

TUTORIAL 35 ONLINE BOOKING SYSTEMS: ADVANCED



This tutorial has been produced by The Australian Tourism Data Warehouse as part of the complete online education program, Tourism e-kit

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The Tourism e-kit is an initiative of the National Online Strategy Committee and is funded by the Australian State & Territory Tourism Offices



ONLINE BOOKING SYSTEMS ADVANCED

Reading time: 20 minutes

Prerequisite: Online booking systems 101

This tutorial will provide you with more details on the online booking systems discussed in the “Online booking systems” tutorial.

BookEasy	35-3
Charts	35-4
FrontDesk	35-5
Globekey	35-6
GlobeRES	35-7
HiRUM	35-8
iHotelier	35-9
Levart Booking Engine	35-10
Maxial	35-11
NetBookings	35-12
Netroomz	35-13
procharter	35-14
reservations 6	35-15
ResPax	35-16
Rezgo	35-17
RMS	35-18
Roomrez	35-19
Satin Front Office System	35-20
Seekom iBex	35-21
STAAH	35-22
Tourstogo.com	35-23
TryBooking	35-24
Web Reservations	35-25
WebVantage	35-26

If you are a vendor and would like to get your system evaluated and included on this list, please contact txa@atdw.com.au. The ATDW reserves the right to evaluate systems at its discretion.

BOOKEASY

a) System description

The BookEasy reservation software has been on the market since 2002 and is used by over 125 booking agents. BookEasy offers a module designed for accommodation and tour bookings through booking agents such as tourist centres and tour management operators. The tour booking module is also available for online booking through your website.

Functions include online bookings via the agent's website as well as channel manager, online booking through your website (tours only) and data export to back-end accounting and financial systems. Third party sites managed are not listed by the vendor.

b) System vendor

BookEasy is developed, sold, and supported in Australia by BookEasy Australia.

Web: www.bookeasy.com.au **Phone:** 08 9757 0100

Email: info@bookeasy.com.au **Address:** 1/26 Minchin Way, Margaret River, Western Australia 6285

c) Installation and support

BookEasy provides a remotely hosted solution so an agent's office requires a browser to access the BookEasy service. IE6, Firefox and Safari are supported.

BookEasy provides a 6-week training process for booking agency and shorter initial training of associated operators. Support is provided via email and telephone.

d) Case studies

<http://www.bookeasy.com.au/website/pages/bookeasy-and-channel-management/>

e) Indicative costs

Software licencing:	2% commission on bookings via the agent's website. 1% on bookings for the online booking component (tours).
Support:	Total running cost and support is included in licence cost.
Channel management:	Available and cost included in licence.
Installation and training:	Setup: AUD7,000.00 to AUD20,000.00. Free for tours. Training for agent included in setup costs. Free knowledge base access for tours – extra training at AUD88.00 per hour.
Remote hosting:	Cost included in licence.

CHARTS

a) System description

The Charts property management system has been on the market for over 10 years and is used by over 300 operators from 1 to 1,000 rooms. It is designed as a Front Office System for hotels, motels, backpacker hostels and boutique accommodation.

Functions offered by the latest version of the software include Front office functions and interfaces for point of sale, credit cards, email, and back-end accounting and financial systems. Online bookings by customers will be catered for by the ReservHotel system that links to international booking channels. Third party booking sites wotif.com, expedia.com.au, zuji.com.au, hostelworld.com, hostelbookers.com, checkin.com.au, lastminute.com.au, ratestogo.com, readyrooms.com.au, stay247.com, roamfree.com and others will be offered soon and will be linked via ezyrates.com.

b) System vendor

Charts is developed, sold and supported in Australasia by Online Systems. The online booking system linked to Charts from either the website or various Internet engines is fully developed by Online. The GDS connectivity is provided by ReservHotel which is a hotel representation company based in the USA.

Web: www.online-int.com.au **Phone:** 02 9906 3900
Email: info@online-int.com.au **Address:** Suite 20, Greenwich Square, 130-134 Pacific Highway, St Leonards NSW 2065

c) Installation and support

Online Systems provides a turnkey solution of implementation, training, and rollout. Remote installations are also possible. Support is provided via email, telephone, Windows Live Messenger and Skype.

d) Case studies

- www.eighthotels.com.au
- www.yha.com.au
- www.usahostels.com

e) Indicative costs

Software licencing: Depends on size of property(s).
Support: Support is charged monthly on a pay as you use basis.
Channel management: Under development. Future cost not available.
Installation and training: Setup: AUD2,000.00 - AUD5,000.00 and takes 4 - 5 days.
Training: AUD700.00 per day.
Remote hosting: Function not available.

FRONTDESK

a) System description

frontdesk is a complete property management system which has been on the market since 2005, specifically designed for small-medium operators. It is used by over 1,000 small to medium accommodation operators, tour operators, as well as events, festivals and attractions of any size. It is also designed for distributors such as visitor centres and call centres.

Functions offered include: online bookings via a personalised booking webpage on your website, a fully automated payment process, channel management, and real-time availability on the web. frontdesk also provides a range of management and marketing reports as well as export of data to MYOB.

