Mobile apps

xn protel

Neorcha

Utilise the power of mobile to give guests more control and choice during their stay. Retain guest loyalty and encourage direct bookings and upsells, before, during and after their stay.

A mobile application that provides additional functionality for in-room hotel technology, which can be used on a guest's mobile device. It integrates with hospitality systems and, with connection to the PMS, it provides a wider range of functionality from the guest's mobile device.

▼ Drives additional bookings, room nights and revenue

▼ Integrates with PMS, POS, leisure and other 3rd party systems

▼ Manages customer profiles and preferences through the app

▼ Creates targeted offers for hotel guests

▼ Provides customisable app and content around specific needs

▼ Allows guest push notification and direct instant messaging

▼ Delivers reports and analysis of app trends, visitors and usage

Neorcha

Neorcha is a fully native mobile application for hoteliers, serviced apartments and other accommodation businesses of all sizes.

Neorcha delivers a native application on different mobile devices (iOS, Android, Blackberry and Windows) using an intelligent platform to create new opportunities for guests through engagement of dynamic and visual content for accommodation, dining, guest service, entertainment, meetings and event options, as well as real-time bookings.

Neorcha enables direct access to a range of hotel services throughout the guest journey from pre-stay, during stay, to post-stay experience. As required, features can be made available to the guest during their stay and limited once they have checked out.

Pre-arrival requests, bookings and information

Send automated pre-arrival emails to guests offering online check-in and allowing them to provide specific requests and stay preferences. Guests can also use tools that provide destination details about the city they are visiting. These can range from local restaurants, what's on and attractions, through to the latest events and things to do in the city d uring their stay.

An outstanding in-room experience that makes life easier

Provide room access with a securely issued electronic mobile door key, using the hotel's door lock system encryption. Once inside the room allow guests to access things like temperature control, lighting and motorised curtains from their device. Extend the room telephone to the guest's mobile device, whether they are inside or outside the property. Make the guest's device a TV remote control that gives access to the programme guide and enables them to stream on-demand TV.

Connected and informed guests throughout their stay

Once the guest has checked in you can let them know about valuable services and what's on at the hotel. Encourage them to download your hotel mobile app to get the most out of their stay. Linked to Beacon Technology, communicate to your guest based on their location in your property. Let guests use the 'Talk to a Manager' feature to make requests and provide feedback. They can also provide instant feedback following check-out from their mobile device. All in real-time.

Getting the most from in-house services

Provide a simple and quick way for guests to make in-house requests and order food and services directly from their own mobile device. Interface with the Quality Management System to handle requests so guests can utilise housekeeping, laundry and concierge services. Interface to the Point of Sale system to maximise food options for the guest.

Stand out from the crowd. Give guests what they need, where and when they want it.

Reduce cost, retain guests and revolutionise the hotel experience.

Enjoyable in-room dining and self-ordering

Create a great food service that lets guests see a mobile digital menu that displays food, beverages and promotions and lets them order online and have it delivered. Once an order has been made a Check is automatically generated and Room Service is alerted through notifications. Provide the latest menu choices with accurate prices, while saving printing and updating costs.

Make more money and keep costs down

Generate new reservations, more room nights and increased revenues by integrating to your booking engine. Provide guests with a ready-to-go online reservation engine that ensures a direct booking channel that eliminates third party agent and channel costs.

Let guests keep an eye on their expenditure

An interface to the hotel PMS system means guests can view their bill and track expenditure at any time during their stay, once they've validated their details. Also, an interface with the CRM system lets guests redeem available points in real-time using an e-voucher module.

Know your guests and make it simpler to keep them informed

Have self-service guest registration and preferences that enable you to target and tailor services and offers. Make sure you have up to date contact and address details for guests, while also capturing their interests and requests. Provide current and invaluable hotel information for your mobile guests, with integration to your website CMS.

xn protel

Xn protel Systems is a global hospitality management software company specialising in property management, central reservations, point of sale and activity management solutions. Our highly functional, cloud-native and open systems provide the latest technology and flexibility. They help world-class hospitality companies in over 50 countries to optimise revenue generation, simplify service operations and enhance the quality of guest communications.

Our next generation, global solutions are robust, highly scalable, feature-rich and backed by outstanding customer service and support. Our dedicated team of highly experienced hotel, hospitality and technology experts work hard to understand customers' needs and the issues they face. Located across our extensive network of offices in the UK, Asia and Middle East, our specialists provide the best advice, solutions and support to make sure customers meet the needs of local markets and achieve their business goals.

We are committed to:

Creating open systems: Working closely with our customers and partners we adopt industry standard protocols to break down traditional integration barriers. Creating truly open, flexible solutions that support guests' growing appetite to be more in control of their stay.

Developing cloud-native products. Our newest technologies are born in the cloud. That means our customers benefit from the latest innovations, can take full advantage of mobile and achieve a lower cost of ownership.

Being easy to do business with. We understand the frustration that comes with unresponsive and inflexible suppliers. We're not like that. And we don't take our customers for granted. A customer-centric approach is in our DNA, from preparing quotations through to resolving support calls.

The Company was formed in the UK in 2002, as Xn Hotel Systems. It was then renamed in 2015 as Xn protel Systems when protel hotelsoftware became a shareholder.

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