NAVIHOTEL

PLATFORM
NAVIHOTEL is built on Microsoft Dynamics NAV, allowing you to enjoy the full functionality of this ERP software present in 130 countries with over 1,250,000 users around the world. NAVIHOTEL runs on Microsoft SQL Server Database, allowing you flexibility and unparalleled growth scalability.

VENDOR
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FRONT DESK
This module combines the functions required to facilitate the guest service from arrival to departure. The module has been equipped with the latest graphics tools that facilitate common operations from the receptionists.

ROOM GRAPHICAL VIEW
Now the rooms assignment is as simple as selecting the holder of the reservation and drag his name into the room to be filled. The application complements this with tools that facilitate the location of the desired room, and showing graphically the state of occupation will help optimize the occupation of the hotel.

CENTRALIZED OPERATIONS
Most common operations are concentrated in a single screen, from which you have a total control of the situation of the hotel at that moment. SISTEMAS DE GESTIÓN has made an interpretation of the tools used in reception, providing interactive screen representations of the most common, shortcuts and navigation graphics operations that will avoid unnecessary steps and facilitating the learning processes of end users.

GUEST MANAGEMENT
NAVIHOTEL includes management of individual guests, through what called Cardex, allowing us to retrieve customer data and gain knowledge of the client through the history of your stay in the hotel (or facilities listed in the case of strings). This management can be linked with CRM tools, specialized in customer knowledge management and customer interaction.
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RESERVATIONS
Using the tools in this module, the reservations department of your hotel or hotel chain can maintain a graphical control for the rooms availability, while advanced systems allows them to introduce and manage individual reservations, groups, and direct customer of agencies.

BOOKING ANALYSIS
The system graphically display an inventory of their hotel rooms, setting up filters on the dates of entry and departure, hotel, etc ... and being able to visualize the basic variables, such as free rooms, occupied, and the occupancy percentage. Take the drill down functionality to navigate to the rooming list for selected date ranges, where you can analyze the data aggregation options, such as totals per hotel, per person, rooms or clients.

BOOKING TOOL
The massive introduction of reservations is made through the Booking Tool. The user can build templates that determine what data to enter in the reservations at all times, and modify the criteria for certain fields are common to all reservations to enter , and to avoid repetitive typing of common data.

BOOKING CALCULATOR
Booking quotation is done by Booking Calculator functionality. Using this tool, you can contribute to their customers by introducing the basic data of the same, as arrival and departure, number of rooms and occupants, client code, etc.. The system will return the economic conditions of the reservation, depending on the parameters, rates and contracts set.

FACT SHEETS

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COMMERCIAL MODULE

NAVIHOTEL Commercial allows you to define the conditions of prices at which reservations are valued in each establishment, through the making of contracts with agencies and tour operators, daily rates or tariffs for agencies and direct clients, as well as complete control of the situation available to the commercial department of the hotel.

CONTRACTS MANAGEMENT

NAVIHOTEL has the most comprehensive tour operator and travel agency contracts management in the PMS market, enabling your hotel to cover all common clauses in this type of document from the hotel business with tour operators, agencies or enterprises.

The term client is totally flexible, able to give independent status to Tour Operators under contract for various agencies representatives.

Discover how you can control prices, allotment, warranties and fees negotiated in the contract. Thanks to supplements and discounts assistant, you can easily introduce more complex clauses for application.

Warranties are covered taking in account occupied warranty income, non-occupied warranty income, and warranty supplements. It also can record occupation projections by customer (Booking Position), which are integrated into the statistical system.

TARIFFS

This module allows to manage prices of the hotel, according to criteria independent of contracts.

You can set rates applicable to direct guests, agencies, companies, etc... prices for weekday and rate, and supply periods with start and end date of application. You can also set conditions (regime, room type, etc...) for application of the tariff.

The system automatically selects the best available rate compatible with the conditions set.

