

Dashboard

Wednesday, 4 June 2025 · The Meridian Hotel, New York

Live

Export Report

The Meridian Hotel
New York · 247 rooms JM

New Bookings

47

↑ 12% vs yesterday

Checked In

23

↑ 8% vs yesterday

Check Outs Today

11

↓ 3% vs yesterday

Available Rooms

38

of 247 total

Today's Revenue

\$ 18,240

This Week

\$ 97,560

Occupancy

84.6%

RevPAR

\$ 209

↑ 24% vs last month

Today's Arrivals & Departures

View All

Guest	Room	Type	Status	Time
E Eleanor Hartley	301	Deluxe King	Check In	09:30
M Marco Ferretti	115	Superior Twin	Check In	10:15
A Aisha Okonkwo	412	Suite	Check Out	11:00
D David Chen	208	Standard King	Check In	14:00
S Sophie Laurent	319	Junior Suite	Check Out	12:00
R Raj Patel	106	Standard Twin	Check In	15:30

Room Status

Occupied	171
Available	38
Cleaning	28
Maintenance	10

Top Channels Today

Booking.com	\$6,840
18 bookings	
Direct	\$5,280
12 bookings	
Expedia	\$2,120

Request Timeline Views 2 Queries 2 Models 2

GET_brochure-preview/dashboard 10.x 2MB 30.89ms

HOTEL MANAGEMENT PLATFORM

Hotel Management, Reimagined.

An all-in-one cloud platform that unifies your front desk, reservations, channel manager, revenue analytics, and guest experience — built for independent hotels, boutique chains, and global groups.

2,400+

HOTELS

68

COUNTRIES

99.9%

UPTIME SLA

The Challenge Facing Modern Hotels

Why even great hotels lose revenue, guests, and efficiency to fragmented technology

40%

Revenue Lost to Operational Inefficiency

Industry research shows that hotels using disconnected or manual systems lose up to 40% of potential revenue through missed bookings, pricing errors, and operational waste.

☐ Manual & Siloed Processes

Paper registers, spreadsheets, and disconnected tools force staff to spend hours on administration rather than delivering memorable guest experiences.

☐ Double Bookings & Channel Chaos

When Booking.com, Expedia, and your front desk aren't synchronised in real time, double bookings and overbookings generate costly refunds and reputational damage.

☐ Static Pricing Leaves Revenue Untapped

Without dynamic pricing informed by demand signals, local events, and competitor rates, hotels consistently undercharge during peak periods and overcharge during troughs.

☐ Multiple Systems, No Cohesion

Separate PMS, channel manager, POS, and accounting subscriptions means multiple vendor contracts, multiple support queues, and no single source of operational truth.

☐ Impersonal Guest Journeys

Long check-in queues, forgotten preferences, and absent loyalty recognition turn first-time guests into one-time guests — and one-star reviews.

☐ Decisions Made Without Data

General Managers and owners make critical decisions on intuition rather than live occupancy data, channel performance, and real-time RevPAR dashboards.

HoteSoft solves all of this — in one platform.

Every module shares a single database. One login. Real-time sync. No integrations to manage.

60_s

OTA sync time

+24%

Avg. RevPAR uplift

0

Double bookings

99.9%

Uptime SLA

The HoteSoft Platform — Eight Modules, One Ecosystem

Everything your hotel needs, natively integrated from day one



Live Dashboard

Real-time KPIs: occupancy, revenue, arrivals, departures, and RevPAR at a glance.



Front Desk

Room grid, instant check-in/out, housekeeping status, and quick charge posting.



Booking Management

Full reservation lifecycle, automated confirmation emails, and OTA sync.



Channel Manager

Two-way sync with Booking.com, Expedia, Airbnb, Hotels.com and 200+ OTAs.



Revenue & Finance

RevPAR, ADR, GOPPAR dashboards, daily cashbook, and one-click financial reports.



Guest CRM

Guest profiles, stay history, preferences, loyalty tiers, and automated messaging.



Food & Beverage

Restaurant POS, table management, kitchen display, bar tracking, and room-charge integration.



AI & Dynamic Pricing

Demand forecasting, AI rate recommendations, competitor monitoring, and pricing alerts.