3rd party booking sites supported can be found at:

www.v3leisure.com/Partners/Distribution_Partners_List/index.html

b) System vendor

frontdesk is marketed, sold and supported in Australasia by VCubed (V³) Pty Ltd.

Web: www.v3leisure.com

Phone: 02 8006 3339

Email: sales@v3leisure.com

Address: PO Box A2341, Sydney South, NSW, 1235

c) Installation and support

V3 will help you enable your own site once you have installed frontdesk and have been trained. Your inventory data is stored, backed up and managed on V3's server. Windows XP or higher with Internet Explorer 6 or higher is required on a desktop computer with a minimum 1.2 GHz Pentium processor.

Support is provided via email, telephone, help desk and locally based trainers.

d) Case studies

- www.prr.org.au
- www.birubiholidayhomes.com.au
- www.anchorageseafronthotel.com
- www.gorgewildlifepark.com.au

e) Indicative costs

Software licencing: 1 - 5 rooms: free, 1 - 3 tours: free, larger operators: from AUD39.00 per month. 5 to 6% booking fee for online bookings.

Support: Support: 2 hours free then AUD110.00 per hour.

Channel management: Available via third party channel management software at no additional cost.

Installation and training: No setup or training cost.

Remote hosting: By default, at no additional cost.

GLOBEKEY

a) System description

Globekey is used by over 3,000 accommodation providers of all sizes and types (including agents), in more than 60 countries. Globekey is a mature product (available since 2000) which specialises in online reservations, whilst providing links to the operator's PMS and back office financial systems (if required). Globekey has no limits on number of guests, properties, or users.

b) System vendor

Globekey is developed, sold and supported in Australia by Globekey Systems Pty Ltd.

Web:	www.globekey.com	Phone:	02 9968 3422
Email:	sales@globekey.com	Address:	Level 2, Ashton House, 66 Spit Road, Mosman, Sydney, NSW 2088, Australia

c) Installation and support

Computer facilities needed: The Globekey system is hosted on Globekey's server and is accessed via a link from the operator's own website. The system works from any computer with Internet access via a browser. It is not necessary to install software and no special hardware is required.

Training: provided by telephone (although not usually needed)

Support: provided via email and telephone.

Customising the user interface: the operator's website is hosted by Globekey. The Globekey reservations screens match the look and feel of the operator's website. Globekey will customise any reservation screen with header information provided by the operator.

d) Case studies

- www.globekey.com/pdf/clients.pdf
- www.globekey.com/reservation_software_client_testimonials.html

e) Indicative costs

Software licencing/support and setup:	all inclusive monthly fee based on the number of rooms in a property, ranging from A\$50 to A\$200 per month. Setup: included in monthly fee
Training:	Included in monthly fee
Channel management:	fees subject to level of management required. OBX not available.
Remote hosting:	Included in monthly fee

GLOBERES

a) System description

Globeres is designed to suit all types and sizes of accommodation, from self-catering cabins to multiple properties. Globeres is used by over 400 clients globally. Globeres has been available since 2002.

Globeres is set up via a button on an operator's web site and no modification is needed to the site. Globeres supports multiple rate types and added-value package setup, without needing to create different room types or splitting inventory. Globeres is linked to 3rd party and last minute sites via channel management vendors.

b) System vendor

Globeres is developed by Globeres in Canada and supported in Australia/NZ by HOC Technologies Pty Ltd.

Web: <http://www.globeres.com/index.htm> **Phone:** +61 408 326 646

Email: sales@au.globeres.com **Address:** 2/19 Bass Place, Mount Colah, NSW 2079 AUSTRALIA

c) Installation and support

Computer facilities needed: Globeres can be accessed from any browser on Windows PC or Mac. The operator supplies inventory details for initial setup. Operator then has control of inventory and rates via user logins. The operator's data is stored on the Globeres server.

Training: full initial and ongoing training is available and can be face-to-face or Web based.

Support: via email (7 days), telephone and fax. Help files are on each admin web page.

Customising the user interface: by a non-technical operator

d) Case studies

- www.innkeeper.com.au
- www.cradlevillage.com.au
- www.bluegumscabins.com/-/index.php
- www.staroftheseaterregal.com

e) Indicative costs

Software licencing/support and setup:	Monthly fee according to room count. Support cost included. One-off setup fee according to room count in the range AUD40 to AUD400.
Training:	Full initial and ongoing training Included in setup fee.
Channel management:	Available via 3rd party channel management software, pricing from AUD29/month
Remote hosting:	Included in monthly cost
Commissions:	per booking: option vs fixed monthly cost, by negotiation; refunded in full on cancellations

HIRUM

a) System description

The HiRUM property management software has been on the market for over 15 years and is used by over 900 operators from 4 to 800 rooms. HiRUM suits all types of accommodation businesses, from B&B and boutique properties to hotels and resorts of all sizes, as well as multiple properties.

Functions include online bookings via your website as well as channel management via the HiSite module, front office functions, and interfaces for point of sale, credit cards, and back-end accounting and financial systems. Tickets to tours, events and attractions are available through a link to TicketMates.