ANALYSIS

The system provides analysis tools to check the contract status of the hotel, allowing data to compare the chain level, areas or hotels, providing access to information necessary for optimization of future hires.
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FRONTOFFICE ADMINISTRATION
These modules group the tools of the administration departments at the hotel FrontOffice, specifically a powerful hub for billing, collections from agencies and direct guests, and control the room revenue of the hotel or your main current. It also has one of the most powerful tools in the market to check room revenue and main current.

ROOM REVENUE
Room revenue is generated automatically in the day closure process. The program is equipped with monitoring tools and analysis that will do easier to balance room revenue results and their analysis. It also has one of the most powerful tools in the market to check room revenue and main current.

INVOICING
NAVIHOTEL offers tools to facilitate the invoicing process, especially the agencies invoicing process, which can create invoices massively joining reservations, including the capability of creating groups of invoices to send to the agencies.

There is also a collection center, where you can balance agencies collections to their invoices or reservations, liquidate or reuse advances or overages.

Sistemas de Gestión offers integration with some of the most important providers of electronic invoicing, the system lets you manage your clients’ invoices, streamline processing and save paper. In this way we ensure the correct reception, confidentiality, while reducing costs.

The accounting can be automatic or controlled, ensuring integration with the financial module of Microsoft Dynamics NAV. There are forms of control of all invoices issued by type.

AUDIT AND CONTROLLING
MIS report (Management Information System, or daily management report), allows to check summarized data of the different hotel or departments of the hotel chain referred to stays, occupancy, personell, room revenue, etc.

COLLECTIONS AND CASHIER CONTROL
From this functionality, you can manage collections from agencies’ credit invoices. You can work with advances, overages or master accounts.

When a payment is received, you can choose the invoice to liquidate, even through the reservation number.

Through cashier control, you can check cash situation even before cashier or turn closure.
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ADDITIONAL MODULES

The management of a hotel business involves taking into account many aspects that need a tool for control. The control of room issues from the Technical Services module, the coordination of the activities of cleaning and conditioning of the rooms, through Housekeeping module and the hotel or foreign exchange are basic tools of hotel software.

TECHNICAL SERVICES

Through this module the technical service department can keep track, and subsequent monitoring of incidents and repairs to the hotel. With this functionality, you can lock and unlock directly rooms if necessary and generate consumptions in the warehouse (back office) relevant for all those items used in repair.

You can also manage the preventive maintenance of all equipment of the hotel that you require, and the recording of counters register. Besides all this, consists of the corresponding (and ever present), displays analysis and monitoring reports.

HOUSEKEEPING

Through this module you can manage the cleaning services performed on the hotel (both common areas and rooms), registered per maid and ranges of rooms.

These services have frequencies of implementation, so that the service records are generated fully automatically at check-in of the reservations.

Cleaning services can be generic or linked to commercial contracts, which allows to vary the frequency of performing the services in accordance with the requirements of the tour operators. From the housekeeping module you can take control and management of such important factors for this department as the states of the rooms, arrivals and departures.

EXCHANGE

This module provides the functions necessary for the purchase and selling of currencies.

The system works with the concept of variable fees and allows the coexistence of different turns and cashiers, incorporating a closure process that allows a strict control over the flow of money.

The information generated through the exchange functionality will be recorded in due course as production for the production centers.

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ADDITIONAL MODULES II
The management of a hotel business involves taking into account many aspects that need a tool for control. The customer survey satisfaction management module, will help you to assess your customer’s opinion regarding your properties, while HR management module will help you manage employees’ contracts and their implications.

CUSTOMER SATISFACTION SURVEYS
They are fully configurable, as they are produced by the customer. You can define types of surveys, questions and groups of possible response values. All this combines to define the set of questions to use in the survey. Each question may be repeated if necessary in different types or groups of survey questions. The values defined for use as answers can be double, for the purposes of analyzing the response from the point of view of the property or from the point of view of the tour operator partner. This module, like the rest of additional modules, is linked to the front office of NAVIHOTEL, so that the polls are linked optionally to a particular host. Analysis of survey data is also configurable, in that it allows different weights and deviations from the expected value.