Works everywhere your hotel operates:

- ✓ Multi-currency: GBP, USD, EUR, AED, and 40+ more
- ✓ Multi-language interface
- ✓ Works on desktop, tablet, and mobile
- ✓ Cloud-hosted — no servers to maintain
- ✓ Single sign-on across all modules
- ✓ Role-based access for all staff levels

60_s

OTA sync time

+24%

Avg. RevPAR uplift

0

Double bookings

3_{hr}

Go-live time

99.9%

Uptime SLA

The Command Centre — Live Hotel Dashboard

Every critical KPI, at a glance, the moment you open HoteSoft

HoteSoft PMS | **Dashboard** | Wednesday, 4 June 2025 · The Meridian Hotel, New York | **Live** | Export Report | The Meridian Hotel | New York · 247 rooms | JM

New Bookings **47** ↑ 12% vs yesterday

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Available Rooms **38** of 247 total

Today's Revenue **\$ 18,240** | **This Week** **\$ 97,560** | **Occupancy** **84.6%** | **RevPAR** **\$ 209** | ↑ 24% vs last month

Today's Arrivals & Departures [View All](#)

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Request | Timeline | Views **2** | Queries **2** | Models **2** | GET_brochure-preview/dashboard | 10.x | 2MB | 30.89ms

James Mitchell

What you see the moment you log in:

- ✓ New bookings, check-ins, check-outs, and available rooms
- ✓ Today's revenue, this week's revenue, and RevPAR
- ✓ Live occupancy percentage and room status breakdown
- ✓ Arrivals & departures timeline for the next 24 hours
- ✓ Top booking channels and their revenue contribution
- ✓ AI-flagged alerts and action items

Multi-property View

Hotel groups can switch between properties with a single click. Each property retains its own data, currency, and team — visible from one master dashboard.

Export & Schedule Reports

Export any dashboard view to PDF or Excel in one click. Schedule weekly or monthly report emails to owners and investors automatically.

Front Desk & Reception Management

A full picture of every room and every guest on one screen

The screenshot displays the HoteSoft PMS Front Desk interface. On the left is a dark sidebar with navigation options: Dashboard, Front Desk (selected), Booking Management, Room Management, Guests, Housekeeping, Channel Manager, Revenue, Food & Beverage, Staff, AI Insights, and Settings. The main area is titled 'Front Desk' and shows 'Wednesday 4 June 2025 · 7 arrivals · 4 departures today'. At the top right, there are buttons for 'Quick Check-In' and 'Night Audit', and a header for 'The Meridian Hotel New York · 247 rooms' with a user profile 'JM'. Below the header, a summary bar shows room status counts: Occupied: 171, Available: 38, Cleaning: 28, Check Out Today: 4, and Maintenance: 10. There are 'Floor view' and 'Grid view' buttons. The main content is a grid of 20 room cards (101-210) with columns for room number, room type, guest name, and status. Room 101 is occupied by E. Hartley (Standard King, Check In Today). Room 102 is occupied by M. Ferretti (Standard King, 3 nights). Room 103 is available (Superior Twin). Room 104 is checked out (Superior Twin, S. Laurent). Room 105 is occupied by R. Patel (Deluxe King, 5 nights). Room 106 is cleaning (Deluxe King). Room 107 is occupied by D. Chen (Junior Suite, 2 nights). Room 108 is available (Standard King). Room 109 is occupied by Y. Tanaka (Standard Twin, 1 night). Room 110 is maintenance (Superior King). Room 201 is checked out (Deluxe King, A. Okonkwo). Room 202 is occupied by C. Mendez (Superior Twin, 4 nights). Room 203 is available (Standard King). Room 204 is cleaning (Standard King). Room 205 is occupied by L. Müller (Junior Suite, 2 nights). Room 206 is available (Deluxe King). Room 207 is occupied by K. Williams (Superior Twin, Check In Today). Room 208 is occupied by P. Dubois (Standard King, 1 night). Room 209 is available (Deluxe King). Room 210 is occupied by T. Anderson (Superior King, 3 nights). At the bottom, a 'Quick Check-In — Room 301' section shows 'Eleanor Hartley · Deluxe King · 3 nights · Booking #HS-20450' and buttons for 'Check In', 'View Folio', 'Add Charge', and 'Print Key'. The bottom status bar shows 'Request', 'Timeline', 'Views' (2), 'Queries' (2), 'Models' (2), and system info: 'GET_brochure-preview/front-desk 10.x 2MB 33.74ms'.