The “HiRUM Online” booking engine can also be fully integrated with HiRUM's own online accommodation website, providing wider promotion of the operator's accommodation.

b) System vendor

HiRUM is developed, sold and supported by HiRUM Australasia Pty Ltd.

Web: www.hirum.com.au

Phone: 07 5502 9944

Email: www.hirum.com.au/contact.aspx

Address: PO Box 225, Helensvale, Qld, Australia 4212

c) Installation and support

The booking software is completely configured by HiRUM, and run on your computer or hosted remotely on a third party server. It will run on a Pentium 3 computer or higher using Microsoft Windows 95 or higher.

Support is provided via email, telephone, fax and FAQ page on the website.

d) Case Studies

Testimonials are available on HiRUM's website at: www.hirum.com.au/testimonials.htm

e) Indicative costs

Software licencing: AUD165.00 per month average cost.

Support: Unknown.

Channel management: AUD99.00 per month.

Installation and training: Setup: AUD550.00

Training: AUD880.00 (6 hours)

Remote hosting: HiRUM Online booking engine is hosted on HiRUM's server. The cost is 2.2% per online booking stayed you have the HiRUM Online interface set up.

IHOTELIER

a) System description

iHotelier is a sophisticated and comprehensive property management system which includes a booking engine (iStay) which can be fully integrated with the operator's website. iHotel can handle properties with less than 10 rooms but is more suited to 20+ rooms, depending on the style and services provided.

iHotelier provides channel management to multiple 3rd party sites from a single, web-based platform, and interfaces with several property management systems and can easily add new interfaces. iHotelier processes the sale of value-added products, and allows guests to enhance their room of choice by adding amenities.

b) System vendor

iHotelier is used by over 14,000 hotels in 140 countries, including over 650 in Australia. TraveCLICK has been developing and supporting iHotelier for 10 years.

Web: <http://www.travelclick.net/index.cfm>

Phone: + 61 3 9699 9969

Email: swilliams@travelclick.net

Address: 291 Coventry Street, South Melbourne, Victoria 3205, Australia

c) Installation and support

Computer facilities needed: A computer with a browser and access to the internet. Software installation is not required. The operator's data is stored on iHotel's servers.

Training: one-on-one training session on the CRS (web based) system.

Support: by email, telephone and online meeting from local (Australia) office during business hours; after hours support is available 24/7. TravelCLICK monitors performance of hotels and makes suggestions to increase productivity.

Customising the user interface: is done only by TravelCLICK

d) Case studies

- www.evolutionapartments.com.au
- www.thehotelwindsor.com.au
- www.thepointbrisbane.com.au
- www.crowntowers.com.au
- www.kingfisherbay.com

e) Indicative costs

Software licencing/support and setup:

One-time set-up fee is under AUD1000.
Other prices on application.

Training:

10 hours of training provided at no additional charge within 30 days of purchase.
Online training is complimentary throughout the term of the agreement.

Channel management:

Annual subscription less than AUD2000

Remote hosting:

Not applicable

LEVART BOOKING ENGINE

a) System description

Levart provides a Hotel Website and Booking Engine that provides immediate confirmations for a number of property types and sizes. Levart also enables the operator to control its distribution using the Levart Booking Engine through the operator's own website (hosted by Levart), via travel Portals (hosted by Levart), and via 3rd party sites (such as Wotif), or 3rd party travel portals not using the Levart Booking Engine). Inventory and rates can be managed via the PMS system; bookings flow through to the PMS systems as well as the option for inventory and rates to flow from the PMS to Levart.

b) System vendor

Levart Booking Engine is developed, sold and supported in Australia by Levart Distribution Systems.

Web: www.levartdistributionsystems.com.au/ **Phone:** 08 9382 8001

Email: ian@levart.net.au **Address:** PO Box 128 Floreat Forum WA 6014

c) Installation and support

Computer facilities needed: The Levart Booking Engine is hosted on Levart's server and can be integrated seamlessly with the operators own web site. Levart Booking Engine works from any computer with Internet access via a browser.

Training: 4 hours initial training, plus half and 1-day courses if required.

Support: provided via email and telephone.

Customising the user interface: the operator's website is hosted by Levart and provides for a number of pages relevant to the operator's business. The content can be administered by the operator. The layout and look-and-feel of the website can only be customised by Levart staff.

d) Case studies

- www.questapartments.com.au
- www.abbeybeach.com.au
- www.esplanadehotelfremantle.com.au
- www.questonchapel.com.au

e) Indicative costs

Software licencing/support and setup:	Annual amount depends on options selected. Setup: A\$110
Training:	Support and 4 hours initial training included in annual fees. Additional training at nominal cost.
Channel management:	no additional cost..
Remote hosting:	A\$50 per month.

a) System description

The Maxial reservation software has been on the market for 28 years and is in use by over 60 operators in a number of countries. Maxial is a property management system aimed at hotels and resorts of any size.

Functions offered by the latest version of the software include bookings*, front and back office functions, and interfaces for point of sale.

Maxial's "Reservations" module includes: real time availability verification when taking or updating a reservation, multiple arrival and departure reports, individual or complex group reservations (tour or convention).

