

security

hosting

kit

mail

Topic | Online Booking

Tutorial 35

Online Booking Systems: Advanced

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

Reading time: 20 minutes

Prerequisite: Online Bookings Systems 101

tourism

navigation



online
marketing

TOURISM E-KIT

*Delivering clear e-knowledge
to the tourism industry*



TOURISM NT
NORTHERN TERRITORY
AUSTRALIA

This tutorial has been produced by The Australian Tourism Data Warehouse, is an initiative of the National Online Strategy Committee, and is funded by all Australian State & Territory Tourism Offices

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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.

1. BookConfirm



a) System description

BookConfirm is a straightforward online booking system with all the basic functions for small to large sized accommodation and tour/attraction operators of all types. The system allows the tour or accommodation operator to sell their inventory in a real-time, secure environment. Partnership with local tourism associations and portal owners to help with distribution. BookConfirm aims to display client's products on as many relevant websites as possible.

b) System vendor

BookConfirm is an independent company, founded in Australia in 2005 and supporting clients in Australia, Asia and the Dominican Republic.

Web: <http://bitly.com/ekitbookconfirm> **Phone:** 07 3503 6816

Email: admin@bookconfirm.com **Address:** PO Box 476, Annerley QLD, Australia 4103

c) Installation

The BookConfirm system runs on secure servers hosted by BookConfirm. The operator requires an Internet connected PC with a browser. BookConfirm builds all information, images and rates into the BookConfirm system. The operator adds a Book Now button on their website. Customisation to the artwork of the booking system is undertaken to match the logos and colour of the operator's website. This can only be carried out by BookConfirm.

d) Case studies

<http://junglesurfing.com.au>

<http://lakemaroon.com.au>

<http://goseakayakbyronbay.com.au>

<http://daintreetreetops.com.au>

<http://sunrover.com.au>

<http://capetribulation.com.au>

e) Indicative costs and further information

Setup/software licencing/commission:	No initial set-up or on going maintenance fees. 5% commission, which includes all credit card, merchant and account keeping fees.
Training:	No training cost.
Support:	No fees for support. Is available whenever the client requires it, via phone or email. There is also full online web demonstration on how to maintain availability/change rates on the BookConfirm website.
Channel management:	Displaying inventory on portals and other websites may incur a higher % commission. There are no listing fees for this service.

2. BookEasy



a) System description

Bookeasy provides a suite of software as a service including its destination marketing system DMS. Originally developed for the destination and visitor information centre market, the system now delivers a complete solution for any sized tourism region or business including; online bookings, integrated e-marketing and survey functionality, sales and marketing tools, client database management, free channel manager, financial integration with accounting systems and detailed finance reports. Bookeasy integrates with numerous channel managers, property management systems and TXA/OBX.

b) System vendor

Owned, developed, licensed, and supported by an Australian company Bookeasy Pty Ltd. Bookeasy has a strong global distribution channel and integrates with numerous online travel agents and OTAs.

Web: <http://bitly.com/ekitbookeasy> **Phone:** 07 5668 2530

Email: support@bookeasy.com.au **Address:** Level 3, Southport Central 3, 9 Lawson Street, Southport QLD 4215 Australia

c) Installation

No Installation required, Bookeasy provides a secure web hosted solution. Only requires an Internet connection and web browser, Internet Explorer 7+, Firefox 4+ and Safari are supported.

d) Case studies

www.bendigotourism.com

www.margaretriver.com

www.winecountry.com.au

www.tourismtopend.com.au

www.visitnoosa.com.au

www.bookeasy.com/case-studies

e) Indicative costs and further information

Setup/software licencing/commission: From AUD\$2,500.

Support: Bookeasy provides an intensive initial training process for booking centres and their operators.

Channel management: Free Channel Manager - 5 channels for free

Training: Ongoing support by an extensive knowledge-base, email and telephone.

3. Book & Pay button (ChannelManager)



a) System description

Online booking button that includes a front office system and channel manager.

b) System vendor

ChannelManager is marketed, sold and supported in Australia by Channel Manager.

Web: <http://bitly.com/ekitchannelmgr> **Phone:** 03 62602622
Email: support@channelmanager.com.au **Address:** po box 90 Richmond Tasmania

c) Installation

The ChannelManager system runs on servers hosted by ChannelManager. The operator requires an Internet connected PC with a browser.

d) Case studies

<http://www.channelmanager.com.au/new/testimonials.html>

e) Indicative costs and further information

Setup/software licencing/commission:	No setup cost. Monthly fee depending on number of rooms. Book and Pay button 3%. Refer to http://www.channelmanager.com.au/new/costs.html .
Training:	Phone training.
Support:	Provided via email or telephone 7 days a week 8am - 8pm.
Channel management:	Refer to website for costs.

4. Charts

a) System description

Charts PMS is a comprehensive hospitality software solution for hotels, hostels and B&Bs with over 20 years of ongoing innovation. It offers extensive integration with PABX, point of sale, lock and credit card systems to name a few. It provides a customisable web booking engine and includes a fully automated and integrated portal channel manager to keep inventory up-to-date on such third-party websites as Booking.com, Expedia, HostelWorld.com, LastMinute.com, etc with automated download of reservations straight into Charts. It also provides a powerful competitor interface that keeps tabs on the competition with pop-up alarms for immediate correction of rates.

b) System vendor

Australian company, OnLine Systems, develops, supports and sells Charts PMS and its online booking system. Distribution/support divisions located in Australia, Europe, South Africa and Latin America. GDS connectivity with ReservHotel.

Web: <http://bitly.com/ekitcharts> **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

Charts software and data reside on the server and Charts is activated on client computers via shortcuts to the server. The Charts server is recommended to operate on a Windows server operating system and Charts clients on Windows 2000/2003/XP/Vista Business/Win7.

d) Case studies

www.nomadshostels.com

www.countryclubs.com.au

www.usahostels.com

www.atlantictowermotorinn.com

www.clinkhostels.com

www.emeraldhotel.com.au

e) Indicative costs and further information

Setup/software licencing/commission:	Setup from AUD\$2,000 to \$5,000 (includes training). Licencing depends on size of property and interfaces selected.
Training:	Implementation, training and rollout can be provided remotely or on site.
Support:	Charts support is provided 24/7 via remote access software, email, telephone, web and Skype.
Channel management:	Depends on number of websites and charged monthly.



