PROPERTY MANAGEMENT SYSTEMS
BUYER'S GUIDE

2019 Edition

Underwritten, in part by:

Cloudbeds

	JUN 2018			
☰ 📅 🔍 ➕	**0** **THU 17** 85%	**4** **FRI 18** 46%	**1** **SAT 19** 85%	**0** **SUN 20** 35%
▼ **Private Room**	4 149.00	2 159.00	2 159.00	4 159.00
PR(1)			Tyler Rhodes	
PR(2)		Rene Rios		
PR3			Albert Najera	
PR(4)		Mary Johns		
PR(5)	Carmen Beltran			

Buyers guide created in collaboration with Cloudbeds

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WHAT IS
PROPERTY
MANAGEMENT
SOFTWARE?

A property management system (PMS) is a software suite that property owners use to manage their business by coordinating reservations, availability, payments, and reporting in one central place. The PMS allows property owners to check-in and check-out guests, see room availability, make adjustments to existing reservations, and schedule housekeeping or maintenance events. With a central system, hoteliers can better manage and monitor the key metrics needed to run their business (e.g. average daily rate, occupancy, and RevPAR).

WHAT ARE THE KEY BENEFITS OF PROPERTY MANAGEMENT SOFTWARE?

1

REDUCE GUEST FRICTION

Improve your relationship with your guests by helping you remember customer preferences, accommodating customer requests (eg. splitting folios), and communicating with your guests before and after their stay. The right PMS can improve the customer experience by reducing errors like overbookings, improve occupancy rates by connecting your available inventory to your booking engine and channel managers.

2

GROW REVENUE

Make your more money by letting you adjust your rates quickly-across all of your channels based on market conditions.

3

SAVE TIME, INCREASE EFFICIENCY

Save hours of time at your property, from switching between applications, manual calculations/updates, and recovering from embarrassing mistakes. If you are using multiple systems that don't talk to each other very well, an integrated PMS can also save you valuable hours of time each week and save you from costly or embarrassing mistakes.

THE INSIDE SCOOP

Cut through the noise and find out what real hoteliers are saying by reading in-depth reviews.

VERIFIED USER REVIEWS

Read reviews →

★★★★★

General Manager from **Chicago**

I love that Cloudbeds is entirely vertically integrated so there's no need to get one company to handle the booking engine, one for the channel manager, one for PMS. Cloudbeds has it all.

Read the full review on HotelTechReport

★★★★★

General Manager from **Australia**

Have been using Clock PMS for about 6 months now. Both my staff and I are loving it. They roll out bug fixes and feature updates roughly every 2 months and are proactively developing new functionality combined with being hungry for customer feedback. The interface is simple and intuitive.

Read the full review on HotelTechReport

★★★★★

Owner from **Netherlands**

The look & feel is great - user friendly, custom made set up and personal training. MEWS offers loads of possibilities due to (individual & group) reservations. You can look up (and receive automatically) clear reports. For sure the only PMS I would recommend (and I've worked with others as well).

Read the full review on HotelTechReport

★★★★★

Hotel Owner from **Czech Republic**

The look is simple, but it can do everything. Drag and drop reservations from room to room. Edit pricing in seconds. Need client info for a checkout? It's in front of your eyes in seconds. There's no waiting for anything to load. It's there. And software rollouts happen seamlessly.

Read the full review on HotelTechReport

TREND WATCH

Read predictions from domain experts and learn about the state of the category.

WHAT'S NEW AND INTERESTING IN THE SPACE?

GUEST FIRST DEVELOPMENT

Legacy PMS systems treated each guest as a transaction, next generation systems work to put the guest first; delivering a delightful experience for guests while still streamlining operations for staff/management.

ENTERPRISE FOR EVERYONE

The sophisticated capabilities of a modern PMS system mean that small, independent properties now have capabilities that were previously available only to large global brands.

RAPID EVOLUTION (IN THE CLOUD)

With the PMS in the cloud, the rate of innovation has increased substantially. Vendors are continuously releasing new features based on customer feedback.

BUYING ADVICE AND RECOMMENDATIONS

Critical Features

Top rated providers & comparisons

Key integrations

Questions to ask vendors

WHAT ARE THE MOST IMPORTANT FEATURES TO CONSIDER?