Maxial allows customisation through operator definable reservations fields. Maxial also provides a visual booking chart which is a one-screen solution to checking guests in and out.

* Please note that Maxial is a front desk and back office system and does not support online bookings. Online bookings are however possible via third party web sites.

b) System vendor

Maxial software is developed, sold and supported by Maxial Solutions.

Web: www.maxial.net

Phone: 07 38523122

Email: sales@maxial.net

Address: P.O. Box 750, Fortitude Valley, Qld, 4006, Australia

c) Installation and support

Maxial will run on Microsoft Windows 2000 or higher (preferably XP). Maxial staff will load all necessary Maxial software on the servers, and will train you to configure computers and other equipment used for training. You will be responsible for loading Maxial on the remainder of computers. Support personnel are on site for training.

Support is provided via email, telephone, 24/7 via pager and online support system through website.

d) Case studies

- www.peppers.com.au/Clearwater
- www.lakecrackeback.com.au
- www.thebyronatbyron.com.au
- <http://ipohhotels.impiana.com>

e) Indicative costs

Not available.

NETBOOKINGS

a) System description

NetBookings is an Australian online booking system and has been on the market for 10 years; it is used by over 200 accommodation providers (1 to 100 rooms), tour, attraction operators (1-100 people), and up to 20 day-spa rooms. It is designed for all types of accommodation, day spas, attractions and tours and integrates gift certificates with all business functions.

Functions include: online bookings and secure payment via the operator's website or affiliated online networks, online bookings for day spas, gift certificate sales, front office functions, interfaces for point of sale, and a range of customised reports.

b) System vendor

NetBookings is developed, sold and supported in Australasia by NetBookings Pty Ltd.

Web: www.netbookings.com.au **Phone:** 03 5972 0596

Email: info@netbookings.com.au **Address:** PO Box 514, Rye, Victoria, 3941

c) Installation and support

NetBookings can gain access to your website and load software or can email the details to your web developer. Remote hosting of the system is available. All data is backed up every day with export capabilities.

Support is provided via email, telephone, or onsite at an hourly rate.

d) Case studies

- www.chocolategannets.com.au
- www.peninsulahotsprings.com
- www.dolphinswims.com.au
- www.bluemooncottages.com.au
- www.palmislandairtaxi.com.au
- www.seakayakaustralia.com

e) Indicative costs

Software licencing: Bookings from NetBookings agents: free;
from operator's web site: 1% to 5%;
from NetBookings and affiliates web sites: 10%.
from NetBookings and affiliates web sites for vouchers and product sales: 15%.
Custom modifications are free.

Support: Phone and email support is free; on-site support is charged at an hourly rate.

Channel management: Under development. Future cost not available.

Installation and training: Free of charge.

Remote hosting: Optional. Setup is AUD3,300.00 plus ongoing costs of AUD3,300.00 per annum.

NETROOMZ

a) System description

Netroomz is an online bookings website providing a wide range of functions with an interface customised to the operator's requirements. Bookings can also be made through a portal linking many hotels and other accommodation types (HotelDirect), and via a number of last minute booking sites.

b) System vendor

Netroomz is developed, sold and supported in Australia by Netroomz Pty Ltd.

Web: www.netroomz.com.au **Phone:** 02 9889 4326
Email: contacts@netroomz.com.au **Address:** Ground floor, 56 Delhi Rd, North Ryde, NSW, 2113, Australia

c) Installation and support

Computer facilities needed: Netroomz is a fully hosted and supported system. The operator requires a computer with Internet access via a browser.

Training: CDs, videos and manuals are available if required.

Support: Provided via email and telephone, or submitted directly from the administration dashboard page.

Customising the user interface: Netroomz customises the user interface based on a library of standard style sheets for operators to choose from. Many features of Netroomz can be configured specifically for an operator, so the application can behave quite differently depending upon the operator's business requirements. These requirements are identified as part of the system setup.

d) Case studies

- www.big4.com.au
- www.duxtonhotels.com
- www.staymint.com
- www.tarraleahlodge.com
- www.shoalbayresort.com.au
- www.viewhotels.com.au

e) Indicative costs

Software licencing: \$139 per property per month or via commission of 1.95% of gross booked revenue through the system. Not refundable on cancellation. Setup included.
Custom modifications are charged depending on scope of work.

Training: Included in monthly fees.

Channel management: No additional cost..

Remote hosting: A\$100 per month.

PROCHARTER

f) System description

Procharter systems focus on vessel charters and adventure tours,. Client reservations are made via a Web form which is submitted and sent to the tour operator. The system also performs back end accounting functions. Channel management is available through agents.

g) System vendor

Procharter software is developed and supported in Australia by Clockwork Computing Pty Ltd.

Web: <http://www.procharter.com.au/>

Phone: +61 7 3889 8240

Email: support@clockworkcomputing.com.au

Address: Clockwork Computing Pty. Ltd., P.O. Box 100, DAYBORO QLD 4521, AUSTRALIA

h) Installation and support

Computer facilities needed: Data resides on operator's servers and is synchronised to Clockwork servers for feeding availability to Web customers, agents, and other ProCharter customers

Training: available

Support: via email, telephone and remote desktop connection.