5. eTourism online

a) System description

eTourism has been on the market since 2001 and is used by over 350 accommodation operators from 2 bed B&B to 400 room properties. It is also designed for booking agents. eTourism supports online bookings direct from the operator's website (via eTourism Online), as well via 3rd party channel managers (such as SiteMinder), and a portal. eTourism integrates with the leading PMS systems RMS and EzyRes.

b) System vendor

eTourism Online is marketed, sold and supported in Australia by eTourism.

Web: <http://bitly.com/ekitetourism> **Phone:** 1300 551 448 or +61 7 5591 5441

Email: n/a **Address:** Suite 202, KRG Building, 9 Bay St
Southport QLD 4215

c) Installation

eTourism Online can be integrated on the operator's computer(s) by eTourism as part of the setup, or via a 3rd party developer using the eTourism Online Integration guide. eTourism Online software is hosted centrally on eTourism servers, and the operator requires only an Internet browser.

d) Case studies

Please refer to: <http://www.etourism.com.au/testimonials.html>

e) Indicative costs and further information

Setup/software licencing/commission:	From AUD\$22 per month depending on property size and other services included. Alternatively, a 3% booking fee for online bookings instead of monthly fee – refundable on cancellation.
Training:	AUD\$395 (can be at no charge if combined with other services).
Support:	Included in above fees. Support is provided via training tutorials as well as email and telephone.
Channel management:	Via third party channel management from AUD\$59.95 + GST per month.



6. EZYield

a) System description

EZYield thanks to Fuzion Hospitality Suite enables hoteliers to drive efficiencies and revenue generation through an innovative suite of web-based and mobile friendly solutions, including integrated hotel reservation delivery capabilities, a proprietary web booking engine and channel management technology.

b) System vendor

No information provided

Web: <http://bitly.com/ekitezyield> **Phone:** 02 9211 0999
Email: sales@ezyield.com **Address:** Level 6, 64-76 Kippax St., Sydney, NSW
2010 Australia

c) Installation

No information provided

d) Case studies

www.gracehotel.com.au
www.meritonapartments.com.au
www.togahotels.com.au

e) Indicative costs and further information

Setup/software licencing/commission: Initial setup fee plus subscription fee

Training: Web based training. Easy hotel implementation within 30 days or less.

Support: 24x7x365 days per year
Live customer support and email response.

Channel management: Through Fuzionlink.



7. frontdesk

a) System description

frontdesk is a complete business management system specifically designed for small-medium operators. It is used by over 6,000 accommodation, tour, events, and attractions in many countries. It has the features of a high quality PMS including automation and easy management of inventory content, rates, offline and online bookings, control of distribution, inbuilt CRM, exports to accounting systems, comprehensive reporting. Online bookings via customised booking pages on your website with automated payments via most TXA channels with funds directly deposited into operator's bank at time of booking.

b) System vendor

frontdesk is marketed, sold and supported in Australasia by V3.

Web: <http://bitly.com/ekitfrontdesk> **Phone:** 1300 266 582 Or 08 9227 3933

Email: sales@v3sales.com **Address:** 9/333 George Street, Sydney NSW 2000

c) Installation

Software is loaded on your computer so if web connection fails the booking system e.g. check-in check-out can still be managed. All information on frontdesk is automatically backed up and can easily be retrieved if computer lost. Free Book Button design/placement on own website. 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.

d) Case studies

www.margaretriverholidayhomes.com.au

www.prr.org.au

www.narnufarm.com.au

www.wildlifetours.com.au

www.hotelvictor.com.au

www.emurun.com.au

e) Indicative costs and further information

Setup/software licencing/commission: 1 - 5 rooms: free, 1 – 3 tours: free, larger operators: from AUD\$39.00 per month. 5 to 6% booking fee for online bookings.

Training: Free installation, set up/training.

Support: Free Helpdesk support. Free yield support. Free upgrades.

Channel management: No additional cost.

8. Genkan



a) System description

Genkan is a total, "end to end" online holiday rental, property management solution for property management groups and real estate agents specialising in holiday property management and reservations with integrated trust accounting and marketing functionality using SMS & email. It is a new system to the market offering innovative approaches to the presentation of accommodation properties to the market through agent re-branding and distribution channels. Genkan is installed across Australia, Canada and Japan.

b) System vendor

Genkan is marketed, sold and supported by Genkan PTY LTD.

Web: <http://bitly.com/ekitgenkan> **Phone:** 02 99297944

Email: ges@genkan.com.au **Address:** PO Box 48 Cammeray NSW 2062

c) Installation

Genkan is a hosted solution; the property manager or agent simply needs a desktop PC or Macintosh running a browser and connected to the Internet.

d) Case studies

www.thredbo.com

www.sunsetcoastbeachhouses.com.au

www.stradbrokeislandreservations.com.au

www.portdouglasreservations.com

www.mycoastline.com.au

www.bondirentals.com

e) Indicative costs and further information

Setup/software licencing/commission:	Setup cost is dependant upon user requirements. Commission is AUD\$15 per booking (non-refundable).
Training:	Included in Support fee. Provided by web desktop sharing or face to face.
Support:	AUD\$1,500 one-off fee. Provided via email and telephone.
Channel management:	Channel management is provided through ResOnline.

9. 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: <http://bitly.com/ekitglobekey> **Phone:** 02 9968 3422
Email: sales@globekey.com **Address:** Level 2, Ashton House, 66 Spit Road,
Mosman, Sydney, NSW 2088, Australia

c) Installation

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.

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 and further information

Setup/software licencing/commission:	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. Provided by telephone.
Support:	Support: Provided via email and telephone.
Channel management:	Fees subject to level of management required.

10. Globeres



a) System description

Globeres is designed to suit all types and sizes of accommodation, from self-catering cabins to multiple properties. It provides a booking engine for operators taking bookings from their own website, or travel portal websites selling accommodation as 'wholesale' or direct. Globeres is used by over 400 clients globally and has been available since 2002.

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://bitly.com/ekitgloberes>

Phone: +61 408 326 646

Email: sales@au.globeres.com

Address 2/19 Bass Place, Mount Colah, NSW
: 2079

c) Installation

Globeres is set up via a button on an operator's web site and no modification is needed to the site. 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.

