

CENTRAL MANAGEMENT. SIHOT.CM

Our solution for the demand of centralised functions.

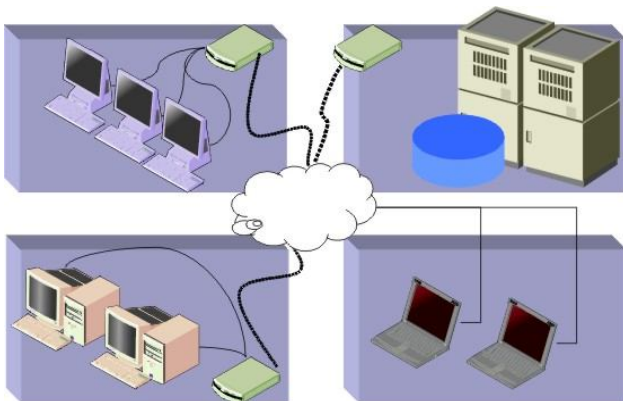
SIHOT.CM

Whether you are heading a chain, a co-operative or a mixture of both, the ability to consolidate information centrally and control master data locally is paramount.

Our open modularity and flexible configuration ensures an individual solution, corresponding exactly to your business' requirements.

Tailor-Made Solutions

SIHOT's centralised solution is ideally suited to be hosted centrally.



Master Files

Manage master files centrally and synchronise with the individual hotels. This includes straight forward information, e.g. market segments, and major subjects such as the distribution of packages with seasonal features. As a means of preventing mistakes, master files originating at the Head Quarter cannot be altered at property level.

Address Management

The central guest master file ensures uniform collection of data throughout the different properties. E.g. addresses and preferences are entered in the same manner and are therefore available to all properties. This means not only an improvement in guest relations, but cumulated revenues are also available any time. SIHOT supports accurate data administration by means of compulsory fields, programme prompts and automatic checks for duplicate entries.

Marketing

The advantage of a common guest file is obvious: This file is the basis for well directed marketing actions and guest recognition. SIHOT.HQ enables staff to deploy up- and cross-selling techniques whenever possible.

We recommend our module SIHOT.Loyalty as yet another tool for effective customer relations.

Reservations

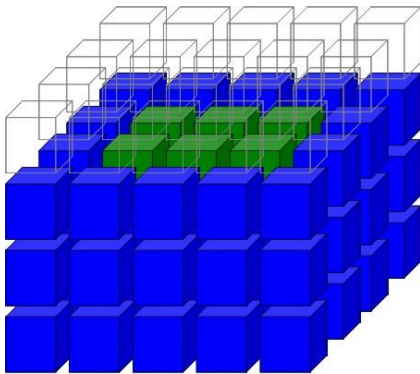
Booked online at Central Reservations or directly at the hotel – with SIHOT.Web installed at your head quarters, there is no need for cumbersome installations at the properties. Any amendment made via head quarter is immediately visible at the hotel and the other way around.

Financial Data

Revenue, payments and debtors may be forwarded to a central accounts department. The configuration for forwarding data to both, simple accounting systems and complex systems, such as SAP R/3, is possible.

Data Warehouse Information

Consistently, all relevant information for analyses and reports in different areas are made available to the head quarters on a XML-data basis.



Statistics

Central control over all properties is exercised with the help of consolidated revenue and occupancy appraisals.

Consulting

Together, we will develop the ideal installation for your hotels and head-quarters, adapting to the given structures of your business. From blueprint to practical application, we are at hand to help. We do not consider our advice to be an isolated effort, but the basis of a successful relationship.

Your Advantages at a Glance

- >> individual configuration according to your requirements
- >> common guest file
- >> central reservations
- >> consolidation and analysis of data within head quarters