Customising the user interface: by Clockwork Computing only.

i) Case studies

- www.explorewhitsundays.com
- www.whitsundayssailingadventures.com.au
- www.backpackersworld.com.au

j) Indicative costs

Software licencing: AUD1500-6000 per month

Support: Included in licence costs

Channel management: Not available

Installation and training: AUD6000 (one-off cost)

Remote hosting: Included in licence costs

RESERVATIONS 6

a) System description

Reservations6 has been on the market for 10 years and is designed for small accommodation operators including small hotels, motels, B&Bs, marinas and apartments. There are limited operators in Australia currently using the online booking module (Webervations and Availability Online). Functions offered by the latest version of the front-office module (Reservations 6) include: reservations* from the operator's website (via the Webervations.com and Availability Online service), individual and group bookings, point of sale module, interface to MYOB, extensive reporting, colour coded availability calendar, and customisable data fields enabling personalised marketing.

* Note that when a guest makes a reservation via the Webervations link, the operator is notified by email and must then confirm reservation details and click the button to upload inventory. Payment (via credit card only) is processed securely online to the operator's account.

b) System vendor

Reservations 6 is developed by Compu-Books in the United States and is sold and supported in Australasia by Reservations Software. Webervations is developed in the US by American Dreams Inc and sold in Australia online via Webervations.

Web: www.reservationsoftware.com.au **Phone:** 1300 885 958 and 07 4927 2929

Email: info@reservationsoftware.com.au **Address:** PO Box 331, North Rockhampton, QLD 4701

c) Installation and support

Computer facilities needed: PC with FileMaker Pro 7 or above.

Support: via telephone or dial-in (24 Hr); email; Training videos and User Manual are available.

d) Case studies

Testimonials are available on Compu-Reservations website at:

www.compu-reservations.com/onlinereservations.html

e) Indicative costs

Software licencing:	Once only costs: 1-3 users: AUD450.00 per user, 4-9 users: AUD400.00 per user. Webervations: USD80.00 per year. No commissions.
Support:	Costs on application
Channel management:	Not available
Installation and training:	Costs on application
Remote hosting:	Not available

RESPAX

a) System description

ResPax is an online booking system designed for day tour operators including diving, charters, cruise/ferry, scenic or hop on/hop off coaches. It has been on the market since 1999 and is used by over 40 small and large (employing 800 staff) operators.

Functions include: real time availability, real time credit card authentication, advanced bus routing and flexible agent's commissioning, and import/export of accounts data.

ResPax is suitable to a broad range of businesses without requiring code customisation. ResPax also provide an online booking interface to allow tour operators to link directly with other operators and travel agents for online bookings.

b) System vendor

ResPax is developed, sold and supported by Trinity Software Australia.

Web: www.respax.com.au
<http://wiki.respax.com.au>

Phone: 07 4041 1017

Email: sales@respax.com.au

Address: 18 Scott Street, Top floor, Cairns, QLD, 4870

c) Installation and support

Remote hosting is the most popular and cost effective solution for operators using ResPax. Many system vendors are offering remote hosting as their preferred option.

If in-house implementation is required, ResPax advise on hardware required, install operating systems and ResPax related software. Training is performed onsite or offsite. ResPax assist operators to implement the system and ongoing support is provided. Support is provided via email and telephone.

d) Case studies

- www.adventuretours.com.au
- www.cairnshabitatcruises.com.au
- www.bigcat-cruises.com.au
- www.tusadive.com

e) Indicative costs

Software licencing, AUD19,000.00 for 5-users + AUD2,000.00 per extra user.

Support: 20% of the licence fee as annual support fee.

Channel management: Available at no extra cost.

Installation and training: Price varies based on number of computers and customisation required.

Remote hosting: Approximately AUD15.00 per day plus setup cost(AUD499.00).

REZGO

a) System description

Rezgo provides online booking services for over 900 small and medium tour and activity suppliers as well as larger tour operators and resellers. A number of features are available including Geotag operators' tours & activities and Tour & Activity Image Gallery.

Rezgo is a service for tour & activity operators to market their products and services through their own websites as well as through 3rd party distribution partner websites. Rezgo provides functions for internal booking agents, a point of sale interface, real-time credit card processing using a payment gateway, payment reconciliation, and sophisticated reporting.

b) System vendor

Rezgo is developed and supported by Sentias Software Corp (Canada) to global clients, including Australia.

Web: www.rezgo.com

Phone: +1 604 983 0083

Email: support@rezgo.com

Address: 92 Lonsdale Avenue, 2nd Floor, North
Vancouver, BC, Canada V7M 2E6

c) Installation and support

Computer facilities needed: Rezgo is hosted on the Cloud Computing servers and is accessed via a link from the operator's own website. Rezgo operates from any computer with Internet access via a browser.