STAFF
The employee card keeps personal data, contract data, as well as personal, communications and administration. Besides its descriptive data includes the ability to record the following information about alternative locations, material provided, qualifications, etc.. It is also possible to enroll in this module employees from temporary employment Companies and casual employees. The system records in different historical contracts that are made to workers, so that can be queried later. The system allows you to assign work schedules and days off to a particular employee or department. There is also a report where you can view these detailed schedules for a date range for an employee.

You can register both operational incidents (vacations, illness,...) and economic incidents (Advances, Loans,...). Which are available through tools to keep track, even by departments. In the treatment of these incidents there is a circuit of authorization. This circuit also includes the possibility that authorized users of the central incidents recorded in a hotel.

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PURCHASES AND WAREHOUSES
NAVIHOTEL is supported by Microsoft Dynamics NAV functionality to manage the purchasing and warehouses. Sistemas de Gestión has adapted this functionality to achieve purchases and warehouses module, where you can efficiently manage inventory and purchasing logistics necessary for the hotel business.

PURCHASES
This module includes the management of procurement management, individualized or aggregated for all hotels of a hotel chain.
The vendor management has all the features for a complete purchasing management, indicating their products and their conditions, in terms of prices, rates, discounts and delivery times. Product management, framed in sub-families, families and groups, holds all the information, not just descriptive, but economic and stock. You can generate purchasing guidelines for monitoring the central hotels. It also features automated management to know who the best supplier at the time of placing an order.
Purchases and Warehouses module allows multi-warehouse management, and can keep a different average price for each location, for subsequent valuation of consumption of products by department. These consumption data can be the basis on which to calculate future purchase requests.
The functionality of this module lets you create multiple shipping addresses, payment, invoice, and bank. The documents used for procurement management can be created according to the needs of each user, although there are predefined templates to suit those needs. They may also include comments on the bill or invoice.
The system integration allows you to perform comparative statistics and trend analysis, purchase and consumption volumes per hotel, area, etc...

CONSUMPTION AND DEDUCTIONS
The system allows deductions from warehouses, both to locations of the same hotel or warehouses from other hotels. In the event that these are not the same company, the documents are automatically generated buy and sell accordingly.
The system can automatically record the theoretical consumption coming from other areas of the system, so that it facilitates the process of recounting inventory, allowing you to compare the theoretical consumption of raw materials, with real consumption from recounts. Automatic posting to your own traceability system allows the recounting point cost for each department has originated.
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PURCHASE CENTRAL
More and more hotel companies choose to centralize their purchasing function, with the objective to harmonize their standards of quality, increasing levels of control and increase their bargaining power and get better terms with its suppliers through bulk purchase of the chain. The central purchasing module allows you to manage your stores supplies centrally and automated.

ADAPTABLE A YOUR BUSINESS PROCESSES
Central Purchasing functionality gives your hotel chain the flexibility to adapt to your business processes, whatever is your geographical or operative configuration.
The system can define products and suppliers centralized or local, whose orders and reception will be held at the hotel.
The operation can vary depending on the shopping center is in the same society that hotels (in which case, movements between central and hotels will be simple transfers between warehouses), or the shopping center is a separate company in which case it must produce a billing process between companies.

PURCHASING CENTRAL INFORMATION FLUX
Information flux is the following:
- The hotel made the purchase request (manually or automatically based on consumption recorded) that receives central.
- Central manages applications, centralized in order to the supplier if necessary with automatic pricing information and conditions agreed upon. In the event that it is an independent company will also generate an invoice or sales receipt.
- The hotel has available the order placed with the amounts to be received
- Upon receipt of the order generated by the purchase slip, which will be pending bill
- Are generated by a portion of the bill of sale of the shopping center and the hotel invoice.
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HALLS AND EVENTS
Halls and Event module allows you to manage in a simple and effective planning and execution of events consisting in several separate activities and requiring different resources, both people and material resources. You can manage those activities, from quote to cash, optimizing your hotel resources.