Easy to use interface
Train your staff quickly and can reduce the likelihood of errors.

Reservation Modification
Keep track of guests and move them around as needed keeps you on top of your reservations and reduces the likelihood of overbookings.

Centralized Dashboard
See what is happening, what needs to be done today, and monitor your key metrics.

Personalized Taxes & Fees
Customize taxes, fees, and cancellation policies in the combination that best suits your business.

Government Compliance
Comply with local tax reporting requirements and regulations.

Guest Communication
Improve the guest experience with automated pre and post-stay communications.

Reporting Suite
Generate detailed production and financial reports to improve business operations.

Channel Availability
Ability to sync availability to multiple channels in real-time. Look for an all-in-one solution that reduces the overhead of managing and learning multiple systems
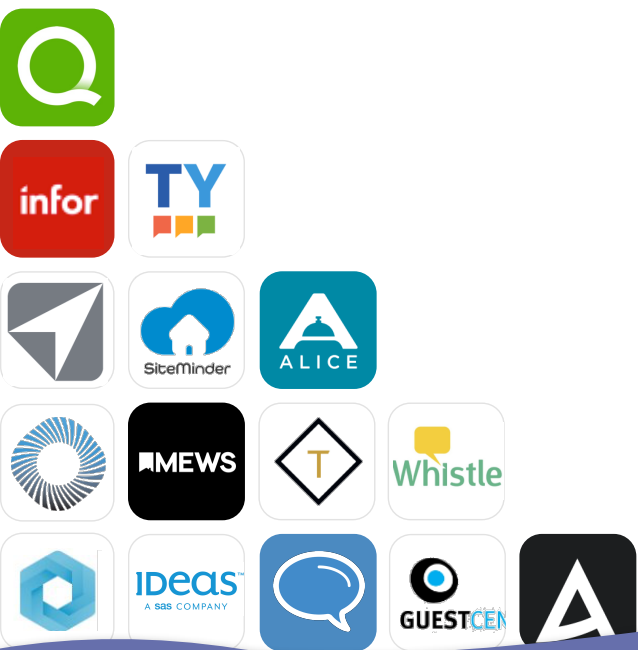
WHO'S WHO...

See which players are trending in the market and launch
Hotel Tech Report compare to compare them side-by-side.

Cloudbeds
View profile >

Myfrontdesk, Cloudbeds' property management system (PMS), is a browser-based front desk for your property. With it, you can check-in and check-out guests using an attractive drag-and-drop interface.

Clock
View profile >

Our modern all-round hotel PMS in the cloud that lets you do your job the way you've always wanted outperforming your competitors through a single powerful system.

Guestline
View profile >

Guestline's unique, cloud hosted suite of solutions for the hospitality industry increases revenue, streamlines operations and lowers costs. Guestline provides end-to-end property management, channel distribution and digital marketing solutions to a range of hotel groups…

Mews
View profile >

The Mews Commander Property Management System was built to suit the needs of modern hotels. Founded by ex-hoteliers who were frustrated by the lack of suitable platforms on the market.

Hotelogix
View profile >

Hotelogix's property management system streamlines Front Desk, Point of Sale and Housekeeping operations seamlessly, letting you manage multiple tasks at once.

Skytouch
View profile >

Installed in over 7,000 hotels comprising more than half a million rooms, SkyTouch Technology is the provider of the most widely used cloud-based property management system.

—FEATURED—
Property Management Software

Cloud**beds**

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	0	4	1	0
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Want to compare products side-by-side with screenshots, reviews, features and more?

Launch comparison tool

"

★★★★★

Cloudbeds review verified by Hotel Tech Report

"I love that Cloudbeds is entirely vertically integrated so there's no need to get one company to handle the booking engine, one for the channel manager, one for PMS. Cloudbeds has it all."

General Manager

Chicago
Boutique Hostel

READY TO CONNECT WITH A PMS PROVIDER?

Learn more about Cloudbeds ❯

STAY CONNECTED

- **Booking Engine** — Keep track of guests and move them around as needed keeps you on top of your reservations and reduces the likelihood of overbooking.

- **Channel Manager** — Keep track of guests and move them around as needed keeps you on top of your reservations and reduces the likelihood of overbooking.