Room Grid — always live:

- ✓ Colour-coded status: available, occupied, cleaning, maintenance
- ✓ Guest name and length of stay shown per room
- ✓ One-click check-in and check-out workflow
- ✓ Drag-and-drop room reassignment
- ✓ Walk-in booking with automatic rate lookup
- ✓ Quick charge posting to any in-house guest

End-of-day operations:

- ✓ Night audit closes in under two minutes
- ✓ Automatic folio generation per guest
- ✓ Key card printing integration
- ✓ Early check-in and late check-out management
- ✓ Housekeeping task assignment from reception
- ✓ VIP flag and special request alerts

Booking Management & Reservations

Manage every reservation from every source in one unified inbox

HoteSoft PMS

- Dashboard
- Front Desk
- Booking Management** 3
- Room Management
- Guests
- Housekeeping
- Channel Manager
- Revenue
- Food & Beverage
- Staff
- AI Insights
- Settings

James Mitchell

Booking Management

June 2025 · 247 total bookings this month

[+ New Booking](#) [Filter](#) **The Meridian Hotel** New York · 247 rooms JM

Total Bookings **247** This month

Confirmed **198** 80.2% confirmation

Pending Review **3** Needs attention

Total Revenue **\$124,890** This month

[All Bookings](#) Arrivals Departures In House Cancelled

Booking Ref	Guest	Room	Check In	Check Out	Nights	Total	Channel	Status	Actions
#HS-20450	Eleanor Hartley	301 · Deluxe King	04 Jun 2025	07 Jun 2025	3	\$1,290	Direct	Confirmed	View · Edit
#HS-20449	Marco Ferretti	115 · Superior Twin	04 Jun 2025	08 Jun 2025	4	\$1,480	Booking.com	Confirmed	View · Edit
#HS-20448	Aisha Okonkwo	412 · Suite	02 Jun 2025	04 Jun 2025	2	\$2,200	Expedia	Checked Out	View · Edit
#HS-20447	David Chen	208 · Standard King	04 Jun 2025	06 Jun 2025	2	\$740	Direct	Confirmed	View · Edit
#HS-20446	Sophie Laurent	319 · Junior Suite	03 Jun 2025	04 Jun 2025	1	\$480	Airbnb	Checked Out	View · Edit
#HS-20445	Raj Patel	106 · Standard Twin	04 Jun 2025	11 Jun 2025	7	\$1,960	Booking.com	Confirmed	View · Edit
#HS-20444	Checked Out	...

Request Timeline Views 2 Queries 2 Models 2 GET_brochure-preview/bookings 10.x 3MB 29.39ms

Centralised Reservation Inbox

Every booking — from any OTA, your website, or a walk-in — appears in one place. Filter by arrivals, departures, in-house, or cancellations.

Automated Guest Communication

Confirmation emails, pre-arrival instructions, and checkout summaries sent automatically — no manual chasing required.

Group & Corporate Bookings

Block multiple rooms for a group or corporate client, set negotiated rates, and manage rooming lists with ease. Ideal for events, conferences, and tour operators.

Flexible Rate & Package Management

Create seasonal rates, breakfast packages, non-refundable deals, and early-bird discounts — then push them to all channels simultaneously.

Channel Manager — Zero Double Bookings, Maximum Distribution

Two-way real-time sync with 200+ OTAs, GDS systems, and your direct booking engine

HoteSoft PMS

Channel Manager
Real-time sync across 12 connected channels · Last sync: 2 minutes ago

All Channels Synced + Connect Channel The Meridian Hotel New York · 247 rooms JM

Active Channels: 12 Rooms Available: 38 Tonight's Bookings: 47 Revenue Today: \$18,240

Connected Channels (12 Active, 3 Paused)