Training: Advanced support is available if required

Support: Email, telephone, contact forum, webinars, live web support

Customising the user interface: The operator can carry out changes to template very easily.

d) Case studies

- www.backroads-touring.com.au
- www.riverlife.com.au
- www.winetrain.com
- <http://nvchamber.rezgo.com/tour/>
- <http://paddlefish.rezgo.com/tour>
- www.alpinerafting.com

e) Indicative costs

Software licencing/support and setup:	No set-up or monthly cost for Rezgo. 5% for Sales via operator's own website, 1% for Point of Sale, 5% for sales via Rezgo's distribution network.
Training:	Advanced support: various rates depending on the scope of the work.
Channel management:	Full Channel management.
Remote hosting:	No additional cost

RMS

a) System description

RMS Online has been on the market for over 12 years and is used by over 300 operators from 8 apartments to 300 rooms from small B&B properties to 5 star hotels. RMS is designed for hotels, motels, apartments, marinas, day spas, and leisure centres.

Functions include: online bookings via your website, channel management (including international sites), property management, integration with RMS point of sale, email, and RMS back-end accounting and financial systems. RMS can link directly to the channel managers such as SiteMinder, Levart and Horizon to update inventory automatically without the need for the operator to have their own website. Third party booking sites are managed through Levart, SiteMinder, Horizon, The Exchange and TravelClick.

b) System vendor

RMS is developed, sold and supported in Australasia by RMS (Aust) Pty Ltd.

Web: www.rms.com.au **Phone:** 03 9335 1588
Email: sales@rms-global.com **Address:** 7 Carrick Drive, Tullamarine, VIC, 3043
22/39 Lawrence Drive, Nerang, QLD, 4211

c) Installation and support

Install RMS On-Line Client on your computer, which needs to be minimum Pentium P4 running Windows XP and above. Configure the settings following step-by-step instructions or assisted by the RMS support team. Ask your web developer to add the link to the website. Data is hosted remotely on RMS's server.

Support is provided via email, telephone, and customer service web portal.

d) Case studies

- www.manlyparadise.com.au
- www.surfair.com.au
- www.richriverhouseboats.com.au
- www.shorefield.co.uk
- www.sandy-balls.co.uk
- www.apartmentsinnbyron.com.au

e) Indicative costs

Software licencing: AUD35.00 per month.
Support: Business hours via website and telephone.
Channel management: Available via third party channel management software. Cost not available.
Installation and training: Setup: No Setup fee.
Training: Assistance provided.
Remote hosting: Available at no additional cost.

ROOMREZ

a) System description

Roomrez provides online booking for operators of all types and sizes of accommodation (except B&B and guest houses), as well as online bookings for tours (but not ticketing for attractions). Roomrez is designed to handle complex requests, rate inquiries, room options, special requests, cancellations and a multitude of other inquiries including online credit card validation. It provides sophisticated management and marketing tools and integration with PMS.

b) System vendor

Roomrez is developed and supported by HotelProphets in Australia.

Web: www.hotelprophets.com

Contacts: Refer <http://www.hotelprophets.com/index.php?Contacts&cat=7>

c) Installation and support

Computer facilities needed: Roomrez host the system on their server. The operator requires a computer with a browser and an internet connection.

Training: Training is given as part of the implementation package. Any further training is provided at a cost to the client.

Support: An Account Manager is on call 24/7 via phone or email for product support.

Customising the user interface: The operator can carry out basic changes to colors, fonts, and languages.

d) Case studies

- www.meritonapartments.com.au
- www.derbyhotels.com
- www.stamford.com.au
- www.besttravelsource.com
- www.cairnhotelgroup.com
- www.puretasmania.com

e) Indicative costs

Software licencing/support and setup: Details on application

Training: Details on application

Channel management: Details on application

Remote hosting: Details on application

SATIN FRONT OFFICE SYSTEM

a) System description

The Satin Front Office System has been on the market for over 14 years and is used by over 130 properties from 12 to 200 rooms. The system is designed specifically for Australian motels. Satin is a comprehensive Property Management System, intended to do everything you need on a motel front desk.

Online payments are supported via an included interface to SiteMinder. This allows the operator to harness all third-party web sites supported by www.siteminder.com.au including the 'Booking button' facility for zero commission online bookings from your own web site.

Interfaces currently encompass SiteMinder, MYOB, Phone, Cash drawer, Guest room internet, Card door locks, and Point of sale.

b) System vendor

Front Office System is developed, sold and supported in Australasia by Programania Software Pty Ltd.

Web: www.satin.com.au

Phone: 0428 384 858

Email: sales@satin.com.au

Address: PO Box 274, Nowra NSW 2541

c) Installation and support

Satin Front Officer System is fully installed on-site by Satin staff. Satin runs on MS Windows XP or Vista.

Customisation is possible but rarely required, as Satin is suitable for its purpose. You just set the options to tailor Satin to the needs of your business. Any additional programming that may be required to incorporate your good ideas is included in the licence fee.

Support is provided via email, telephone, on-site, and via remote control. Complete and unlimited support is an integral part of the licencing arrangement.

d) Case studies

A list of clients is available on Satin's website at www.satin.com.au/users.html.

e) Indicative costs

Software licencing: AUD140.00 to AUD380.00 per month depending on number of rooms, all inclusive.

Support: Full support is included in the licence arrangement.

Channel management: Integration with SiteMinder is included in licence fee.