- **Email Marketing/CRM** — Keep track of guests and move them around as needed keeps you on top of your reservations and reduces the likelihood of overbooking.
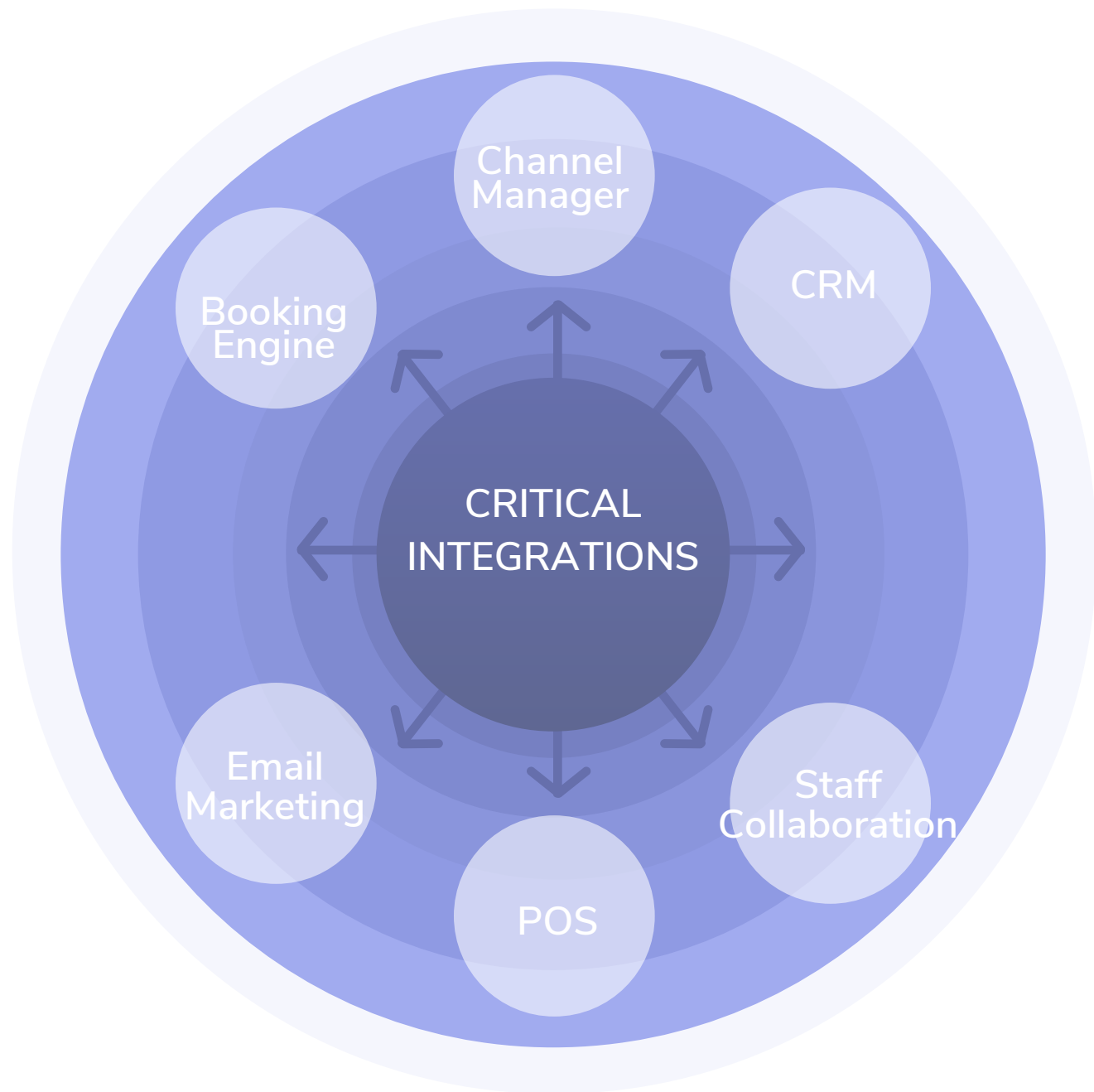
Without the right integrations even the best product can add complexity and cost. Make sure any vendor you consider has the integrations you need to set your team up for success.

