

Product Report



WEBREZPROTM

Meet WebRezPro

A sophisticated and affordable cloud PMS
for properties of all types and sizes.

Traditional, locally-installed hotel property management systems are powerful tools. They are also expensive and often complicated tools considering licensing costs and hardware and IT requirements. The investment makes sense for large hotel brands with big budgets, but for independent properties, the cost of a locally installed PMS is often too steep.

WebRezPro™ is a pioneering Cloud-based hotel property management system (PMS) by World Web Technologies Inc. (WWT), an online marketing and software company in the tourism industry. Started in 1994 in Calgary, Canada, WWT has always been at the forefront of online technology, offering Internet marketing tools, website design, and Cloud-based property and tour management software to clients in the hospitality and travel sectors.

WebRezPro offers advantages available only in a Cloud-based property management system. Accessed via the Internet, the PMS boasts simplicity, affordability and convenience. Through the Cloud, WebRezPro is able to offer clients simple set-up, anywhere access, integrated Web and mobile reservations, automatic data back-up and a very affordable price.

This report will describe the features of WebRezPro, as well as the process of setting up and using the system. Finally, we will look at the advantages of WebRezPro over traditional and other Cloud-based systems.

GOODBYE INEFFICIENT & EXPENSIVE TECHNOLOGY

The advent of locally installed property management system software allowed hotels to say goodbye to inefficient and inaccurate paper-based methods, but at a cost. Locally-installed PMSs require substantial on-property hardware such as data servers and removable back-up systems, installation is limited—depending on licensing—to a certain number of workstations, and on-site IT expertise is normally a necessity... Hardware maintenance and product upgrades can become a real headache for a property manager.

Even those properties that can afford the initial investment of a locally installed PMS often let the technology slip over time due to the cost and complexity of software and hardware upgrades. Obsolete systems are cumbersome and inefficient and often more hindrance than anything.

HELLO FLEXIBLE & AFFORDABLE CLOUD-BASED SYSTEM

Cloud-based property management systems are a welcome option in the hospitality industry today. This shift of software from on-property computers to the “Cloud” opened sophisticated property management systems to businesses with limited budgets.

Cloud-based software is deployed over the Internet and requires of users only a computer and an Internet connection; no servers, no back-up systems and no IT personnel. The [PMS software](#) and data are not located on the property's computer/s but rather on remote servers housed in the PMS vendor's secure facility; the PMS and data are accessed by users via a Web browser. The technical resources required to run the software and store the data are shared by the vendor's multiple clients.

Cloud-based property management systems also go hand in hand with integrated Web reservations (allowing guests to book themselves in directly through the property's own website), remote accessibility (allowing management staff and remote personnel to log in to the system from any computer, smartphone or tablet), and high data security (automatic data back-up is standard practice).

MEET WEBREZPRO™

The WebRezPro Cloud-based property management system was inspired by WWT's early online room reservation software, a simple yet pioneering Cloud-based application created in the mid 1990s. Responding to client demand for comprehensive property management functionality, WWT's experienced Cloud software developers created WebRezPro, launching the product in 2003. Since then, WebRezPro has been continuously improved and refined, and—utilized by hundreds of properties around the world—proven as a full property management solution that is comprehensive, reliable and easy-to-use.

As a Cloud-based system, WebRezPro offers the SaaS (Software as a Service) advantage; All of the PMS's features operate seamlessly in an online environment, which means simple, quick set-up, remote access, integrated Web bookings and automatic data back-up.

WebRezPro is a flexible system designed to meet the front- and back-office needs of single independent hotels and hotel groups and chains, as well as vacation rental management, hostels, bed and breakfasts and campgrounds. What's more, many of WebRezPro's features can be customized to individual properties' unique requirements.

WebRezPro is available for \$5 per room, per month and a low one-time set-up fee. The minimum charge is 12 rooms (\$60 per month) and discounts are available for large and seasonal properties. The logical pricing structure makes WebRezPro an ideal property management solution for properties of all types and sizes.

Here's How It Works

The WebRezPro software and clients' reservation and accounting data is located on protected,

dedicated servers housed in WWT's secure computer facility in Calgary, Alberta, Canada. WWT's team of experienced technicians employ various safety measures to ensure data security and system access, including automatic data back-up, firewalls, 24-hour monitoring, back-up servers, redundant Internet connections and diesel-powered electrical back-up.

Computer system requirements for WebRezPro clients are simple: a Web browser and Adobe Acrobat, both of which are free to download. A high-speed Internet connection is recommended for the system to run at peak speed, however, WebRezPro also works well with cellular Internet, satellite and even 56K dial-up. A second Internet connection, such as dial-up, from a different ISP is suggested as a back-up.

WebRezPro is accessed by the user via a Web browser, like Explorer, Firefox or Chrome. By simply going to the URL and logging in with a unique user ID, front desk has immediate access to the property's system and data.