Platform	Sync	Occupancy	Bookings	Revenue	Latency	Status	Action
Booking.com	Platform · Sync: 12:02	94%	18	\$6,840	2.3s	Live	Manage
Expedia	Platform · Sync: 12:01	87%	9	\$3,420	1.8s	Live	Manage
Airbnb	Platform · Sync: 12:03	79%	8	\$2,700	2.1s	Live	Manage
Hotels.com	Platform · Sync: 12:02	81%	6	\$2,100	3.0s	Live	Manage
Agoda	Platform · Sync: 12:01	73%	4	\$1,380	2.5s	Live	Manage
Direct Website	Own · Sync: 12:03	100%	12	\$5,280	0.4s	Live	Manage
GDS (Amadeus)	GDS · Sync: 12:00	68%	2	\$900	4.1s	Live	Manage

Rate Parity Monitor

Room Type	Price	Status
Standard King	\$185	✓ Parity
Superior Twin	\$210	✓ Parity
Deluxe King	\$295	✓ Parity
Junior Suite	\$420	⚠ \$5 gap
Executive Suite	\$580	✓ Parity

Bulk Rate Push

Select channels to push new rates

- Booking.com
- Expedia
- Airbnb
- Hotels.com

Push Rates Now

Request Timeline Views 2 Queries 2 Models 2 GET_brochure-preview/channel-manager 10.x 3MB 32.63ms

Connected OTAs & Platforms:

- ✓ Booking.com — two-way real-time sync
- ✓ Expedia — rates, availability, and restrictions
- ✓ Airbnb — full listing and calendar management
- ✓ Hotels.com, Agoda, Vrbo, TripAdvisor
- ✓ GDS: Amadeus, Sabre, and Galileo
- ✓ Direct booking engine included

Key capabilities:

- ▶ All channels updated in under 60 seconds
- ▶ Rate parity monitor with automatic gap alerts
- ▶ Bulk rate push across all channels simultaneously
- ▶ Stop-sell automation at your occupancy threshold
- ▶ Per-channel revenue and commission reporting
- ▶ Restriction management (min/max stay, CTA)

Revenue Management & Financial Analytics

Industry-standard KPIs live — from RevPAR to GOPPAR — with one-click reporting

HoteSoft PMS

Revenue & Analytics
June 2025 · The Meridian Hotel, New York

June 2025 | Export PDF | The Meridian Hotel | New York · 247 rooms | JM

Total Revenue
\$412,840
↑ 24.3% vs last month

ADR
\$245
↑ 8.1% avg daily rate

RevPAR
\$209
↑ 11.4% revenue per room

Occupancy
84.6%
↑ 3.2 pts vs last month

GOPPAR
\$187
↑ 18.2% gross op profit/room

Weekly Revenue vs Target

Day	Actual	Target
Mon	\$97,560	\$90,000
Tue	\$95,000	\$90,000
Wed	\$98,000	\$90,000
Thu	\$96,000	\$90,000
Fri	\$99,000	\$90,000
Sat	\$100,000	\$90,000
Sun	\$97,000	\$90,000

This week: **\$97,560** | Target: **\$90,000** | Achievement: **108.4%**

Revenue by Source

Rooms	\$312,840	75.8%
F&B	\$52,180	12.6%
Conference	\$31,640	7.7%
Spa & Leisure	\$16,180	3.9%

Cashbook Summary

Cash Receipts	\$8,240
Card Payments	\$31,600
OTA Settlements	\$22,400
Refunds	-\$1,200
Net Total	\$61,040

Request | Timeline | Views (2) | Queries (2) | Models (2) | GET_brochure-preview/revenue | 10.x | 3MB | 27.02ms

James Mitchell

Live KPI Dashboard

Track Total Revenue, ADR, RevPAR, Occupancy, and GOPPAR in real time. Visual charts show weekly performance vs target at a glance.

Revenue by Department

See exactly how much revenue comes from Rooms, F&B, Conference, and Spa — updated in real time, with percentage breakdown.

Daily Cashbook

Every payment — card, cash, OTA settlement, or refund — automatically logged with a full audit trail. Reconciliation takes minutes, not hours.

Budget vs Actuals Tracking

Set monthly revenue and cost targets by department. HoteSoft tracks actuals in real time and sends alerts when you're trending off-budget.