Customising the user interface can be done by a non-technical operator.

d) Case studies

www.innkeeper.com.au

www.cradlevillage.com.au

www.bluegumscabins.com/-/index.php

www.staroftheseaterrigal.com

e) Indicative costs and further information

Setup/software licencing/commission: One-off setup fee according to room count in the range AUD\$40 to AUD\$400. Monthly fee according to room count.

Training: Full initial and ongoing training Included in setup fee.

Support: Via email (7 days), telephone and fax. Help files are on each admin web page. Cost included in monthly licencing fee.

Channel management: Available via 3rd party channel management software, pricing from AUD\$29/month.



11. GuestCentric

a) System description

The GuestCentric platform includes: hotel booking engine, hotel website design, hotel reservation software, and hotel marketing. Hotels using GuestCentric attract guests using new engagement techniques like Facebook and Twitter or via affiliated websites. These techniques increase direct bookings and lower distribution costs. High end customers using iPads and smartphones also catered for.

b) System vendor

GuestCentric is marketed, sold and supported in US, UK, Spain and Portugal by GuestCentric Systems.

Web: <http://bitly.com/ekitguestcentric> **Phone:** +1 (203) 517-0720

Email: info@guestcentric.com **Address:** 695 Route 46 West, Fairfield, NJ 07004, USA

c) Installation

GuestCentric is a (cloud) hosted solution and no installation is required; the operator needs a desktop PC or Macintosh running a browser and connected to the Internet. Implementation of the booking system takes around 4 hours.

d) Case studies

<http://www.guestcentric.com/case-studies/>

e) Indicative costs and further information

Setup/software licencing/commission:	Monthly charge per reservation depending on volume (revenue share model). Cost for website development starts at US\$750
Training:	Included. Delivered via an initial setup session, weekly webinars
Support:	Included in licence fee. Support is provided via email, telephone, case management system, messenger system and support portal. Quarterly revenue management analysis.
Channel management:	Setup \$250/annum and monthly charge per reservation depending on volume.

12. GuestPoint

a) System description

GuestPoint is an easy to use accommodation management solution, streamlining every step from reservation to guest check-out. It is designed for small to mid-sized motels, boutique accommodation properties, B&Bs, guest houses and farm stays. Features: easy to use, multi-task reservation plan, simplify your online reservations and web booking channels, understand your guests' needs and preferences, communicate with your guests with built-in email tool, track your property's performance, automated backups, unlimited users, remote management access and secure credit card storage for peace of mind.

GuestPoint is delivered to you with WebPoint – your online booking button.

b) System vendor

GuestPoint is developed and supported by Centium Software, based in Brisbane, Queensland. Centium Software has a long history developing and supporting world-class accommodation management systems.

Web: <http://bitly.com/ekitguestpoint> **Phone:** 1300 236 848

Email: sales@centiumsoftware.com **Address:** Brisbane Technology Park 60 Brandl Street
Eight Mile Plains QLD 4113

c) Installation

You can have GuestPoint installed on as many computers and laptops as required. Installation is quick and easy with all your configuration done for you.

d) Case studies

<http://www.centiumsoftware.com/guestpoint/media.html>

e) Indicative costs and further information

Setup/software licencing/commission: <http://www.centiumsoftware.com/guestpoint/pricing.html>

Training: Incl. in pricing (incl. free relief manager training).

Support: 24/7 support via telephone and email.

Channel management: Integration to Channel Managers such as SiteMinder, Seekom, Levart, ResOnline included in the pricing

13. 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, strata title trust accounting. Tickets to tours, events and attractions are available through a link to TicketMates.

The HiRUM booking engine can also be fully integrated with HiRUM's own online accommodation website, as well as a wide range of affiliated booking portals and agents.

b) System vendor

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

Web: <http://bitly.com/ekithirum>

Phone: 07 5502 9944

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

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

c) Installation

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.

d) Case Studies

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

e) Indicative costs and further information

Setup/software licencing/commission: Setup from AUD\$440.00, software use from from AUD\$132.00 per month.

Training: From AUD\$550.00 (3 hours).

Support: Email, phone, fax and website support inclusive in monthly rental cost. FAQ page on the website and advanced Learning Centre available on the website via secure login.

Channel management: From AUD\$58.00 per month + integration.



14. iStay (iHotelier)

a) System description

iHotelier is a comprehensive Central Reservation System (CRS) which includes a white label booking tool (iStay). iStay can be fully integrated seamlessly with the operator's website and is ideal for measuring/reporting electronic marketing activities. iHotelier provides the ability for guests to continue to shop. Guests can include additional products or services when they book online.

TravelCLICK provides a channel management tool to multiple (over 160 global sites) 3rd party sites, GDS and brand websites from a single web-based platform. With pooled inventory and linked room type's greater rate & inventory control is achieved.

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://bitly.com/ekitistay>

Phone: 03 9699 9969

Email: swilliams@travelclick.net

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

c) Installation

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.

Customising the user interface is done via online CMS or via customer care team.

d) Case studies

www.evolutionapartments.com.au

www.thehotelwindsor.com.au

www.kingfisherbay.com

www.crowntowers.com.au

e) Indicative costs and further information

Setup/software licencing/commission:

One-time set-up fee is under AUD\$1,000. Other prices on application.

Training:

10 hours of training provided, ongoing assistance is complimentary throughout the term of the agreement.

Support:

Email, phone, fax and website support inclusive in monthly rental cost. FAQ page on the website and advanced Learning Centre available on the website via secure login.

Channel management:

Annual subscription less than AUD\$2,000.



15. Jewel Integrated Booking System

a) System description

Jewel offers two systems: JIBS provides accommodation and tour bookings via tour desks and Visitor Information Centres; Jewel Reservation System is an online booking system for tour operators. JRS provides a solution for tours, commuter, express and charter operators of all sizes and types, and for attraction and venue ticketing. All have the online Booking module attached to enable direct on-line inventory checking and credit card transactions to be taken. The Jewel Integrated Booking System (JIBS) allows visitor information centres and tour desks to book and confirm availability of tours, accommodation, attractions and events via the TXA. JIBS also supports tour bookings via a link to the JRS system.

b) System vendor

Jewel Business Systems in Australia has been developing and supporting JRS and JIBS since 2004.

