations management**;
 - Front Desk.
 - Internal Communication via our notes system.
 - Invoicing and accounting.
 - **Revenue enhancing** Pricing and promotions; and
 - **Loyalty building** newsletters and e-mail marketing, to name but a few.

The Traditional Systems Challenge

- Traditionally a business has added on systems as the need arises.
- This results in a **multitude of software packages**.
- Most often these **do not share data** nor enable the service delivery today's customer has come to expect.



What you Want is a System:

- Where guest information is **centralised**:
 - giving you a **full overview**, **information access** and sharing across the customer touch points and throughout your business.
- Which enables you to deliver **price parity**, **superior data management** and **excellent customer service**.
- Where **marketing, promotions & communications** are as much a part of your system as booking and accounts.

And **ELINA DELIVERS** all this and more!

Our Big Solution

- Elina, offers a **fresh perspective** where all your needs are met in one software suite.
- Why not [give Elina a try](#)? We're sure you won't look back!



Our Small Fees

- A modest initial set-up fee will apply.
- After that all you pay is a maintenance fee* that will take care of support, upgrades, hosting, initial training (less expenses) and account management.

*Fees are based on # of rooms/apartments/properties that are managed through Elina. Please contact us for [a demo and a direct quote today!](#)

Features and Benefits

More about Elina

Elina's Structure

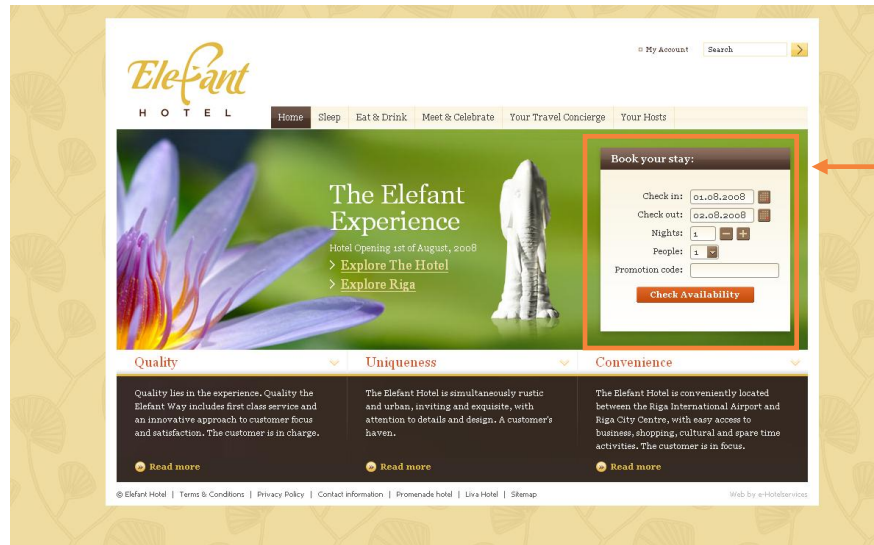
- One database – multiple functionalities, including:
 - Booking engine
 - Marketing and communications tool
 - Pricing and promotions engine
 - Add-ons and additional services
 - Operations management
 - Customer relationship management
 - Self-service extranets
 - Owner module (optional)
 - Reporting and analytics
 - Interfacing
 - ...etc – have a look online for more details...

One system means clear communications at all guest touch points

- Whether your guest books online, calls, walks-in, or orders via a partner, Elina let's you access real-time data on your customers' history, profile, and preferences – anywhere.
- Using our native **Internal communications module** to deliver vital customer information to your front line team – even between shifts – make delivering on your service promises a breeze!

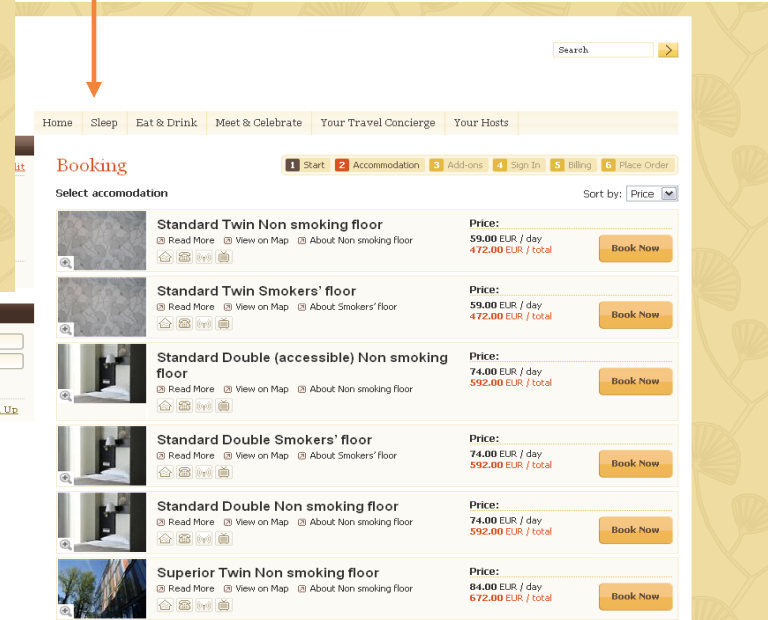
Why pay extra, when you get our
state-of-the-art Booking engine
included when you get Elina?