One-Click Export Reports

P&L, occupancy summary, channel performance, tax, and night audit reports — ready in seconds, exportable to Excel or PDF, schedulable by email.

Multi-Currency Reporting

Report in GBP, USD, EUR, AED, or any of 40+ supported currencies. Ideal for international hotel groups managing cross-border properties.

Guest CRM — Know Every Guest, Delight Every Stay

Complete guest profiles, stay history, preferences, and loyalty — all in one view

HoteSoft PMS

Guest CRM
2,840 guest profiles · 68% repeat stay rate

+ New Guest Segments Campaign

The Meridian Hotel
New York · 247 rooms JM

Hartley

- EH Eleanor Hartley** New York **VIP**
- MF Marco Ferretti** Milan **Regular**
- AO Aisha Okonkwo** Lagos **VIP**
- DC David Chen** Singapore **Regular**
- SL Sophie Laurent** Paris **VIP**
- RP Raj Patel** Mumbai **Regular**
- CM Carlos Mendez** Dubai **Corporate**
- YT Yuki Tanaka** Tokyo **Regular**

Eleanor Hartley **VIP** **In House** **Message** **Edit Profile**
eleanor.hartley@gmail.com · +1 917 234 5678 · New York, USA

12 Total Stays **\$18,420** Lifetime Value **4.8★** Avg Rating **68%** Repeat Rate

Stay History

04-07 Jun 2025	301 · Deluxe King	\$1,290
		Current
12-15 Feb 2025	412 · Suite	\$3,300
		Completed
28-30 Nov 2024	208 · Standard	\$740
		Completed
15-19 Aug 2024	319 · Jr Suite	\$1,920
		Completed

Preferences

- ✓ High floor · City view
- ✓ King bed
- ✓ Hypoallergenic bedding
- ✓ Extra pillows (x4)
- ✓ Late checkout preferred
- ✓ Champagne on arrival (VIP)

Latest Feedback

"Exceptional service as always. The room upgrade was a lovely surprise."
★★★★★ Feb 2025

Request Timeline Views 2 Queries 2 Models 2

GET_brochure-preview/guest-crm 10.x 3MB 34.57ms

Rich guest profiles include:

- ✓ Total stays, lifetime value, and repeat rate
- ✓ Full stay history with room types and spend
- ✓ Preferences: room floor, bed type, dietary, extras
- ✓ Feedback and rating from every previous stay
- ✓ VIP, Corporate, and Loyalty tier tagging
- ✓ Direct messaging from within the profile

Higher Repeat Stay Rates

Hotels using HoteSoft's CRM report significantly higher repeat guest rates — driven by personalised pre-arrival messages, remembered preferences, and timely loyalty rewards.

Segments & Campaigns

Build guest segments by nationality, spend band, or stay frequency. Run targeted email campaigns for anniversaries, seasonal offers, or re-engagement — directly from HoteSoft.

Food & Beverage — Restaurant POS & Kitchen Management

Table management, kitchen display, and room-charge integration — all connected to your hotel

Front of house:

- ✓ Visual table map with live status per table
- ✓ Order taking by table, cover, or course
- ✓ Post charges directly to any in-house guest's room
- ✓ Split bills and partial payments supported
- ✓ Card, cash, and room-charge payment options
- ✓ Service charge and gratuity calculation

Back of house:

- ✓ Kitchen Display System (KDS) with priority timers
- ✓ Course-by-course order routing to kitchen
- ✓ Menu builder with modifiers and allergen flags
- ✓ Top sellers and revenue reports by dish
- ✓ Daily F&B revenue integrated into master dashboard
- ✓ Bar and minibar tracking with stock alerts

Post to Room — Frictionless for Guests, Automatic for Your Team

Guests order at the restaurant, bar, or via room service. One tap posts the charge to their room folio — no tokens, no paper slips, no manual reconciliation at checkout.