INFORMATION CYCLE
The module divides the event in two stages or levels, an early commercial stage, where you can check the actual availability of halls or saloon, and resources to determine the viability of the event. After, there’s an implementation phase, when it is developed event after the budget has been accepted and verified the feasibility.

COMMERCIAL STAGE
Initially, the Halls and Events module will allow your sales department to meet the demands of its customers regarding the organization of weddings, banquets, business meetings, etc. You can prepare several different initial budgets with a variety of configurations and resources, to reach consensus with the client and achieve the desired final configuration, adjusted to the availability, price and features of the room.

Thanks to the link between the different master data of this module (rooms, furniture, components ...) indicating the estimated number of attendees and the desired room type, the system will indicate which of all the rooms, is available with better features for the event that will take place, expediting and facilitating the development of the final budget.

The consultation on the availability of rooms may consider pre-assigned spaces, confirmed or both.

EXECUTION STAGE
If the offer is accepted by the customer, all data entered at commercial stage it’s not need to re-enter. If there is a change in halls, rooms or services availability since the offer was made to the time of acceptance, the system will alert you. Once converted to Execution Stage, the system generates a real planning (or service sheet) for each production center, with all the information needed to plan the resources in each department of the hotel involved.

To keep track of Halls and Events, the system has its own booking tool linked to the hotel booking position.

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SPA MANAGEMENT

SPA module offers a complete management of the services offered at their facilities by automating the planning of services and facilities, optimizing the allocation of therapists and specialists. This makes it particularly suitable to your business, whether is the spa service of your hotel, either you run a large thermal center.

SERVICES

You can define a complete card for each service provided by the SPA, indicating the estimated duration, linked to the service equipment, materials needed, specialist, etc. Once defined, you can group services to manage such programs or packages of services. The system also provides medical incompatibilities between possible effects of different customers and services.

BOOKING

This module provides the ability to manage bookings made directly from the Front Office Hotel, reservations or packages and programs manually to make reservations for specific services. SPA bookings allows you to manage the desired dates, if they have been confirmed or not, rate and seasonal conditions, as well as type and details of services.

Once the reservation is automatically generated it outdate the planning for equipment and specialists, following specific and configured business rules to decide, give priority, to the maximum allocation of personnel, eliminating downtime, and so on. In addition, the scheme provides maintenance management and equipment cabins.

TARIFFS

You can set different tariffs for services according to the dates or periods you are working, just as you can set different prices for programs or packages of services.

All tariffs and price management is integrated with the rest NAVIHOTEL functionality, so you can manage the service rates of the Spa and Spa in conjunction with other services offered at their facilities.

PLANNING

The system has an interactive graphical display that lets you manage the schedule depending on the occupation of the premises or in terms of specialists and therapists, allowing you to define the time scale you need and offering a flexible navigation between the different dates.

Using this screen you can see at a glance the occupation of its facilities, staff, apply different filters to specific views and make changes and necessary adjustments to optimize its resources, may define different schedules for each day of the year.
POINTS OF SALE

POS Management (Point of Sale) allows you to have a control on sales that take part in the different profit centers of your hotel business. The flexibility to adapt to any premises (bars, restaurants ...), security of transactions and the connection with all kinds of peripheral devices, make the point of sale NAVIHOTEL the most advanced in the market.

ONLINE AND OFFLINE SALES

The point of sale are connected to the server via TCP / IP, both in local and WAN networks, sending all configuration changes (new items, prices, cash, etc..) from the central database to the point of sale, and all transactions from the point of sale to the central database.

In case of failure or drop of the connection, the POS can still operate in offline mode, storing all transactions locally until communication is restored, in which case automatically will transmit them to the central database, without need for user intervention.

ADAPTABILITY

NAVIHOTEL POS Management can be adapted to the needs of each type of place: bars, restaurants, all inclusive dinning room, clubs, etc.. It also can incorporate table maps, custom button configuration, PDAs to perform commands, kitchen monitors, etc..