Web: <http://bitly.com/ekitjewel> **Phone:** 03 9857 3299

Email: Via Web form **Address:** Suite 10, 385 Belmore Rd, Balwyn East,
Victoria 3103, Australia

c) Installation

Once the system is configured, it can be installed using a standard Windows Install shield. The system is available for Windows desktop and mobile devices. For almost all clients, JBS host the system to guarantee security, availability and performance. Customising is implemented by JBS.

Training is conducted for most clients in less than 2 days.

d) Case studies

www.captaincookcruises.com.au

www.grayline.com.au

www.thehotelwindsor.com.au

e) Indicative costs and further information

Setup/software licencing/commission:	Licence (1-off) is AUD\$400 per user. Support is AUD\$100 per user per year. There is a monthly charge per passenger depending on volume. Configuration is AUD\$1000 – 3000. Also 1-off charges for interfaces to accounting, website etc.
Training:	AUD\$1,500.
Support:	Support is provided during go live, often with JBS staff on site. Ongoing support is via email and 24x7 telephone. Further training is provided as needed.
Channel management:	No additional cost for linkage to TXA.

16. 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:	http://bitly.com/ekitlevart	Phone:	08 9382 8001
Email:	ian@levart.net.au	Address:	Suite 3, 316 Onslow Road, Shenton Park Western Australia 6008

c) Installation

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. 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 property can arrange for the design the look and feel of the website which is applied to the Content Management system by Levart staff.

d) Case studies

www.questapartments.com.au <http://www.countrycomfortcoffs.com.au>
www.esplanadehotelfremantle.com.au

e) Indicative costs and further information

Setup/software licencing/commission:	Annual amount depends on options selected. Setup: AUD\$110.
Training:	4 hours initial training, plus half and 1-day courses if required.
Support:	Support is provided provided via email and telephone.
Channel management:	No additional cost.

17. Maxial*



a) System description

Maxial is a property management system aimed at hotels and resorts of any size. It doesn't have its own online booking button but utilises the online booking buttons from the many channel managers it integrates with. Functions offered by the latest version of the software include bookings through channel managers, front and back office functions, and interfaces for point of sale.

* Please note that Maxial is a front desk and back office system and does not support online bookings without extra coding or utilising a compatible channel manager.

b) System vendor

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

Web: <http://bitly.com/ekitmaxial> **Phone:** 07 3852 3122

Email: sales@maxial.net **Address:** P.O. Box 750, Fortitude Valley, Qld, 4006, Australia

c) Installation

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.

d) Case studies

www.hermitage.co.nz

www.outtrigger.com

www.westplaza.co.nz

e) Indicative costs and further information

Setup/software licencing/commission: Please contact supplier.

Training: On site training

Support: Support is provided via email, telephone, 24/7 via pager and online support system. Please contact supplier for further information

Channel management: 6 Free Channels integrated via ResOnline, all channels \$35/mth when on Standard Listing, All Channels offered free of charge when on Priority Listing, Very easy to use interface via NetBookings back end.



18. 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: <http://bitly.com/ekitnetbookings> **Phone:** 03 5988 6808

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

c) Installation

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.

d) Case studies

www.peninsulahot springs.com

www.whaleone.com.au

www.bayplay.com.au

www.candlelightcottages.com.au

www.chocolategannets.com.au

www.woodmanestate.com

e) Indicative costs and further information

Setup/software licencing/commission:	Select from Standard setup (different levels of commissions) or Priority setup (maintenance contract plus commissions).
Training:	Free via Phone and Email, On site available at \$120/Hr plus travel expenses.
Support:	Free via Phone and Email, On site available at \$120/Hr plus travel expenses.
Channel management:	6 Free Channels integrated via ResOnline, all Channels \$35/mth when on Standard Listing, All Channels offered free of charge when on Priority Listing, Very easy to use interface via NetBookings back end.



19. 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:	http://bitly.com/ekitnetroomz	Phone:	02 9889 4326
Email:	contacts@netroomz.com.au	Address:	PO Box 641 North Ryde Business Centre NSW 1670

c) Installation

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

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.amorahotels.com	www.viewhotels.com.au
www.big4.com.au	www.atpm.com.au
www.shoalbayresort.com.au	www.top10.co.nz

e) Indicative costs and further information

Setup/software licencing/commission:	For independent hotels, motels, holiday parks there is a flat monthly fee ranging from \$59 per month to \$139 per month (depending on number of rooms). For chains, we offer a reducing percentage fee option which is 1.95% of booking revenue (or less depending upon volume of bookings). There are no setup fees.
Training:	Installation and training is provided at no additional cost. Furthermore online tutorial videos are available covering a wide range of features and functions of the system.
Support:	Support is included in the pricing above. Support is available via phone and email as well as a support link direct from our administration console.
Channel management:	Our Channel Management tool Freeloader is included with the Netroomz booking engine at no additional cost.



20. PatronBase

a) System description

PatronBase has over 50 clients in Australia, NZ, UK and Ireland and developed the first release of its system in 1998. PatronBase provides functions to support ticketing for tourism operators (boats, scenic flights), entertainment venues, performing arts and sporting venues. It also has a box office module for POS as well as general product sales, donations and venue management. An agency module allows for offsite agents to sell via an online link

Since then, the first client has processed over 1 million tickets and PatronBase has refined the system based on feedback from management and Box Office staff from customers.

b) System vendor

PatronBase is developed, sold and supported in NZ, Australia and UK by PatronBase Australia.

Web: <http://bitly.com/ekitpatronbase> **Phone:** 03 9999 1960
Email: info@patronbaseaustralia.com.au **Address:** PO Box 75,
[u](http://www.patronbaseaustralia.com.au) Carlton South VIC 3053, Australia

c) Installation

Preferred site set up is for the system to be installed on site; hosting offsite is an option if required. Customisation is carried out by CriusGroup generally included in support options, subject to requirements.

d) Case studies

www.patronbase.com/info/?site=nz www.criusgroup.com.au

e) Indicative costs and further information

Setup/software licencing/commission:	Software costs varies dependant on modules a client requires. Costs can be arranged to suit client from 1 off payment to monthly or other such arrangement that is mutually agreeable.
Training:	Onsite and remote training is available and support is provided via email, telephone and an online portal for logging requests.
Support:	Set up costs will vary dependant on the complexity of the client and products being managed. Support costs are fee based on a % of the software costs. Support cost can also be negotiated, from 1 off payment to monthly or other such arrangement.
Channel management:	Not applicable.