AI Insights & Dynamic Pricing Engine

Predictive demand forecasting, automated rate recommendations, and competitor monitoring

HoteSoft PMS | **AI Insights & Dynamic Pricing** | Powered by HoteSoft Intelligence Engine - Last updated: 2 minutes ago | **AI Active** | **Apply Recommendations** | **The Meridian Hotel** | New York · 247 rooms | **JM**

AI Revenue Uplift
↑ **\$24,840**
vs manual pricing this month

Price Optimisations
18
Recommendations this week

Demand Forecast
92%
Occupancy predicted Fri-Sun

Pricing Recommendations (18 pending)

Deluxe King - Fri-Sun High weekend demand + event	\$295	\$345	↑ 17%
Junior Suite - Mon-Thu Low mid-week bookings	\$420	\$385	↓ 8%
Standard King - Fri-Sat Sold out last 3 weekends	\$185	\$215	↑ 16%
Superior Twin - Fri-Sun Conference group in area	\$210	\$248	↑ 18%
Executive Suite - All Comp hotels averaging \$640	\$580	\$620	↑ 7%
Standard Twin - Mon-Wed High vacancy, drive demand	\$165	\$148	↓ 10%

7-Day Demand Forecast

Wed 4 Jun	84%
Thu 5 Jun	79%
Fri 6 Jun	96%
Sat 7 Jun	98%
Sun 8 Jun	94%
Mon 9 Jun	71%
Tue 10 Jun	68%

AI Alerts

- Revenue opportunity: Glastonbury weekend — raise rates 20%+ **High**
- 7 rooms unsold Wed-Thu — consider targeted promo **Medium**
- Junior Suites trending — comp set raised rates \$40 **Medium**

Request | Timeline | Views (2) | Queries (2) | Models (2) | GET_brochure-preview/ai-insights | 10.x | 3MB | 31.62ms

AI features:

- ✓ 7-day demand forecast with occupancy confidence bands
- ✓ Per room-type pricing recommendations with rationale
- ✓ Event and seasonality detection
- ✓ One-click "Apply All Recommendations"
- ✓ Revenue opportunity alerts (high / medium / low)
- ✓ Stop-sell recommendations at peak occupancy

Measurable Revenue Uplift

Hotels using HoteSoft's AI pricing engine report average RevPAR increases of 18-27% compared to manual rate management — by capturing demand the human eye misses.

How it works

The Intelligence Engine analyses your booking pace, local events, competitor rates, and historical data to generate daily pricing recommendations for every room type — automatically.

Integrations & Connectivity

HoteSoft connects with the tools and platforms your hotel already relies on

Distribution & OTAs

Booking.com

Expedia

Airbnb

Hotels.com

Agoda

TripAdvisor

Vrbo

Direct Booking Engine

Payments & Finance

Stripe

PayPal

Square

Worldpay

Adyen

SagePay

Bank Transfer / ACH

Multi-currency Settlements



GDS Connectivity

Connect to Amadeus, Sabre, and Galileo to reach corporate travel agents and TMCs globally.



Key Card Systems

Integrate with Assa Abloy, Dormakaba, Salto, and other major key card providers for seamless room access.



Open API

RESTful API with full documentation. Connect your CRM, ERP, loyalty programme, or custom tools with webhooks and real-time data feeds.

No Integration Headaches

All HoteSoft integrations are maintained and updated by our team. You never need to troubleshoot a broken API connection — we monitor them 24/7 and update automatically when partners change their specifications.

Implementation & Onboarding

From signed agreement to live hotel in as little as three hours — with dedicated support throughout

1

Account Setup

Hotel profile, room types, rates, and tax settings configured by your dedicated onboarding specialist.

2

Data Migration

Guest history, existing reservations, and rate plans imported from your current system — no data loss.

3

Channel Connect

OTAs connected and inventory synced. Rates and availability go live across all channels.

✓

Go Live

Team trained and live. HoteSoft support available 24/7 via chat, email, and phone.

Dedicated Onboarding Specialist

Every hotel receives a named onboarding specialist who manages your setup end-to-end — from account creation to your first live night audit.

Staff Training & Certification

Interactive training modules for front desk, F&B, housekeeping, and management roles. Most staff are proficient within one shift. Certification available for GMs.

No Downtime Switchover

Run HoteSoft alongside your existing system for up to 30 days before cutting over — zero operational risk to your daily operations.