PMS INTEGRATION

The configuration of the basic parameters of the various establishments, cashiers, articles, prices, etc.. at the hotel or hotel chain, are made centrally from the NAVIHOTEL Backoffice.

Service charges to the room are made easily from NAVIHOTEL POS Frontend, as well as the board or credit query of the guest.

COMPLETE FUNCTIONALITY

NAVIHOTEL POS Management has all the features you need your business:

- Detailed descriptions of the commands
- Unification of accounts
- Join or segregate tables
- Deals, promotions such as "happy hour", etc..
- Different means of payment for the same commands
- Kitchen printers and kitchen monitors
NAVIHOTEL BUSINESS INTELLIGENCE (BI)

NAVIHOTEL BI allows you to optimize decision-making process in your organization and get a glimpse of the business situation of the hotels managed with NAVIHOTEL, through dynamic display used as a simple and friendly tool as Microsoft Excel.

NAVIHOTEL BUSINESS INTELLIGENCE: MAIN BENEFITS

- Access to information almost instantly.
- Customize your queries, remove or add the data to view, alter the order, apply conditional formats, value in data quality or quantity, colors and more.
- Display data from different perspectives or points of view, through graphical analysis.
- Compare and evaluate the data between institutions, with the previous year, against a budget, including customers, etc.
- Sharing: Do what you will allow Excel, save your report, mail, print, copy ...
- Seek information from a single point through a dashboard as echo.
- Use standard reports ready for use from the start, and easily customizable to suit your specific needs.

To facilitate access to data, these have been grouped into the so-called OLAP cubes that allow queries specialize to make to get the information you require.

OPERATIONS CUBE

Through this OLAP cube you will have access to data on income and stays, being able to perform queries such as:

- Amount of production by Profit Center
- Production per day
- Average price per room (ARR) and per available room (RevPAR)
- Amount of production per room type and rate
- Production by Agencies and Tour Operators
- Production by Department

BOOKING CUBE

Through this OLAP cube you can access the status of sales, projected occupancy and average prices of its establishment or the hotel business in full. We will analyze the results by various criteria such as:

- Daily occupancy by hotel
- The number of monthly stays
- The monthly occupancy per day of the week
- The volume of occupation by Agency or Tour Operator
- The number of reservations per segment or channel
- The average selling price per season

WAREHOUSES CUBE

This OLAP cube allows you to access data from the different warehouses of the hotels, being able to perform queries such as:

- Stock by Warehouse
- Stock by article
- Prices by vendor
- Analysis of suppliers

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FACT SHEETS
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CRX (Central Reservations eXtended)
CRX functionality (Central Reservations eXtended) allows you to market your hotel chain services, thanks to new technologies, so you can go directly to your guests, representing an alternative to marketing with tour operators and agencies.

CENTRAL RESERVATIONS
Through this module the reservations department will have its own working environment from which, and in a quick and easy, you can make the management of the reserves of the chain, eg through a call center, all taking in account the availability and prices of different hotels.
The user can see on one screen the actual availability of hotels for every query you make, because in that moment is when the query is done on-line to each of the hotels both if you opt for a centralized architecture, or a distributed.
In order to help the user to see only what they need, all the options screens have filters, such as area, dates, type of people, ...
The sale price for different types of customers is managed in the central reservation, and kept updated at all times, having also the possibility to block the sale of any tariff or any contract at the time you want.
The final reserve is automatically locked in the destination hotel at all times maintaining a log of reserves in the plant.

ONLINE SALES OWN WEBSITE
Considers the processes of selling to end customers through corporate websites. The system, taking advantage of e-business structure that provides Microsoft Dynamics NAV allows incorporate Internet sales functionality in the Web pages of the chain. The information on the website is supplied from NAVIHOTEL, through the Navision Application Server (NAS), so that all queries provide information in real time. Similarly, the reserve reaches the system in real time.