21. ProCharter

a) 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.

b) System vendor

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

Web: <http://bitly.com/ekitprocharter> **Phone:** +61 7 3889 8240
Email: support@clockworkcomputing.com.au **Address:** Clockwork Computing Pty. Ltd., P.O. Box 100, Dayboro QLD 4521, Australia

c) Installation

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

Customising the user interface: by Clockwork Computing only.

d) Case studies

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

e) Indicative costs and further information

Setup/software licencing/commission:	AUD\$1500-6000 per month.
Training:	AUD\$6,000 (one-off cost).
Support:	Included in licence costs. Support: via email, telephone and remote desktop connection.
Channel management:	Not available.



22. ResOnline

a) System description

Resonline (formerly Roamfree Advanced) is a channel management system (with 30+ distribution channels available including the TXA) and booking button used by over 1,000 accommodation providers, and has been on the market since 2004. Resonline suits all property types including hotels, motels, apartments, holiday rentals, house boat operators, caravan parks, B&Bs and farm stays as well as real estate agencies.

Resonline supports an iPhone and smart phone interface, to allow management of online distribution from anywhere. Resonline fully integrates with many PMS systems. ResOnline also has an integrated PMS called Room Manager if required. For a list of these go to www.resonline.com

b) System vendor

ResOnline is marketed, sold and supported in Australia and internationally by ResOnline Pty Ltd.

Web: <http://bitly.com/ekitresonline> **Phone:** 1800 061 610 or +61 7 5668 2540

Email: support@resonline.com.au **Address:** 30303, Level 3, Southport Central 3, 9 Lawson Street, Southport QLD 4215

c) Installation

The 2010 version of ResOnline has an easy to use interface and is installed in less than 10 minutes. It is Web based, with instant sign up.

d) Case studies

www.amblesidenelson.co.nz/bookings.html

www.emaroccottages.com.au

www.landmarknelsonbay.com.au

www.semaraseminyak.com

e) Indicative costs and further information

Setup/software licencing/commission: (excl. gst)	Property size (rooms)	1 – 10	11 – 20	21 – 50	> 51
	Six free channels*	\$0	\$0	\$0	\$0
	All channels booking button	\$39	\$59	\$89	\$109

Training: Free setup with full online tutorial videos.

Support: There is full online and phone support at no cost.

Channel Management: 6 free Channels included: Wotif, RatesToGo, BookEasy, Roamfree , Agoda and BookitNow. Other channels available.

23. ResPax



a) System description

Respax is designed to accommodate the needs of small tour operators to start with a cost effective system (RespaxLite) and then upgrade to the more comprehensive Respax Enterprise as their business grows. Respax Lite enables online and direct agent bookings. Respax Enterprise is a comprehensive, flexible product which can be customised to tour operator needs. It contains a tour content management component for operator websites, tour packaging capabilities, resourcing considerations, accounting system integration, numerous standard reports and many other advanced features, including automatic itineraries, multi-currency and hop on/hop off capabilities.

b) System vendor

Respax products are developed, sold and supported by Trinity Software Australia for Australian and overseas tour operators.

Web: <http://bitly.com/ekitrespax> **Phone:** 07 4041 1017

Email: sales@respax.com.au **Address:** 18 Scott Street, Cairns, QLD, 4870

c) Installation

A free trial of Respax Lite can be downloaded from the Respax website and activated by the operator when ready to go live. Remote hosting is the most popular and cost effective solution for operators using Respax Enterprise, however, a licence can be purchased and the software installed in-house if required.

d) Case studies

www.adventuretours.com.au (Respax Enterprise) www.coolconnect.com.au (Respax Lite)

www.greenisland.com.au (Respax Enterprise) www.forestrytas.com.au (Respax Lite)

e) Indicative costs and further information

Setup/software licencing/commission: For Respax Lite information and pricing information refer: <http://www.respax.com.au/index.php/products/respax-lite>
For Respax Enterprise information and pricing information, refer: <http://www.respax.com.au/index.php/products/respax-enterprise>

Training: Please contact supplier.

Support: Support is provided by way of online documentation and demonstrations, email, telephone and Skype. Respax Enterprise training is performed onsite, online or offsite.

Channel management: Available at no extra cost.



24. Rezdy

a) System description

Rezdy is a new Australian Online Reservation System for Tours & Activities, Sports, Outdoor Adventures, Sightseeings and Attractions.

Rezdy is hosted in the cloud, there is no installation required, you don't need to purchase expensive hardware or software. Rezdy offers a [forever free](#) plan. There is no set up fees, no contract, no monthly fees, no subscriptions, and you usually get started in 10 minutes.

b) System vendor

Rezdy is a software development company based in Sydney. Our passion is to take care of the technical aspects required by any modern businesses.

Unlike some of our competitors we don't simplify, we make it simple. We take extremely powerful tools available to major companies (such as dynamic booking, secure payment gateway, geo-localisation, cross selling, dynamic packaging, last minutes) and we make them accessible to anyone.

Web: <http://bitly.com/ekitrezdy> **Phone:** 0450 259 174

Email: sales@rezdy.com **Address:** Rezdy, Fishburners, Level 2, 608 Harris Street, Ultimo 2007, NSW, Australia

c) Installation

Rezdy is deployed over the Internet, in the cloud. There is no installation, no hardware or software required, no set up fees and you usually get started within minutes.

d) Indicative costs and further information

Setup/software licencing/commission: Rezdy is forever free to use if you have less than 10 bookings per months or simply want to try the solution before taking a decision. The Pay as You Grow plan is commission based and allows you to pay only when you have a confirmed booking. We don't charge for cancelled bookings. Additionally we offer monthly plans for larger businesses.

Training: There is no installation required and you usually get started within minutes.

Support: We provide free and unlimited support for all clients, including with forever free plans.

Channel management: Not applicable.

