



**AlwinPro**  
Hotel

# ALWINPRO HOTEL

Your middleware and billing software for the hotel sector

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## DATA SHEET

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# FEATURES

Independent of manufacturer, AlwinPro Hotel can be integrated into existing telecommunications systems and IT landscapes. AlwinPro Hotel acts as middleware between the PBX and the hotel management system. Services such as telephone connection, Internet and TV are easy and comfortable to calculate and bill. This reduces the administrative burden and saves resources. All data is guest-related and processed in accordance with data protection laws. In addition, AlwinPro Hotel offers the full scope of a modern call accounting solution. The integrated guest management also allows check-in and check-out directly which should be extra interesting for bed and breakfasts and small guesthouses.



## AlwinPro Hotel

- Interface to most of the hotel management systems. AlwinPro Hotel is acting as Middleware, controlling the TC system, TV and Internet guest access
- Integrated guest management with room occupancy list and guest list with status display regarding telephony, Internet and TV
- Possible to bill all hotel services, (accommodation, breakfast, minibar, telephone Internet services, TV, etc.) directly via the AlwinPro hotel guest management without using the front-office system
- Check-In/Check-Out
- Guest profile setting
- Different billing procedures: prepayment with account balance monitoring or invoices
- Uncomplicated invoicing (also for big groups)
- Enter different tax rates for accommodation and other services
- Voice Mail allocation
- Enable/disable telephony / monthly interim billing / final settlement
- Wake-up call / room status (required XCAPI)
- Individual tariffs
- Cash and booking journals



## Accounting & Billing

- Drill down to itemised bills
- Billing of service, private and project calls
- Mobile and landline invoice import, cost allocation and plausibility check
- Detailed and summary reports
- Cost centre accounting
- Billing of device costs, services, IMAC (Install, Move, Add, Change)
- Billing of clients
- Freely definable rates via network provider tables including free minutes
- Run reports automatically or on-the-fly
- Freely configurable forms for reports using the form editor



## Data Protection

- Data protection packages with protection specifications, separated by call type
- Allocation of data protection packages to subscribers
- Customised encryption of relevant data
- Individually adjustable protection settings
- Delete or mask connection information: call, time, duration, destination number, location
- Exempt connections to counselling centres
- In compliance with the service connection regulations of the countries (Germany: DAV)
- Switching between business and private
- EU General Data Protection Regulation (GDPR)
- Integrated user/role concept for different access authorizations



## Fraud Detection

Integrated alarm for defined events:

- Call at certain times
- Long lasting calls
- Calls from specific area



## Available Services

- Trainings, program instructions
- Technical Support
- Software-Assurance



## Additional Services

- Certified by most PBX manufacturers
- Flexible export options
- Multilingual (ENG/GER)
- Master data via LDAP connection
- Data export for banks (SEPA)

# PC-MINIMUM REQUIREMENTS

The software AlwinPro Hotel can be installed on an appropriate PC or server.

In order to prepare and organise the relevant hardware, the following minimum requirements should be considered as an orientation value. These minimum requirements depend on the volume of data to be processed, that is the amount of call volume as well as the desired processing and report performance. The rule of thumb for memory requirements is that 100.000 data records correspond to approximately 100MB.

## Minimum requirements regardless of the number of extensions

- Screen resolution minimum 1024x768 pixels
- Current Internet Browser

## Minimum requirements for installations up to 1.000 subscribers

- Operating system: Windows 7/8/10 professional, Windows server 2008 R2, Windows server 2012 R2 or Windows server 2016
- Guide value CPU: current CPU, minimum 2 cores, recommended 2.2 GHz or higher
- RAM: 2 GB RAM
- Hard Drive capacity 16 GB

## Minimum requirements for installations up to 20.000 subscribers

- Operating system: Windows server 2012 R2 or Windows server 2016
- Guide value CPU: current CPU, minimum 4 cores, recommended 2.8 GHz or higher
- RAM: 8 GB RAM
- Hard disk capacity and type: 80GB Enterprise SAS (10.000rpm) or Enterprise SSD

## Minimum requirements for installations up to 50.000 subscribers

- Operating system: Windows server 2012 R2 or Windows server 2016
- Guide value CPU: current CPU, minimum 4 cores, recommended 3.2 GHz or higher
- RAM: 8 GB RAM
- Hard disk capacity and type: 160GB Enterprise SAS (10.000rpm) or Enterprise SSD

## Online license check

For the online license check, an internet connection (https) to the domain service.aurenz.de via port 443 is necessary. The resources mentioned above must be reserved for the respective software solution. The necessary hardware is not part of the aurenz GmbH delivery service. If necessary, please contact your local ITC dealer with your specific request.

## Exclusion of liability

The analyses and evaluations made with the help of our software products are based on the connection data transmitted by the TC system. When testing various telecommunication systems, it has been found that in some cases insufficient data is provided. The liability of aurenz GmbH for the completeness, actuality and correctness of the connection data transmitted by the TC system used by the licensee is excluded. You can get detailed information about different TC systems at support@aurenz.de. Please be aware of technical changes and further developments at any time. This information is based on the current release.



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