ONLINE SALES, CHANNEL MANAGERS
It includes the sales process through any electronic intermediary. B2B module allows the marketing, sale of quotas and other hotel services through a variety of sales channels authorized by the chain, as well as checking on pricing and availability information system of the chain.
This link is possible through a software-based connectivity and transformation in the exchange of XML messages on OTA standards, known as Channel Manager. In this way you can have information in both directions, from both the hotel information in the sales channels, such as the final book in the hotel automatically as in the case of corporate websites.
At present there is connectivity with the following Channel Manager: Dingus, Tradyso, RATE TIGER and HOTETEC.
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MOVIHOTEL
Using MOVIHOTEL as your hotel business mobility solution, you can interact with NAVIHOTEL without PC, providing total independence to reflect or query PMS data you need, where and when required. With Movihotel you will avoid duplication of tasks and transcription errors in the operations, and management can handle date information that will help him to make effective decisions.

MOVIHOTEL MIS
Movihotel MIS, runs on mobile devices equipped with WINDOWS PHONE operating system, and it’s been designed for the senior hotel management, who may access data and operating statistics NAVIHOTEL, updated in real time from anywhere in the world.

With MIS Movihotel not need intermediaries, calls, faxes or emails to monitor the performance of its management, as have all the information you need from your mobile device:
- Occupancy per room type;
- Number of stays by type of pension
- Number of stays by type of person
- Income Group
- Income from production center.

MOVIHOTEL WAREHOUSES
With this mobility software, recount task becomes easy and fast to perform, making possible to update real product quantities at the different hotel warehouses.

Some of the features of the application are:
- A powerful search system that includes warehouse bar code reading.
- The application retrieves counts NAVIHOTEL open, allowing you to update the data at once.
- Using the same device, you can manage several hotels stores
- Allows the interaction of several people in the same account with different mobile devices.

MOVIHOTEL HOUSEKEEPER
Is the mobility software that will allow the housekeeper update NAVIHOTEL data, while doing the inspections and oversees the different areas of your establishment, be it a hotel, a hotel chain or resort, all from the same device in an easy and intuitive.

- Using this tool, your housekeeper will, both individually and en masse:
  - Update the cleanliness of the rooms
  - State the services performed in each room
  - Obtain information from the waitresses
  - To register and modify the technical issues that appeared
  - Check the inputs and outputs of the day
NAVIHOTEL – CITY HOTEL FUNCTIONALITY

Sistemas de Gestión is launching a package of features in NAVIHOTEL Property Management System, which makes it even more suited to the needs of an urban or business hotel or hotel chain. The management of daily prices through tariffs, the new central reservation and management of business groups respond to these requirements.

TARIFFS

The new NAVIHOTEL tariffs functionality allows you to manage rates setting prices according to criteria independent allocation of contracts. You can set rates applicable to direct guests, agencies, companies, etc... as well as prices for weekday and tariff, and offer periods with start and end date of application. You can also set conditions (regime, room type, etc...) for application of the tariff. The system automatically selects the best available rate compatible with the conditions set.

BUSINESS GROUPS

With this functionality, NAVIHOTEL is capable of handling bookings from business groups. The main features of the Business Groups functionality is as follows:

- Budgeting tool for the business group, both in total and detail by room extras such as room rental, coffee breaks, etc...
- Availability affected by the various states through which passes a group booking (proposed reservation and canceled).
- Check-in processes and massive rooming

CRS (CENTRAL RESERVATIONS)

Through this module the reservations department will have its own working environment from which, and in a quick and easy, you can make the management of the reserves of the chain, eg through a call center, all taking in account the availability and prices of different hotels.

The user can see on one screen the actual availability of hotels for every query you make, because in that moment is when the query is done on-line to each of the hotels both if you opt for a centralized architecture, or a distributed.

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The sale price for different types of customers is managed in the central reservation, and kept updated at all times, having also the possibility to block the sale of any tariff or any contract at the time you want.

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