25. Rezgo



a) *System description*

Rezgo is suited to tour and activity companies who provide in-destination scheduled activities such as guided tours, walking tours, biking, boating, and adventure excursions. Features include a fully customisable booking engine, point of sale interface for back-office bookings, fully secured and global security (PCI) compliant payment processing, online vouchering, on location ticket printing, mobile check-in, connections to major Australian bank, a [WordPress plugin](#) which allows operators to add the booking engine directly to their WordPress powered website, a [Facebook application](#) which gives operators the ability to list their tours and activities on their Facebook page.

b) *System vendor*

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

Web:	http://bitly.com/ekitrezgo	Phone:	02 8003 4803
Email:	info@rezgo.com	Address:	Suite 320 718-333 Brooksbank Avenue, North Vancouver, BC, Canada V7J 3V8

c) *Installation*

Rezgo operates from any computer with Internet access via a browser. It can be setup directly by tourism operators on the Rezgo website. Tourism operators can carry out changes to the template. A fully documented interface is available for more sophisticated integrations (e.g. with back-end systems or channel managers).

d) *Case studies*

www.backroads-touring.com.au	www.lifesanadventure.com.au
www.riverlife.com.au	www.mountainbiketours.com.au
www.barossabikehire.com.au	www.fremantletrams.com

e) *Indicative costs and further information*

Setup/software licencing/commission:	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	No additional cost. Advanced support and training is available if required. Tutorial videos and how to articles are available on-line.
Support:	No additional cost. Email, telephone, contact forum, webinars, live web support.
Channel management:	Full Channel management. Suppliers have the opportunity to market their products through 3rd party distribution partner websites and social media.

26. RMS online



a) System description

RMS is a Property Management System with over 3,000 clients in 20 countries, and has been operating since 1983. The online booking module was released in 2004 and is now used by over 700 clients across the full gamut of hospitality business types from 1 room B & B's to 300 room resorts. RMS Online has a broad range of connectivity including a function rich easy to use booking engine from the property or group website; direct connections to a range of third party booking sites; all major channel managers. Comprehensive information is available on the website www.rms.com.au/Our-Products/RMS-Online/

b) System vendor

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

Web: <http://bitly.com/ekitrms> **Phone:** 03 8399 9462

Email: sales@rms.com.au **Address:** 7 Carrick Drive, Tullamarine, VIC, 3043
23/39 Lawrence Drive, Nerang, QLD, 4211

c) Installation

Configuration of RMS Online is now performed in a web based application. There are no minimum hardware specifications. Simply use any computer with an internet connection.

d) Case studies

www.howquaholidays.com.au

www.portdouglasretreat.com.au

www.kaikouratop10.co.nz

www.carolineservicedapartments.com

www.blazingstump.com.au

www.beachside.com.au

e) Indicative costs and further information

Setup/software licencing/commission: No setup fee. AUD\$1 +GST per reservation. Min monthly fee: AUD \$35 +GST (includes the first 35 reservations). Max monthly fee: AUD\$195 +GST (unlimited reservations).

Training: Assistance provided.

Support: Business hours via customer service web portal and telephone. See also www.rms.com.au/Our-Products/RMS-Online/test-drive/videos/

Channel management: Included in licencing fees (refer above).



27. Room Manager

a) System description

Room Manager is a complete Property Management and online distribution system (through the ResOnline channel manager. You manage your bookings in the Room Manager console, and your online distribution takes care of itself. When you fill your last room, Room Manager will automatically close out all your online [distribution channels](#). (Currently there are 30+ distribution channels and counting)

Room Manager comes complete with the ResOnline channel manager fully integrated into the Room Manager console. All online bookings drop directly into Room Manager.

Some of the features are easy to use reservation calendar, send guest itinerary and tax invoice with the click of a button, fully integrated resonline channel manager, seamless distribution to over 30 of Australia's and the world's major online travel sites, all online bookings drop directly into Room Manager, included booking button for your website

b) System vendor

Room Manager, sold and supported in Australia and internationally by ResOnline.

Web: <http://bitly.com/ekitroommanager> **Phone:** +61 7 5668 2540
Email: support@resonline.com.au **Address:** 30303, Level 3, Southport Central 3, 9 Lawson Street, Southport QLD 4215

c) Installation

Room Manager is web based and setup is very easy.

d) Case studies

www.emaroccottages.com.au

www.thebankandtellers.com.au

e) Indicative costs and further information

Setup/software licencing/commission:	Monthly fee of \$30 for the first room and \$10 for subsequent rooms capped at \$129, or 1% of bookings. The choice is yours. (These rates exclude GST).
Training:	No setup or training costs.
Support:	Included in software costs.
Channel management:	Included in software costs.



28. ROS2006

a) System description

Digital Rez Australia was founded in 2002 to support the ROS Reservation Operating System in Australia and New Zealand. Digital Rez has been providing software, support and systems to over 4000 properties worldwide in the Camping, Holiday Park, Charter and Motel accommodation industry since 1993. Digital Rez has a very broad client-base, and serves operators from individual B&Bs to large 500+ property resort networks.

ROS2006 is an easy to use Property Management System that provides an integrated online reservation module providing real time availability and reservation requests from the properties website (using a booking button). Online bookings are transferred to the front desk, credit card details are tokenized and payment processing is performed at the property.

b) System vendor

Digital Rez Aust was founded in 2002 to market and support the ROS Reservation Operating System in Australia and New Zealand.

Web: <http://bitly.com/ekitdigitalrez> **Phone:** +61 7 4925-4400
Email: info@digitalrez.com.au **Address:** PO Box 154, Emu Park QLD 4710

c) Installation

The online user interface can be customised by the property through a new online console. The property follows a check list to identify web rates, inventory segments, descriptions and photos.

d) Case studies

www.citywaters.com.au	www.centralcityhobart.com
www.ballinalakeside.com.au	www.flashpackersnoosa.com
www.coralbaywa.com	www.stanleycabinpark.com.au

e) Indicative costs and further information

Setup/software licencing/commission:	A service fee of 2.75% on confirmed bookings, billed monthly in arrears. Any cancellations are credited the full 2.75% in the month the booking is cancelled.
Training:	Digitalrez provide setup & training for all installations.
Support:	Included in above fees.
Channel management:	Available 2012.

29. Satin Front Office System*



a) System description

The Satin Front Office System has been on the market since 1995 and is used by over 160 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.

*This system is PMS and supports online bookings via a channel manager such as SiteMinder, Levart, STAAH, 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: <http://bitly.com/ekitsatin> **Phone:** 04 2838 4858

Email: sales@satin.com.au **Address:** PO Box 274, Nowra NSW 2541

c) Installation

Satin Front Office System is fully installed on-site by Satin staff. Satin runs on MS Windows XP / Vista Windows7.

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 requirements is included in the licence fee.

d) Case studies

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

e) Indicative costs and further information

Setup/software licencing/commission: AUD\$140.00 to AUD\$380.00 per month depending on number of rooms, all inclusive.

