ALWINPRO HOTEL
Your middleware and billing software for the hotel sector.

AlwinPro
Hotel

- Founded in 1983

- Constantly expanding the product portfolio

- Standard software and custom-made project solutions

- Sale support for partners

- Training, service and support

- Consultation and data protection in the ICT environment

- Certified technologie partner:
  - Cisco Technology (partner of development)
  - Alcatel-Lucent (partner of application)
  - Unify (advanced Partner)
  - Innovaphone
  - Auerswald
  - Swyx

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- AlwinPro Hotel as middleware: Connect your Front-Office-System to your telephone system (Middleware)
  - Connect through FIAS or Alcatel Hotel Link Interface
  - Use your Front Office System to control the telephone system

- AlwinPro Hotel Guest Management
  - Manually check-in and check-out guests
  - Room status, wakup calls
  - Billing

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Accounting and Billing of Hotel Services

AlwinPro Hotel

Telephone Services, guest internet access and TV services

- Enabling and disabling guest telephones
- Guest name resolution
- Wake-up calls and room status
- Providing internet guest accounts
- Interfaces to connect to TV-Server
- Individual forms for invoices, check-in and check-out

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Guest Management

- Guest list is shown in AlwinPro Hotel guest management window
- Status Information about room, Check-In and wake-up calls
- Manually Check-in and Check-out
- Also available when running as Middleware

AlwinPro Hotel as Middleware for PMS

- Receiving guest name and room number from the Front-Office-System

- Sending Check-In/Check-out to the PBX (enabling/disabling extensions)

- Name resolution

- Sending call information to the Front Office System

- Linking through FIAS and AHL interface

Wake-Up Calls

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Hotel

- Programming a wake-up call through the Front-Office-System or direct in the AlwinPro Hotel guest management view

- When the wake-up call was not acknowledged the reception will be notified

- Active wake-up calls are symbolised in the guest management overview
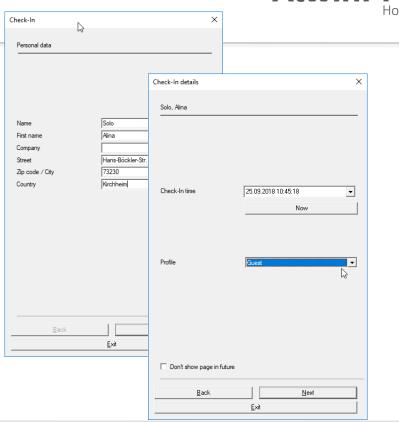
   Room 100 - Solo, Alina

- Available for any telephone system

Wake-up call

Solo, Alina

Room	Room 100
Checked in on	25.09.2018 10:38:20

Wake-up call   \<not set up\>

○ Delete wake-up call
● Set up wake-up call
Time   06:45

Accept

Exit

Room Status

- Service staff can enter the room status through the guest telephone
- Room status can also be changed in the AlwinPro Hotel guest management view
- Statusinformation will be sent to the Front-Office-System
- Showing room status (dirty/clean) in the AlwinPro Hotel guest management view

- Available for any telephone system

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- Individual user rights (roles)
- Allocation of user rights regarding functions, tasks and data access
- Program access protected by duplicate passwords: Four-eyes principle
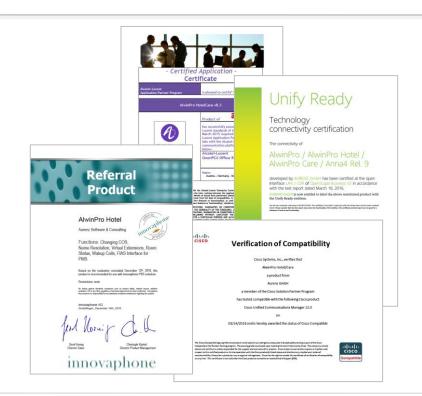

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for installations up to 1,000 participants

- Pentium 2,0 GHz

- Minimum screen solution of 1024 x 768 Pixel

- Internet Explorer 5.0 or higher

- Windows 10, Windows Server 2008, Windows Server 2012, Windows Server 2016

- 1GB of RAM

- USB port

- XCAPI (for wake-up calls and room status)

Compatible Telephone Systems

- Aastra
- Alcatel Lucent
- Auerswald
- Avaya-Tenovis
- Cisco
- Innovaphone
- Microsoft
- Mitel

- NEC
- Panasonic
- Philips
- Samsung
- Shoretel
- Swyx Solutions AG
- Unify
- Starface

Additional Benefits

- Free support hotline for business partner
- Training courses for business partner
- Support during installation (remote or on site)
- Customizing

AlwinPro
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