View integrations ❯

Need an integration built for your hotel?

Connect with Hapi

Channel Manager

CRM

Booking Engine

CRITICAL INTEGRATIONS

Staff Collaboration

Email Marketing

POS

WHAT QUESTIONS SHOULD A SMART BUYER ASK VENDORS

HOW QUICKLY CAN I TRAIN NEW STAFF WITH THIS SYSTEM?

WHICH CHANNELS AND/OR CHANNEL MANAGERS DO YOU CONNECT TO?

WHAT KIND OF SUPPORT IS OFFERED? WHEN CAN I CONTACT THEM?

HOW DOES YOUR PLATFORM HELP ME COMPLY WITH THE REGULATIONS IN MY REGION?

HOW OPEN IS YOUR SYSTEM TO SUPPORT 3RD PARTY SOFTWARE INTEGRATIONS?

WHAT TO EXPECT

Pricing & budgeting

Implementation timeline

Success metrics

Success stories and additional resources

PRICING GUIDANCE

What are the typical pricing models and ranges that I should budget for?

MONTHLY SAAS FEE

Pricing for cloud-based PMS products are typically based on how many rooms or properties utilize that system. Many PMS products have calculators on their website that will help you better understand what to expect for pricing.

Price range
$8-$12/room/mo

ADDITIONAL FEES

Be wary that some PMS systems will charge additional fees on top of monthly fees. These additional fees can include percentage commission on direct bookings, implementation/setup fees, interface/integrations fees to connect to 3rd party systems, etc.

IMPLEMENTATION GUIDANCE

What does the typical implementation timeline and process look like to go live?

Approximate implementation timeline: **2-3 weeks**

For most cloud-based systems, implementation can take one to three weeks depending on: how many reservations need to be imported and who is importing the data (some PMS will offer services to do this for you), the number of properties and rooms you have and any customizations you would like to add. Implementation will typically start by setting up the application - setting up rooms, room types, adding rates, and importing/adding existing and future reservations. An implementation coach or representative may work with you through the setup process, and verify your setup. Finally, you will connect your channels or channel manager to start taking reservations. Done correctly, there is no downtime between switching systems. A good PMS will also provide access to a video training library and knowledge base of its features to help new users get started.

SUCCESS METRICS

HOW DO I MEASURE SUCCESS?

1

OCCUPANCY RATE

A PMS helps you accurately keep track of guest status and will speak to your channel manager and booking engine - you can list all of your available inventory all of the time and any changes you make to a reservation are updated across all of your channels.

2

GUEST SATISFACTION

In addition to preventing mistakes that can ruin a guests experience, a PMS can also enable hotel owners to focus more on their guests and spend less time on manual or administrative tasks.

3

REVPAR

With advanced analytics and market updates, some PMS systems will help you plan and adjust your pricing strategy to help you optimize your yield.

SUCCESS STORIES AND FURTHER READING

CASE STUDY: TRIPLE C HOTELS & RESORTS

Cloudbeds   Direct Bookings

CASE STUDY: WOMBATS HOSTELS

Mews PMS   Modern PMS

CASE STUDY: BELLEVUE HOTEL BRUSSELS

Clock PMS   Cloud PMS

CASE STUDY: CANBE HOSPITALITY

Cloudbeds   B&B

TECHNOLOGIES IN THE HOSPITALITY INDUSTRY: INTEGRATING FOR SUCCESS

Property management systems play a determining factor in the success of the hotel's a business strategy. Understanding the advantages and limitations of the solutions you use is how you know you're getting the best use of what you're paying…

WHY OPEN PLATFORMS DO IT BETTER

We are all accustomed to having incredibly useful apps on our smartphones and, with so many great technologists and entrepreneurs working on solving hospitality problems in different ways across the globe, we should be able to access…

USE OF ARTIFICIAL INTELLIGENCE & MACHINE LEARNING IN THE HOSPITALITY INDUSTRY

From developing hyper-personalized guest experiences to determining unrecognized revenue opportunities for the greater good, AI empowers innovation and growth. It does this by filtering information and deducing patterns into deeper…