Installation and training: Included in licence fee.

Remote hosting: Not available.

SEEKOM IBEX

a) System description

Seekom's iBex system is a multiproperty booking system on the market since 2002 and used by 350 operators in New Zealand, UK, Australia and South Pacific. It is designed for small to medium accommodation operators (less than 100 rooms, including multiple properties), and tour/event/attraction operators (less than 20 tours or activities, single sector tours only). iBex also supports booking for car and campervan rental.

Functions include: Property Management System, online bookings and payments, channel manager and hosted content managed website. iBex manages last minute booking sites and links to channel management through affiliated online booking networks.

b) System vendor

iBex is developed, sold and supported in Australasia by Seekom.

Web: www.seekom.com **Phone:** + 64 4 974 8008
Email: www.seekom.com/seekom/contact.htm **Address:** 9th Floor Willbank House, Willis St, Wellington New Zealand

c) Installation and support

iBex is web-based so there is no software to install. The setup of the account and the initial configuration is done by Seekom as part of the purchase. Operator will manage subsequent changes. The iBex booking system is hosted on Seekom's server and is displayed on operator's website. Specific customisation can be applied by operator.

Support is via email, telephone, and access to an online knowledgebase, user guides and video demos.

d) Case studies

- www.thecarlyle.com.au
- www.martinboroughcamping.com
- www.centrepointhoncolombo.co.nz
- www.apexrentals.co.nz
- www.hoteldebrett.com
- www.sanctuary.org.nz/visit/tours.html

e) Indicative Costs

Software licencing: Licence cost: from AUD39.00 per month (accommodation) and from AUD83.00 per month (rental) for unlimited bookings and unlimited sales channels. No transaction fees or commission..

Support: Support included in licencing fee.

Channel management: via 3rd party channel management software; AUD\$20 fee for each new channel.

Installation and training: AUD \$100 setup and training plus AUD\$100 for content managed website.

Remote hosting: Website hosting: AUD\$8.25/month (plus content managed AUD \$25/month).

STAAH

f) System description

The STAAH system has over 100 operators, the majority in New Zealand. It is designed for small to medium operators of all accommodation types.

STAAH offers applications with channel management, real time bookings and secure payment functionality. STAAH focuses on the channel management function and interfaces the operator's website booking system to a number of 3rd party websites and PMS systems.

g) System vendor

The STAAH system is developed by STAAH in NZ and supported by HOC Technologies in Australia and has been on the market since 2006.

Web: <http://www.staah.com/>

Phone: +64 9 480 8184

Email: sales@staah.com

Address: 53 Coronation Road, Glenfield, Auckland, New Zealand

h) Installation and support

Computer facilities needed: STAAH is a web based product hosted on STAAH servers so the operator simply requires any computer with a browser and an internet connection. Operator's data is stored on the STAAH server.

Training: One-on-one online training is available.

Support: Telephone and email. Operator websites look and feel can be managed by STAAH or via a content management system that allows the vendor to self manage/customise with some training from STAAH.

i) Case studies

- www.colonial.co.nz
- www.victorialodge.co.nz
- www.absolutelakefront.co.nz
- www.crashpalace.co.nz

j) Indicative costs

Software licencing/support and setup: Online booking: 1-off cost of AUD299 plus AUD20/month based on number of rooms.
Support and software updates included in above fees. No commissions. STAAH offers website design and build.

Training: Included in above fees.

Channel management: Channel management: 1-off cost of AUD99 plus AUD50/month based on number of rooms.

Remote hosting: Price on application

TOURSTOGO.COM

a) System description

tourstogo.com provides 5 channels of business to tour operators. tourstogo.com allows operators to receive bookings via their own website, and via the tourstogo.com website. tourstogo.com can also provide operators with a reservation system that has booking, manifest, reporting and payment functionality. The Agent System (TAS) enables hotel concierges, booking agents and tour desks to make bookings. Affiliate websites also receive content from tourstogo.com. Each of these systems polls data from the one tourstogo.com database, so there is no need for operators to update multiple systems with the same information.

b) System vendor

tourstogo.com is developed and supported by tourstogo.com in Australia and has been operating since 2005.

Web: www.tourstogo.com.au

Phone: 07 4041 3244

Email: admin@tourstogo.com

Address: 1/190 Brown St, Cairns, 4870, Queensland

c) Installation and support

Computer facilities needed: any computer with a browser and an internet connection

Training: Telephone assistance on an as required basis at no cost. On location training also possible.

Support: Telephone, email and Web based training. The tourstogo.com system is internet based and hosting of data is maintained by tourstogo.com whilst the tour operator's own website is self managed.

Customising the user interface: tourstogo.com integrate operator's desired colour and logos and partner codes for the operator to add to their website.

d) Case studies

- www.hiddensecretstours.com
- www.sunsetsafaris.com.au
- www.reefmagiccruises.com.au
- www.goinsouth.com.au

e) Indicative costs

Software licencing/support and setup:	so if no changes required up to AUD440 for full customisation. Setup included. Support: 5% per booking (full refund only if operator cancels)
Training:	Included
Channel management:	Included
Remote hosting:	Included

TRYBOOKING

a) System description

TryBooking is a do-it-yourself event management system that easily enables operators to create, manage and ultimately publish events of any size on the Internet where people can book and pay for the event.