Training: Included in licence fee.

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

Channel management: Integration with ChannelManager is included in the licence fee.

30. Seekom iBex



a) System description

Seekom is a fully hosted (cloud based) online multiproperty Property Management System (PMS) with a fully integrated channel manager, online web booking module and optional content managed website accessible from a single login. It is used by over 650 operators in New Zealand, UK, Australia and South Pacific. The PMS also features a marketing system, checkin/checkout, room servicing, invoicing, phone billing and management reporting. Seekom is designed for all property types from small B&B through to large properties including holiday parks and hotels.

b) System vendor

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

Web: <http://bitly.com/ekitseekom> **Phone:** + 64 4 974 8008
Email: info@seekom.com **Address** PO Box 11567, L9 Willbank House, 57 Willis St, Wellington New Zealand

c) Installation

User self registers using a Wizard. Seekom then provides initial training and the first month is free. There is no software to install. The system is hosted in Seekom's dedicated data centre. No more backups required as Seekom does this on customers behalf. Full access is available from any internet connected PC or laptop from anywhere in the world.

d) Case studies

www.abbotsfordhouse.com www.winevillagemotorinn.com.au
www.armadaleapartments.com.au www.gawlerrangesmotel.com
www.carlylesuites.com.au www.georgepowlett.com.au

e) Indicative costs and further information

Setup/software licencing/commission: From AUD\$49.00 per month (accommodation). Includes unlimited bookings and unlimited sales channels. No transaction fees or commission.

Training: From AUD\$200 setup and training plus AUD\$200 for content managed website.

Support: 7 day email support included in licence cost. Priority phone and 24x7 support available at extra cost.

Channel management: Included to over 46 sales channels and GDS.
www.seekom.com/seekom/sales_network.htm



31. Siriusware

a) System description

Siriusware has over 200 clients in Australia, NZ and USA and developed the first release of its system in 1990. Siriusware supports retail sales and ticketing for tourism operators, including bus, rail, boat, scenic flights, attractions, museums, waterparks, zoos, arts centres, and ski resorts. It also has a POS module for general product sales.

b) System vendor

Siriusware is developed, sold and supported in NZ, Australia and USA by C-riusObjectives.

Web: <http://bitly.com/ekitsiriusware>

Phone: 03 9999 1960

Email: seanryan@criusgroup.com.au

Address: PO Box 75,
Carlton South VIC 3053, Australia

c) Installation

Preferred site set up is for the system to be installed on site; hosting offsite is an option if required. Customisation is carried out by CriusGroup generally included in support options, subject to requirements.

d) Case studies

See www.siriusware.com or www.criusgroup.com.au

e) Indicative costs and further information

Setup/software licencing/commission:	Software costs varies dependant on modules a client requires. Costs can be arranged to suit client from 1 off payment to monthly or other such arrangement that is mutually agreeable.
Training:	Onsite and remote training is available and support is provided via email, telephone and an online portal for logging requests.
Support	Set up costs will vary dependant on the complexity of the client and products being managed. Support costs are fee based on a % of the software costs. Support cost can also be negotiated, from 1 off payment to monthly or other such arrangement.
Channel management:	Not applicable.

32. The Booking Button (SiteMinder)



a) System description

SiteMinder provides an online booking system (The Booking Button) that integrates with the operator's website. SiteMinder is the channel manager to manage room availability and pricing on over 70 booking sites through a single, user friendly webpage. It is used by over 4,000 booking providers and has been on the market since 2007.

SiteMinder integrates with several PMS's and Central Reservation systems including Opera, Callista, RMS, Room Master, Guest Centrix, Availability, Amadeus Hospitality, Epitome, Satin, Ezyrez and Resbook. This allows inventory and rates to be managed in the PMS and also saves re-keying reservation details.

b) System vendor

SiteMinder is marketed, sold and supported in Australia and internationally by SiteMinder Pty Ltd.

Web: <http://bitly.com/ekitsiteminder> **Phone:** 1300 736198 or +61 2 9221 4444

Email: enquiries@siteminder.com.au **Address:** Level 4, 200 George St
Sydney 2000, NSW, Australia

c) Installation

The Booking Button function is customisable by the operator to suit the look & feel of the operator's website. The system is hosted by SiteMinder at a secure and fail-safe site. No software installation is required at the property, and the operator requires only an Internet browser.

d) Case studies

www.siteminder.com.au/siteminder/client-feedback.html

www.thebookingbutton.com/hotel-booking-systems/case-studies

e) Indicative costs and further information

Setup/software licencing/commission: <http://www.siteminder.com.au/siteminder/pricing.html>

Training: Included telephone training.

Support: Support via email and telephone included in above fees.

Channel management: Access to over 70 local and international channels via integration with the SiteMinder channel manager. <http://www.siteminder.com.au/siteminder/partners.html>



33. STAAH

a) 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.

b) 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://bitly.com/ekitstaah	Phone:	+64 9 480 8184
Email:	sales@staah.com	Address:	53 Coronation Road, Glenfield, Auckland, New Zealand

c) Installation

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.

d) Case studies

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

e) Indicative costs and further information

Setup/software licencing/commission:	Online booking: 1-off cost of AUD\$299 plus AUD\$20/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. 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.
Channel management:	Channel management: 1-off cost of AUD\$99 plus AUD\$50/month based on number of rooms.



34. tourstogo.com

a) System description

tourstogo.com provides 5 possible channels of business to tour operators around Australia. 1. Receive bookings through the tourstogo.com website and associated affiliates. No signup, listing or ongoing fees. 2. Instant Online Booking System (IOBS) or Book Now button. 3. Affiliates and Operagents. Affiliate-style booking system for website owners, agents and tourism related businesses. 4. Tour Ticketing Gateway and reporting system for agents, hotels, tourism related businesses and product providers. 5. Reservation System. Functionality for manifesting, reporting, user management, online bookings and agent bookings.

b) System vendor

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

Web: <http://bitly.com/ekittourstogo> **Phone:** 07 4041 3244

Email: admin@tourstogo.com **Address:** 1/190 Brown St, Cairns, QLD 4870

c) Installation

tourstogo.com is web based so all that is required is a computer with a browser and internet access. Installation of the online booking system requires the addition of products to tourstogo.com and adding Book Now buttons. Can fully integrate its systems with suppliers and affiliates websites. Also offers white label solutions and full XML and API capability.

d) Case studies

<http://www.kookaburriverqueens.com/>

<http://www.headingbush.com/>

<http://www.tjapukai.com.au/>

<http://www.flamesoftheforest.com.au/>

<http://www.groovygrape.com.au/>

<http://www.surfandsun.com.au/>

e) Indicative costs and further information

Setup/software licencing/commission:	No signup or ongoing fees. Optional Instant Online Booking System (IOBS) set up ranges from FREE - \$440 + GST.
Training:	Phone training is provided. Onsite training is dependent on availability of our sales team. System manuals are also available.
Support:	Telephone, email and Web based support. Face to face support subject to geography and availability of staff.
Channel management:	Suppliers content is distributed to tourstogo.com affiliates, agent and partner websites. No extra cost for this.