Ongoing Support — Included in Every Plan

- ✓ 24/7 live chat support
- ✓ Email support with 2-hour response SLA
- ✓ Dedicated account manager (Growth & Enterprise plans)
- ✓ Monthly product webinars and release notes
- ✓ Knowledge base with 400+ articles and videos
- ✓ Quarterly business review (Enterprise plan)

Go Live in 3 Hours — Fastest in the Industry

Most hotels are fully operational on HoteSoft — with OTAs connected and staff trained — within a single working day.

Security, Compliance & Reliability

Enterprise-grade infrastructure trusted by hotels handling millions in revenue annually

99.9%

Uptime SLA
Guaranteed

256-bit

AES Encryption
at Rest & Transit

PCI

DSS Level 1
Compliant

GDPR

Compliant
Data Handling

ISO

27001 Certified
Infrastructure

☐ Data Security

All guest data, payment records, and hotel financials are encrypted with AES-256 at rest and TLS 1.3 in transit. Payment card data is never stored on HoteSoft servers — tokenised via PCI-compliant payment processors.

☐ GDPR & Data Privacy

Fully compliant with GDPR (EU), UK Data Protection Act, and equivalent frameworks globally. Guest consent, data retention, and right-to-erasure workflows are built in.

☐ Role-Based Access Control

Define exactly what each staff role can see and do. Receptionists, managers, owners, and platform admins each have granular, auditable permission sets.

▲ Cloud Infrastructure

HoteSoft is hosted on AWS with multi-region redundancy. Automatic failover ensures your hotel operations continue even during infrastructure events — with no action required from your team.

☐ Automated Backups

Hotel data is backed up every 15 minutes to geographically separate data centres. Point-in-time recovery available for up to 30 days on all plans.

Audit Trail — Every Action Logged

Every login, rate change, booking modification, and payment is logged with timestamp, user, and IP address — providing a full audit trail for compliance and dispute resolution.

What Our Customers Say

2,400+ hotels worldwide trust HoteSoft to run their daily operations



"Switching to HoteSoft was the single best operational decision we've made in five years. Our channel manager used to take two hours a day to manage. Now it's fully automated. RevPAR is up 27% in six months."

James Whitfield — General Manager

Independent Hotel, London · 187 rooms



"The AI pricing engine paid for itself in the first week. It spotted a major local event and recommended a rate increase across our Deluxe rooms. We'd have completely missed that window with our old system."

Sophie Laurent — Revenue Manager

Boutique Resort, Paris · 94 rooms



"Our front desk team went from dreading check-in peaks to handling them effortlessly. The room grid is intuitive, check-in takes one click, and restaurant charges appear instantly on the folio."

Marco Ferretti — Operations Director

Family Hotel Group, Milan · 62 rooms



"We were managing bookings across six properties in three countries with four different systems. HoteSoft unified everything. I now get a consolidated dashboard for all properties every morning. It's transformed how we make decisions."

Priya Nair — CEO & Owner

Hotel Group · 6 properties, UAE & India



"Double bookings were costing us refunds and 1-star reviews. Since moving to HoteSoft's channel manager, we've had zero double bookings in 14 months. That alone justifies the subscription many times over."

David Chen — Hotel Manager

Business Hotel, Singapore · 118 rooms

4.9



Average rating

Verified Customer Reviews

Based on 1,840+ verified reviews on G2, Capterra, and Software Advice. Named a G2 Leader in Hotel Management Software for three consecutive years.

Ready to Transform Your Hotel?

Join 2,400+ hotels around the world already running smarter, selling more rooms, and delivering exceptional guest experiences with HoteSoft.

Dashboard
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- Expedia: \$2,420

START YOUR FREE TRIAL
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BOOK A LIVE DEMO
calendly.com/hotesoft-demo

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What happens on your demo call:

- ▶ Live walkthrough of your exact hotel use case
- ▶ Q&A with a hospitality specialist
- ▶ Custom implementation plan for your property
- ▶ Timeline and next steps to go live

Calls typically take 30 minutes.

No hard sell. No obligation. Just a clear picture of what HoteSoft can do for your hotel.

30-Day Free Trial
No card required

Free Data Migration
Included in every plan

Go Live in 3 Hours
Fastest in the industry

24/7 Live Support
Always here for you