TryBooking is accessible from an operator's own website with a range of functions that allow operators to maintain total control over events; tours, festivals, exhibitions, launches, performances and dinners.

TryBooking supports a box office (including group ticket sales and credit card payment) as well as online functions such as creation of customer lists and seating plans and secure payment. If the event is free or if operators choose to collect the booking payments themselves, the TryBooking service is free of charge.

b) System vendor

Trybooking is developed and supported by Trybooking.com in Australia and has been operating since 2008.

Web: www.trybooking.com

Phone: 03 90123460

Email: info@trybooking.com

Address: Suite 602, 1 Princess Street, Kew, Victoria, 3101, Australia

c) Installation and support

Computer facilities needed: Users access the Trybooking website via any computer with a browser and an internet connection.

Training: Telephone assistance on an as required basis at no cost.

Support: Telephone and email.

Customising the user interface: Operators can customise their own TryBooking web page by uploading logos and image.

d) Case studies

- www.trybooking.com/html/Testimonials.html

e) Indicative costs

Software licencing/support and setup:	30 cents per ticket if payment is collected. FREE for non-paid events. Includes support.
Training:	Included
Channel management:	Offered
Remote hosting:	Included

WEB RESERVATIONS

a) System description

Web Reservations has been on the market since 2001 and is used by over 1,500 accommodation operators from single room holiday houses to motels, chains and resorts. It is targeted at small to medium operators.

Functions include: online bookings and secure payment, management of bookings through distribution channels (including international), and real-time availability on the web. Web Reservations also supplies a desktop hospitality management module that provides a range of front desk and management functions as well as export of data to MYOB and QuickBooks.

Third party booking sites supported are shown at: www.webreservations.com.au/index.php?pageid=713.

b) System vendor

Web Reservations is developed, sold and supported in Australasia by Web Reservations Systems which has been operating since 2008.

Web: www.webreservations.com.au Phone: 02 6684 8101

Email: webmaster@webreservations.com.au Address: 9 Cape Vista Drive, Byron Bay, NSW 2481

c) Installation and support

The online booking module is hosted on a central reservation system that is then linked to the various sales channels. You will manage booking rules, availability and rates through either the desktop module at your front desk or the online booking module. Set up involves helping you load booking rules and rates. Most installations are done remotely to keep costs low. Customised systems are not provided. Windows XP or higher, browser and email software is required. Support is provided via email and telephone.

Case studies

- www.beachfrontmotel.com.au
- www.greatoceanroad.com.au/beachfront
- www.swanseamotorinn.com
- www.takeabreak.com.au/SwanseaMotorInn.htm
- www.aquariusbackpackers.com.au

d) Indicative costs

Software licencing: Web-based: from AUD495.00, computer-based: from AUD1,295.00. 10% commission fee on the value of transaction for bookings made on third-party sites.

Support: Free with booking services.

Channel management: AUD45.00 per month (unlimited bookings) or 10% commission.

Installation and training: No setup or training cost.

Remote hosting: By default, at no additional cost.

WEBVANTAGE

a) System description

Webvantage's Booking Management System has been on the market since 2006. Booking Management System is designed for small to medium accommodation operators and tour/event/attraction operators.

Functions include online bookings and secure payments via your website as well as a front desk functions such as point of sale and data import/export links to MYOB. A number of reports are available and can be customised. Optional modules allow the operation of loyalty and gift voucher programs. Integration into the shopping cart module allows the sale of ancillary items such as souvenirs and memorabilia.

Links to third party distribution networks are available through the XML gateway. The Booking Management System provides a comprehensive agent portal for booking agencies to use.

b) System vendor

Booking Management System is developed, sold and supported in Australasia by WebVantage Pty Ltd.

Web: www.webvantage.com.au **Phone:** 02 9016 7136
Email: sales@webvantage.com.au **Address:** PO Box 1135, North Sydney, NSW, 2059

c) Installation and support

The Booking Management System is hosted remotely on WebVantage's server. The operator will need the Booking Management System's licence and the login and password provided by WebVantage. The operator's web developer can then integrate the Booking Management System wizard into the operator's website.

The operator will need a computer capable of accessing the Internet with a supported web browser (WebVantage software supports a number of web browsers including Internet Explorer 6+, Safari 2+ and Firefox2+).

Technical support is provided by web, phone and email.

d) Case studies

Refer to <http://www.webvantage.com.au/marketing/portfolio.html>

e) Indicative costs

Software licencing:	Licence cost: from AUD1,495.00.
Support:	Support is included with hosting costs.
Channel management:	Agents can be set up as either paid in full or deposit only. Flexible commission reporting is also available on an agent by agent basis or system wide basis.
Installation and training:	Simple implementation included with licence cost. Website and customising services available from AUD95 per hour.
Remote hosting:	From AUD50.00 per month.

RELATED TUTORIALS

- [Online booking systems 101](#)
- [Tourism Exchange Australia](#)