The PMS consists of a reservations system and a front- and back-office accounting system. The accounting system is integrated with reservations, eliminating the need to enter information twice. As a reservation goes through a complete cycle, from initial booking to check-out, the accounting system automatically records the appropriate transactions.

System Features

WebRezPro is a complete property management system. Not only does it offer the full functionality of traditional, locally installed PMSs, but it also boasts exclusive advantages of Cloud technology, such as anywhere access and integrated Web bookings.

Easy Set-up & Operation

Because WebRezPro runs via the Internet, there is no software to install or upgrade. Also, the system's easy-to-use graphical interface allows you to get setup and running within days.

Integrated Online Room Reservations

Among other useful features, WebRezPro's room reservation software allows you to: advertise hot deals for last-minute sales; set-up special rates for corporate clients, travel agents and preferred guests; and package room reservations with other services such as tours and activities.

Optional GDS Interface

With WebRezPro's 2-way interface to the GDS through Pegasus/Unirez, InnLink, Genares, Synxis or TravelClick, you can manage your GDS inventory directly from within WebRezPro.

Optional Investor Payout Module

With the Investor Payout Module, property management companies can quickly generate investor payout statements. WebRezPro automatically calculates revenue based on reservations and applies appropriate monthly fees and taxes. The system handles single, multiple and fractional ownership scenarios.

Automatic Data Backup

Your reservation data is automatically stored in a secure computer facility with redundant Internet connections, 24-hour monitoring and diesel-powered electrical backup.

Remote Access

WebRezPro is accessible to satellite offices and remotely-located personnel. You determine who has access to the PMS and from where. You can also manage multiple properties from one computer terminal.

Packages & Discounts

Package your rooms with other products to create unique offerings. Offer discounted rates to seniors, autoclub members, etc.

Reserved Allocation

WebRezPro allows you to set aside blocks of rooms at special rates for affiliated tour operators, group bookings or special events. Release dates may also be setup so that your inventory is returned automatically if the allocation is not used.

Group Bookings

Organize all your reservations for an incoming group in one spot. Apply charges to a master invoice or to individual reservations. Apply payments to the group or as separate payments to individual reservations. Assign an access code to a group, and let them book online through the WebRezPro booking engine.

Flexible Pricing / Daily Override

Unlimited number of rate changes during the year with “day-of-week” pricing capability. For maximum flexibility, easily override pricing, minimum stay and close to arrival on a day-by-day basis.

Housekeeping Reports

Housekeeping reports ensure rooms are ready prior to guest arrival and that any special requests are fulfilled.

Back-end Accounting

WebRezPro's accounting module allows you to track receivables, POS invoices, investor payouts, profit/loss, deposits, customer profiles, vendors, taxes and more.

Daily Cash Reports

View daily cash/credit card reconciliation reports.

Commission Tracking

Track commissions owing to affiliates.

Reservation Reports

Gain valuable insight into your market by analyzing detailed reports.

Hourly Booking Module

The optional hourly booking module allows you to attach multiple bookings to a particular room on a particular day. This is useful for tracking conference rooms and other facilities that can be rented multiple times per day.

Electronic Signature Capture

This feature allows guests to sign check-in receipts or registration cards using an electronic signature capture device such as a tablet or smartphone. Front desk personnel only need to log into their WebRezPro system with a tablet or smartphone to access the electronic signature capture feature.

Optional Pre-Arrival & Post-Stay Emails

WebRezPro allows you to send automated pre-arrival and post-stay emails to your guests. With this feature, you can customize the content and format of outgoing emails. In addition to simple 'welcome' and 'thank-you' emails, templates can be used for confirmations, waitlists, rental agreements, group folios and more. You can also choose to automatically carbon copy [Cc] your property on all outgoing email.

The Set-Up Process

Set-up is fast and simple. It is even possible to have WebRezPro up and running within two business days of purchase.

1. Set Up Room Types and Rates

Via a live online training session/s, the client is walked through the process of setting up the property in the PMS, including room types and rates, room inventory, booking options, corporate accounts

and policies. Training sessions are arranged as needed; most clients require two or three. After the training session/s, the client continues to enter set-up information on their own but can call WebRezPro technical support with any further questions.

2. Make Reservations and Apply Payments

Once the property has been set up in WebRezPro, the client will learn how to enter, modify and cancel reservations, check guests in and out, apply incidental charges and take payments.

3. Transfer Upcoming Reservations

Reservations will need to be transferred from the client's old system to WebRezPro. There are two ways to do this: 1) export upcoming reservations and guest information from your existing system to a spreadsheet or CSV file and then import the information into WebRezPro, or 2) manually transfer all upcoming reservations into WebRezPro.

4. Choose a Going-Live Date & Get Familiar with the Accounting System

Once upcoming reservations have been entered into WebRezPro, a "going live" date is chosen. Prior to this "going live" date, the client will learn how to extract accounting information from WebRezPro and how to perform night audit procedures.