A DISCUSSION ON THE COMPLEX TOPIC OF THIRD PARTY INTEGRATIONS AND APIS

In a world of connections and, with new technologies emerging on a daily basis, it is key for us at Guestline, to offer a quick and easy (although always secure!) integration for the solutions our hoteliers want and need…

Find the best tech for your hotel

No buzzwords. No sales pitches. Just in-depth reviews from real users to help you make better decisions, faster.
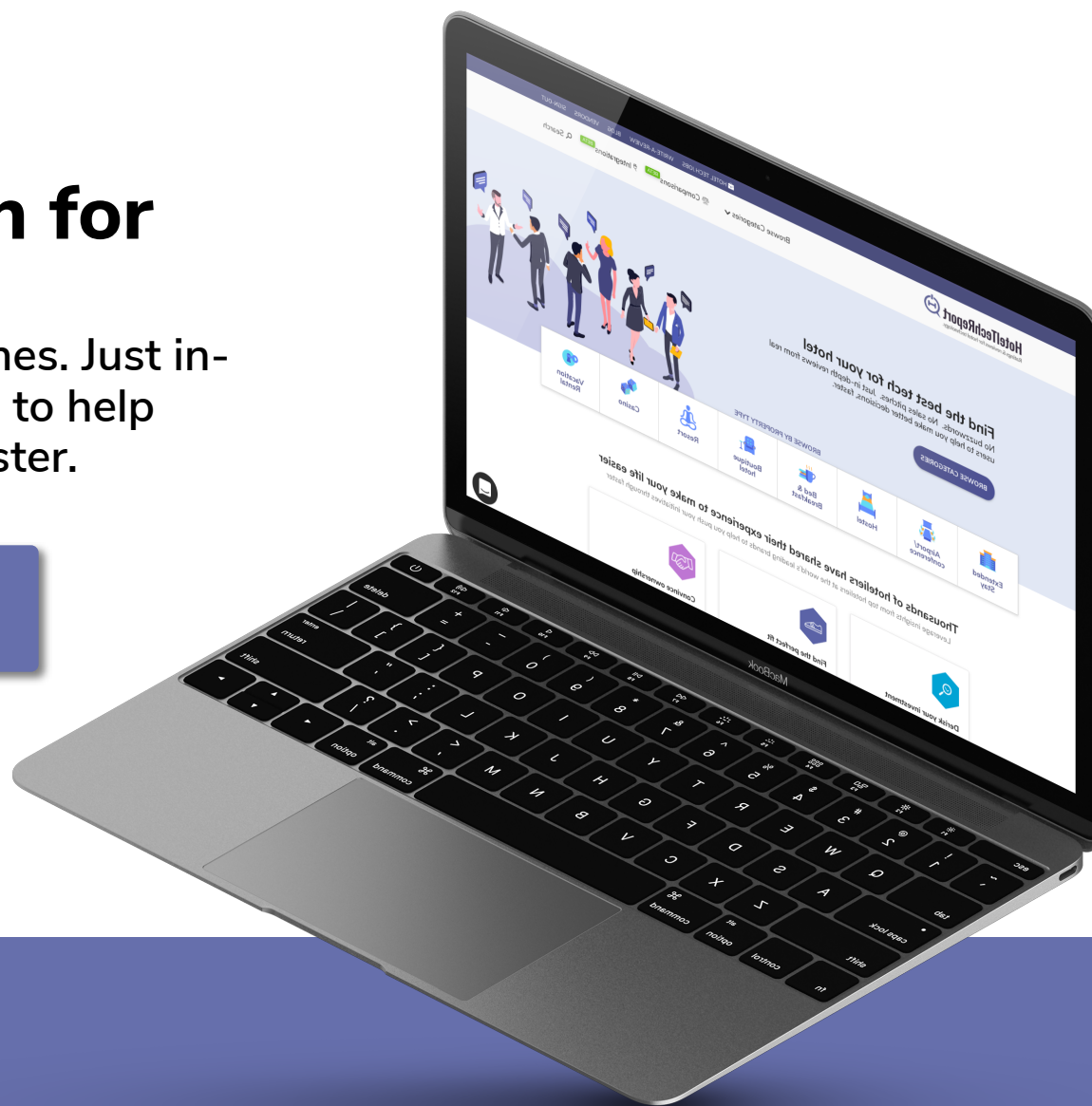
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