35. TravelRez



a) System description

TravelRez is a sophisticated booking, reservation and business management system. It is designed for travel agents, regional booking services, tour operators and some of the largest wholesale / retail travel groups throughout the world since 1987. Complex itineraries can be built with every product or service required to suit any type of client requirement, including Free Independent Travellers.

The system offers both direct client and travel agent portals. TravelRez also offers a Membership Management system (reMember) and FINesse, a financial accounting suite.

b) System vendor

TravelRez is developed, sold and supported in Australia by BANANACOM.

Web: <http://bitly.com/ekittravelrez>

Phone: 03 9852-8636

Email: info@bananacom.com

Address: 72 High Street,
Kew 3101, Victoria, Australia

c) Installation

A hosted solution is the preferred option for small-medium operators; a full hardware and software installation on site is only recommended for medium to large operators. For major in-house installations, Bananacom offers full customisation on a time and materials basis.

Hosted operators may customise logos and product images. These operators may customise their web sites which will use the Bananacom booking engine.

d) Case studies

Please contact Bananacom.

e) Indicative costs and further information

Setup/software licencing/commission:	1-off payment of AUD\$10K – 100K depending on client size; monthly payment: AUD\$500-AUD\$5,000 depending on client size. No commissions.
Training:	Refer support costs above.
Support:	Included in above fees. Additional and non-standard services may be provided at current hourly charge rate.
Channel management:	Included in above fees.

36. TryBooking



a) System description

TryBooking is a do-it-yourself ticketing / booking / event management system that easily enables operators to create, manage and ultimately publish events of any size. Patrons can book and pay at the time of booking with e- tickets being issued. TryBooking is accessible from any operator's own website with a range of functions that allow operators to perform ticketing, registrations, seating plan etc over events, tours, festivals, exhibitions, launches, performances and dinners. 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 payments. If the event is free, the TryBooking service is free of charge. e-tickets can be scanned at entry.

b) System vendor

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

Web: <http://bitly.com/ekittrybooking> **Phone:** 07 3173 1570 or 03 9012 3460
Email: info@trybooking.com **Address:** Suite 602, 1 Princess Street, Kew, Victoria, 3101, Australia

c) Installation

Users access the TryBooking website via any computer with a browser and an internet connection.

Operators can customise their own TryBooking web page by uploading logos and image. Hyperlinks from your website can be setup direct to your event.

d) Case studies

<http://www.trybooking.com/html/testimonials.shtml>

e) Indicative costs and further information

Setup/software licencing/commission:	30 cents per ticket if payment is collected. FREE for non-paid events. Includes support.
Training:	Included. Telephone assistance on an as required basis at no cost.
Support:	Online and telephone support included. Online support documentation and videos http://www.trybooking.com/html/support.shtml
Channel management:	Offered.

37. 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.

b) System vendor

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

Web: <http://bitly.com/ekitwebreservations> Phone: 02 6684 8101
 Email: webmaster@webreservations.com.au Address: 9 Cape Vista Drive, Byron Bay, NSW 2481

c) Installation

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

d) Case studies

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

e) Indicative costs and further information

Setup/software licencing/commission: Web-based: from AUD\$495.00, computer-based: from AUD\$1,295.00. 10% commission fee on the value of transaction for bookings made on third-party sites.

Training: No setup or training cost.

Support: Free with booking services.

Channel management: AUD\$45.00 per month (unlimited bookings) or 10% commission.



38. 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: <http://bitly.com/ekitwebvantage> **Phone:** 02 9016 7136

Email: sales@webvantage.com.au **Address:** PO Box 1135, North Sydney, NSW, 2059

c) Installation

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.

d) Case studies

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

e) Indicative costs and further information

Setup/software licencing/commission:	Licence cost: from AUD\$1,495.00 plus monthly hosting cost.
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.
Training:	Simple implementation included with licence cost. Website and customising services available from AUD95 per hour.

39. YesBookit



a) System description

YesBookit is a booking management system designed specifically to meet the needs of holiday rentals/letting agents and property managers. The system includes many powerful productivity and marketing tools. The system also allows agents to upload properties to leading holiday accommodation portals such as Stayz, and keep availability and pricing information synchronised across the leading holiday accommodation portals. The YesBookit connectivity means that bookings made in portals enter the booking system directly, avoiding any chance of over bookings. The system continues to evolve based on valued feedback from users.

b) System vendor

YesBookit is an Australian designed and owned product developed by Midac. Midac has been developing leading products for thirty years and has specialised in online tourism innovations for fifteen years.

Web: <http://bitly.com/ekityesbookit> **Phone:** 02 4992 3040

Email: info@yesbookit.com **Address:** PO Box 155 Dungog NSW 2420

c) Installation

YesBookit provides a secure PCI DSS compliant hosted solution. YesBookit only requires a computer with an internet connection and a popular Internet browser. There is no need to install any software onsite.

d) Case studies

www.bestofmagnetic.com

www.greatoceanroadholidays.com.au

www.portstephensaccommodation.com

www.accommodationonyorkes.com.au

www.centralcoastholidays.com.au

www.accomcaloundra.com.au

e) Indicative costs and further information

Setup/software licencing/commission: YesBookit offers two main pricing models: A low upfront investment with commission on bookings, and a subscription model.

Support: Support is provided online and via email and telephone or Skype. By default product support is included in the package. Additional training packages can be purchased.

Channel management: Please contact YesBookit for details on our current pricing structure.

Training: Initial training is provided online or face to face.

40. Related tutorials

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