In addition to customer support by phone and email, clients have access to a comprehensive online user manual, as well as online training videos.

WHY WEBREZPRO?

With its comprehensive and sophisticated features, WebRezPro competes fiercely with locally installed systems, providing complete property management on both front- and back-office levels. But where WebRezPro really takes the upper hand over locally installed property management systems is with its affordable pricing structure and Cloud-based advantages.

Affordable: At just \$5 per room per month and a small one-time set-up fee, WebRezPro represents exceptional value and cost effectiveness. Locally installed systems cost thousands of dollars for the software license, and then there's hardware costs and maintenance. Locally installed systems also become outdated quickly, requiring expensive and complex upgrades, while Cloud-based systems like WebRezPro can instantly deploy updates to users over the Internet, at no cost.

Simple: As a Cloud-based system, WebRezPro is a simple solution. WebRezPro eliminates the need for on-property servers, networking and IT expertise. All PMS IT requirements and data security are taken care of by WebRezPro, freeing hotel staff to concentrate on guests. System set-up is quick and

easy because it doesn't require on-site installation; training is conducted via a series of live online tutorials. WebRezPro customers are usually fully up and running within two weeks, however, urgent set-ups can be accomplished within days.

Anywhere access: As mentioned previously, WebRezPro offers the uniquely Cloud-based advantage of remote accessibility, or anywhere access. Many of WebRezPro's current clients consider anywhere access one of the main advantages of the system. Remote accessibility is an operational convenience that speeds up processes for off-site personnel, allows spontaneous service-centered issues to be resolved quickly and is a reassuring safety net in case of computer failure or sick days.

Integrated online reservations: More and more locally installed PMSs are now offering online booking engines, but, due to the additional IT resources required, come at a significant additional cost. On the other hand, online booking engines are a natural component of Cloud PMSs like WebRezPro as the system itself already exists in an online environment. WebRezPro's online booking engine is included in the cost of the PMS.

WEBREZPRO OVER OTHER CLOUD-BASED SYSTEMS

Expertise: WebRezPro benefits from the specialized expertise of its developers. As previously mentioned, World Web Technologies has been providing the hospitality industry with Cloud software since 1994. Built on years of experience and supported by the satisfaction of its clients, WebRezPro is an established and proven property management system utilized by hundreds of properties and expanding globally.

Complete property management: WebRezPro's complete set of front- and back-end features also place it at the forefront of Cloud-based property management systems. Unlike many of its contemporaries, WebRezPro includes a full accounting system that goes beyond accounts receivable to include owner payouts, general ledger, balance sheets, bank and credit card reconciliations, profit/loss, vendors, taxes and more. There is no need to manually re-enter data or export data from WebRezPro to an external accounting system, although, data can be easily exported if required.

Simplicity: WebRezPro's feature richness does not impact its ease of use. All operational tasks can be accessed from the well-organized, static side-bar menu, and short-cut buttons provide quick access to frequently used screens.

Complete System Interfaces: Facilitating streamlined property-wide operational processes, WebRezPro possesses an impressive portfolio of interfaces with leading hotel systems, including POS, credit card, call accounting, PBX and electronic lock systems. WebRezPro also provides

extensive connectivity to other online sales channels via interfaces to more than 10 GDS and channel management systems.

Flexibility: WebRezPro prides itself on flexibility and customizability. Specially requested interfaces and product customizations are accommodated as required, depending on viability. Part of why WebRezPro is so successful in providing a tailored product to its clients is because of its high standard of customer support. Consistently praised for customer service, WebRezPro includes telephone and email support from World Web Technologies' own technicians and product support personnel in the monthly product fee.

Air-tight data security: A common concern about Cloud-based property management systems is data security and connection reliability. When it comes to business, people tend toward caution of the Internet. WebRezPro clients can rest assured that their system is safe. As previously mentioned, the WebRezPro software and clients' data (property, reservation and accounting data) are stored in a secure computer facility with redundant Internet connections, firewalls, back-up servers, 24-hour monitoring and diesel-powered electrical back-up. Data is automatically backed up to secondary and tertiary servers. Furthermore, each night, WebRezPro automatically emails to the property the upcoming day's check-in/check-out receipts and a spreadsheet of reservation information for the next two months, in case of a temporary loss of Internet access at the property.

Competitive Price: Among Cloud PMSs, WebRezPro offers a competitive price at \$5 per room per month (minimum 12 rooms, or \$60 per month) and a low one-time set-up fee. Compared to its peers, WebRezPro offers great value for front- and back-office management. And, unlike many other Cloud-based systems, WebRezPro does not charge commission or transaction fees on online bookings.

WebRezPro™ is a Cloud-based property management system designed to meet all front- and back-office needs of single independent hotels as well as hotel groups and chains. WebRezPro is currently used by hundreds of clients in 20 countries. Visit www.webrezpro.com or call 1-800-221-3429 for more information and a free demonstration.