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HRS Online Reservation System

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General Information

HRS is designed to allow individual hotels or hotel groups to offer on-line reservation facilities to their guests. Customers can access the system via the Internet and make reservations in a hotel. All reservations are made over a secure connection and credit card details are recorded to guarantee the booking. HRS is easy to manage, has a comprehensive set of reporting facilities, and also supports multiple languages so that overseas customers can make bookings in their own language.

HRS can be used by individual hotels who wish to promote themselves to a wider range of customers, or can be used by hotel groups who may have a number of hotels around Ireland or Europe and who wish to centralise their on-line reservations. HRS offers a comprehensive range of functionality at a very competitive price.

If you have an existing website for your hotel, HRS can be set up to link into it so that it appears as part of the website to your customers. Alternatively, it can be set up as part of a newly developed website. kurvNet can take care of all the technical installation and management details for you, and if you do not already avail of web hosting services, we can arrange for HRS to be hosted for you so that the technical details are taken out of your hands.

HRS can be accessed using any standard Internet browser e.g. Microsoft Internet Explorer (5.0 and above), and Netscape Navigator (7.0 and above). HRS operates on an Internet accessible server running Apache Webserver or Microsoft IIS Webserver, configured for Perl 5.0 with support for MySQL (or any equivalent SQL database). The majority of Web-hosting companies offer all of these facilities as standard.

The full set of features of the system are given on the following pages, along with the benefits to your hotel.

Features of HRS

24 x 7 Access – HRS allows your customers to make reservations at any time of day or night all year round, and from any location in the world.

Secure Bookings – HRS allows customers to make on-line credit card reservations where all of their personal and credit card details are securely encrypted and protected from fraud.

Multiple Languages – the system can support any language based on the roman alphabet. HRS is installed with the following languages: English, French, and Spanish. This gives hotels access to a broader section of the European market. Additional languages can easily be added.

Plug-in to Existing Websites – using template web pages HRS can be added onto any existing website, retaining the same ‘look and feel’ or corporate image which you may wish to promote.

Availability – the system allows easy management of availability for your hotel. Hotel staff can update the availability at intervals to ensure that an adequate number of rooms are made available to Internet customers.

Reporting Facilities – HRS has a broad range of reporting facilities allowing hotel staff to view new reservations, cancellations, guest details, and to manage details about system users. There is also a logging feature which allows the hotel manager to trace all staff activities in order to ensure that system security is maintained.

Special Offers – HRS allows special offers to be set up providing promotions for a given period of time. A number of special offers can be set up simultaneously covering a number of different periods, and the appropriate offer will be applied to any booking made in that period.

Email Confirmations – all bookings are confirmed to the customer with an email containing the dates of the stay, the location of the hotel, the cost of the booking, and a login and password so that they can return to the hotel’s website at any time and view their reservation details.

Customer Management – once a customer has made a reservation they are assigned a login and password so as to allow them to re-visit the system and re-book without having to enter all of their details again. The customer can also log in to either change or add to their reservations.

Hotel Groups and Promotions – HRS can support a group of hotels as well as individual hotels, with different levels of access for hotel staff, the manager of one hotel, and the manager of a hotel group. A number of hotel groups can also be set up and configured for promotional use, e.g. where a number of hotels are combined together in a nationwide promotion.

WAP-Enabled – HRS also has partial support for WAP-enabled handheld devices (e.g. mobile phones). With the introduction of 3G the number of consumers using mobile devices to find information while on the move is increasing. This allows customers to retrieve details about the hotel and check availability on their mobile phone (bookings will not initially be supported).

Benefits to the Hotel

24 x 7 Access – HRS guarantees 24 hour a day, 7 day a week access for customers so that whenever the hotel switchboard is not manned, or whenever staff are too busy to answer all incoming calls, the system will allow customers to make their reservations, ensuring that the hotel does not lose business.

No Third Party Fees – as HRS will be a system dedicated to your hotel, there are no per booking fees paid to any third party, so the total amount paid by the guest goes to the hotel.

International Access – the Internet has become the main route through which many customers in the tourism industry make their bookings for journeys around the world, whether it is a flight, train, or hotel reservation. The system supports multiple languages making customer reservations easier by allowing them to obtain information about the hotel and availability, as well as managing their own reservations in their own language.

Presence – the Internet is acknowledged as being an essential place for any business to have a presence, particularly where your customers are in a number of different time zones and you cannot guarantee that staff will be available to deal with enquiries at all times.

Saves Staff Time – HRS will allow hotel staff more free time to concentrate on other duties, as they will not need to respond to the same volume of telephone enquiries even if the number of guests staying at the hotel is increasing.

Easy Management – the system is simple to maintain, and details about the hotel, rooms, availability, users, customers, and reservations can be managed by hotel staff with ease. The broad range of reports also assists in providing rapid and detailed management information which can be tied into long term marketing and financial planning.

Easy for Customers to Re-book – once a customer has stayed at the hotel they are more inclined to use a website to re-book for their next visit. The fact that customers have a personal account on the system, and that they can log in to make reservations or view their past reservation details, offers a more personalised service to customers.

Dedicated Booking System – many hotels have used third party service providers for Internet bookings, but this does not offer the same benefits as having your own system. Third party sites advertise large numbers of hotels, so you are automatically putting yourself up against additional competition. If a customer finds your hotel's website, why not give them the opportunity of making a booking there and then? Otherwise you are gambling on the possibility that they will come across your third party service while searching the Internet.

Training – the system is designed to require a minimum of training for hotel staff. All functions of the system are straightforward and easy to use, ensuring that staff do not need to spend excessive time managing details about the hotel, availability, reservations, or guests.

Costs

The cost of implementing HRS in your hotel is comparatively low, and HRS includes more features than most other systems currently offer.

When you purchase HRS there is a one-off charge for the system itself. The cost of HRS for use by a single hotel is €2500 (plus VAT), and for a B&B is €1000 (plus VAT). Note: the B&B version of the system has a more limited set of features. kurvNet can then organise to have the system hosted at a given location on the Internet which can be linked into an existing website, or set up as part of a new website.

Typically there will be recurring annual costs for your website which are charged by the Internet Service Provider, as well as a charge for the Security Certificate which is required for credit card bookings. These annual charges normally average €300 - €350, and are paid directly to the Service Provider. These are not extra costs for the HRS system – they are normal running charges for any e-commerce website.

An optional annual maintenance charge for HRS can be paid from the second year of operation which will entitle you to upgrades of the system – normally extra features which are added or are requested by our customers. The maintenance charge for HRS is 10% of the base price per annum.

Further Information

For further information on HRS visit our website at www.kurvnet.com, or email us at info@kurvnet.com. A demonstration of HRS is also accessible on our website at www.kurvnet.com/hrs/ where you can try out many features of the system. Email us at the address above for a manager login if you wish to experience the full set of features of the system.