



AlwinPro
Hotel

ALWINPRO HOTEL

Your middleware and billing software for the hotel sector.

Presentation aurenz

- 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



Accounting and Billing of Hotel Services



- 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

Rechnung

Hotel Sonnenwiese

Hotel Sonnenwiese | Wiesenstraße 14 | 14014 Wiesenstadt

Aurenz GmbH
Hans-Böckler-Straße 29
73230 Kirchheim-Teck

Datum: 14.02.2014
Rechnung Nr.: 201100001
USt-IdNr.: DE123456789

Checkin: 10.02.2014
Checkout: 14.02.2014

Kostenzusammenstellung 10.02.2014 08:13:33 - 14.02.2014 08:16:48

Leistung	Anzahl	Ust.-Code	Ust.	Betrag EUR
Kommunikation				
Telefongespräch	2	19,00	0,34	1,76
			0,34	1,76
Sonstiges				
Minibar	1	19,00	0,51	2,69
Tageszeitung	3	19,00	0,28	1,51
Übernachtung	3	7,00	10,01	142,99
			10,80	147,19
			11,14	148,95

Rechnungsbetrag 160,10 EUR

Abzüglich Vorkasse 0,00 EUR

Rückgeld (-) / Zu zahlen (+) 160,10 EUR

Der Restbetrag wurde mit der Mastercard beglichen.

Mehrwertsteuernachweis

In dieser Rechnung sind folgende Mehrwertsteuerbeträge enthalten:

Betrag in EUR	Netto	MwSt.	Brutto
MwSt. 19%	5,96	1,13	7,09
MwSt. 7%	142,99	10,01	153,00
Gesamt	148,95	11,14	160,09

14.02.2014 _____
(Unterschrift)

Wir hoffen, Sie hatten einen angenehmen Aufenthalt.

Hotel Sonnenwiese
Wiesenstraße 14
14014 Wiesenstadt

Bank: Wesenbank
IBAN: DE3714014014014
BIC: 14012154

Geschäftsführer: Herr Wiese
Telefon: 014014203824
Fax: 0215 12151212

Accounting and Billing of Hotel Services



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

Rechnung

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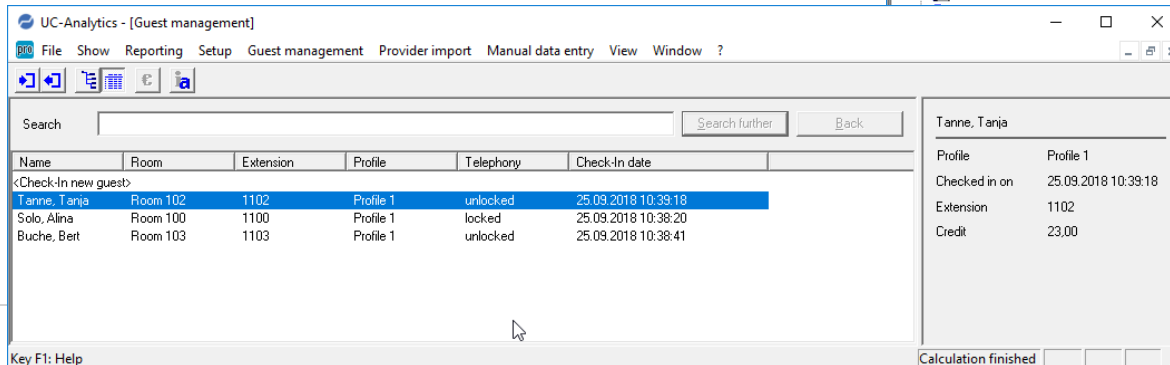
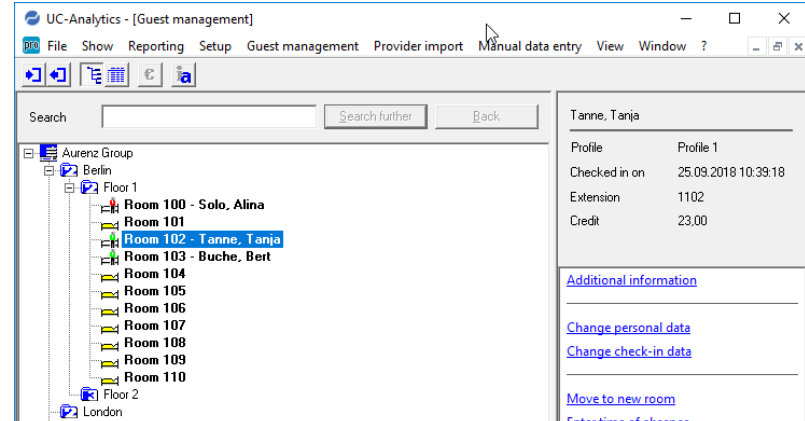
Hotel Sonnenwiese
Wiesenstraße 14
14014 Wiesenstadt

Bank: Wesenbank
IBAN: DE3714014014014
BIC: 140142154

Geschäftsführer: Herr Wiese
Telefon: 014014203824
Fax: 0215 12151212

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



Check-In

Personal data

Name: Solo
 First name: Alina
 Company:
 Street: Hans-Böckler-Str.
 Zip code / City: 73230 Kirchheim

Back Exit

Check-In details

Solo, Alina

Check-In time: 25.09.2018 10:45:18
 Now

Profile: Guest

Don't show page in future

Back Next
 Exit

Wake-Up Calls

- 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

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

 **Room 100 - Solo, Alina**

- Available for any telephone system

Room status
✕

Solo, Alina

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

Set room status to "dirty"
 Set room status to "clean"

Accept

Exit

Regulation of user rights

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



Minimum requirements

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



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