Flexibility of Design



Your Web Site

The Elina Booking Engine



Online Booking Engine

- Our booking engine is:
 - Easy to navigate with flexible design
 - Fully flexible to sell rooms, apartments, villas, per night; champagne, paraphernalia, airport pick-up and more.
 - Dynamically updated according to your rate rules:
 - length of stay restrictions
 - promotional restrictions
 - minimum night stay restrictions
 - arrival and departure restrictions and more.
- It also has a dynamic and fixed-price **packaging engine** making up-selling and **incremental revenue generation** easy!

Marketing and Communications

...the proof you'll find is in the
increased loyalty and guest spend

Market and Communicate

- With all your guest information at your fingertips, building an e-mail list based on:
 - guests' stay history
 - purchase history
 - demographic information (such as place of residence or birth date)
 - to name a few.
- That means you can send an email to anyone who is:
 - *between the age of 35 and 45, stayed with you during the last month, and also purchased a bottle of wine on arrival.*
 - OR
 - *due to check-in in the coming 7 days.*
 - OR
 - *dined in the restaurant or had a drink at the bar in the past week*

Your imagination is the only limit!

If you could **increase your income 10%** by selling additional products and services, what impact would that have on your business?

Additional Products and Services



- Many of our customers see a **dramatic increase** in their income when they can start bundling or offering a range of additional services online, on the phone or in person. *Now everyone in your organisation can improve sales!*

Operations Management

- Elina integrates the following areas seamlessly:
 - Front Desk.
 - Property management.
 - Including online content management of booking engine pieces.
 - Invoicing and accounts.
 - Housekeeping reports.
 - Reservations.
- Internal Communications module
 - Allows staff to send and receive messages making handovers seamless and guest information and preference data accessible to your front line team.
 - Guest (and owners) can also receive messages via their extranet portal.

Elina, makes taking care of your guest simple whether they are coming to stay for the night or several months.

Customer Relationship Mgt (CRM)

- Whether a customer books online, calls, walks in, or orders via a partner, Elina let's you access real-time data on your customers history, profile, and preferences anywhere.
- Using our native internal communications module to deliver vital customer information to your front line team – even between shifts make delivering on your services promises a breeze!
- Using the marketing and communications tool to query and analyse your data, make your data a powerful sales and marketing tool to increase your revenues!

Guest-, Company- and Travel Agent Extranet

- The extranet is where guests, owners, companies and travel agents can log in to:
 - Book their stays or the stays of others.
 - Add products and services to their stay.
 - Read news and communications.
 - Change or amend bookings *(if allowed)*
 - View and update their profiles, accounts, statements, and more.



Owner Module (Optional)

- Run a multi-owner resort or condominium complex?
- Elina allows your owners online mgt. of their:
 - Bookings (their own and rentals guests)
 - Invoices and accounts
 - Profile and contact details
 - Add-ons
 - And more

The screenshot displays the Elina Owner Module interface for a user named Olivia Nagy. The interface is divided into several sections:

- Navigation:** A sidebar on the left contains links for "Welcome", "My Profile", "My Messages", "My Rates", "My Bookings", and "Account Statement".
- Task:** A section titled "Book your stay today!" features a calendar for November 2009. The calendar shows dates from 1 to 30, with a legend indicating "In Use", "Available", "Booked", "Off the Market", "Maintenance", and "My owner". A "Book Now" button is located at the bottom of the calendar.
- Welcome, Olivia Nagy!:** A large banner image of a resort pool area.
- Your DDB Property:** A section for the "101 - Standard Double Family Room" with a small image of the room. It includes a "2009" status and a "Remove from rental market" button.
- News:** A list of news items, including "Palm Island Dressing" and "Palm Hotel: hotel of the Year".
- Special Offers:** A section for "Summer Party" and "Estate Party".
- My Bookings:** A table showing booking details, including dates and room numbers.
- My Messages:** A section for "Text" and "Call me".

Reporting and Analytics

- Management dashboards for each functional area:
 - Including up to the minute statistics and real time data.
 - Quick launch and access to all related areas.
- Reporting made to order, using our tailored reports – weekly and monthly reporting made easy.
- Secure and configurable access levels for all users.

Integrations and Interfacing

Get Connected*

- We can interface with most **accounting software** suites provided we have the necessary documentation. *An integration fee may apply.*
- Elina can integrate with any **credit card and payments solutions** that you choose provided that we are given the necessary documentation. *A small usage fee will apply.*
- If you have systems with which you need an integration, Elina has pre-built and configurable integration points that make it easy to integrate with just about any piece of software or system.
- At a reasonable price we can also offer you an integrated EPOS Solution via our carefully selected F&B partner.

Technical Specifications

The Techie Bits

- Elina is provided as a serviced application.
- This means:
 - No requirement for local servers or IT support.
 - All you need is a local **internet connection** and a **computer** which can access web pages.
- Elina is built on the latest Microsoft .NET technology, using industry standards to both assure absolute data security, unquestionable performance and scalability you can trust!

Order Elina Today!

- To order a demo or order your installation of Elina:
 - Call our dedicated sales team on:
+44 (0) 20 305 17 305
 - [Book a demo online](#) or contact us for [more information](#) via our [forms online](#).

***Any
Questions?***

Thank You!



***Please
visit
our
Website***

Feedback?

www.elinapms.com