



# E-HORS

Electronic Hotel Operations  
and Reservation System

Web Based • Real Time • Integrated



# Product

**€-HORS is a very innovative suite of fully integrated applications based on a single database architecture that allows a property or a chain of properties to implement one single integrated solution.**

Each property is accessible from anywhere in the world with internet access and if the user has proper authorization. Management information can be produced per property as well as consolidated over multiple properties and all data is real time.

The conceptual design of €-HORS is that both the Internet and the Intranet server are fully operational and both servers are up to date on transaction level. This is not a mirror or replica configuration in which either server is a slave. €-HORS servers are both masters. This also means that if the Intranet server is down, staff can continue working on the Internet server, which guarantees 99.99% uptime.



## Front Office

In this module, no night audit is required. Fast check in and check out is guaranteed and revenues will always be posted in the correct accounts. No need for manual reports in excels as real time reports are available. This is a large module with very extensive features and very user friendly.

## Reservations

Multiple room reservations can be done with an instant e-mail confirmation. The guest folio is created at reservations. On top of that, deposits and additional items can also be booked immediately.

## Online Reservation

€-HORS comes with its own online reservation engine. No more commissions to third parties, no more Internet allotments needed and full payment is required at the end of an online reservation. This guarantee hotels a higher yield and better cash flow.

## Sales and Marketing

€-HORS empowers sales people to close deals more efficiently as they can book direct from an open inventory wherever they are. This a tremendous benefit only available with a web based system. With €-HORS, travel agents or any other booking source can be handled by the sales department effectively.

## Venue and Catering

Reservations for functions and customized function packages can be done on the go for guests with the integration of the Food and Beverage module.

## Service Centre

This module is the heart of guest services. With this module, it is possible to monitor each request or complaint made by a guest and the steps taken to resolve them. Items used within this module for repairs are deducted from stock.

## Housekeeping & Maintenance

Planned and unplanned maintenance can be input into this module to block out of order rooms. Priority cleaning lists can help the housekeeping department plan more efficiently. This module is also integrated with the PBX system to enable the change of room status.

## Food & Beverage

Central recipe management, food costing, unlimited recipe layers are just a few highlights of a very comprehensive and highly efficient module in €-HORS.

## E-HORS Support

The hospitality business is 24x7. E-Hors understands this and delivers accordingly. Support is even more important than the solution itself. Any issue, directly related to E-HORS or not, must be handled with expertise. Just as E-Hors has the goal to realize 100% customer satisfaction, a hotel wants the same for its guests. E-Hors has several options to establish the environment that will lead to the ultimate service level a hotel can provide, regardless of the technical issues that might occur. The E-HORS Support and Maintenance Agreement guarantees, among many other issues, the customer 24x7 hot line support. All support calls are handled by our friendly and experienced staff with a great knowledge of our system.

## IT Facility Management

To reduce the number of problems that may arise from dealing with many different vendors, we also offer in-house IT consulting, hardware solutions and facility management. E-Hors can be your single point of contact for all IT services needed in a hotel or resort. The E-Hors Facility Management agreement guarantees 24x7 system monitoring, virus protection and network monitoring. Virtually against the cost of one IT staff, E-Hors provides high end services around the clock, 7 days per week.

## Training

E-HORS training is customized per client and is based on the needs and priorities of the E-HORS implementation. Training can take place on site as well as at our premises. WebEx Internet training can also be arranged to save on transport expenses. We have a very efficient and user friendly help and training web site. On top of this, each installation comes with an extra training site, which is a copy of the hotel site, allowing staff, in particular new staff, to be trained in a separate environment.



## Human Resources

This module keeps track of all issues related to the HR department. User access for employees is also managed here.

## Membership module

Hotels which have an executive club or customer loyalty program will definitely benefit from this module.

## Golf module

This module is a perfect golf club management tool for golf resorts with reservations and billing functions.

## Internet billing

When Internet packages are selected by guests, it will automatically be billed to the room. Hotel management is able to limit bandwidths allocated to guests.

## Key Lock system

E-HORS Key Lock system uses the latest RFID technology and runs on an online wireless coordination. This is fully integrated with the Front Office module.

## PABX

E-HORS IP phone system is fully optimized for a hotel environment. All phone calls between properties are free of charge if this system is employed.

## Unit Lease Back

This module is designed for properties with units owned or partly owned by individual owners. It provides convenience for hotels to manage the units and provide owners with revenue reports.

## POS

E-HORS POS can be used for any outlet (retail, spa and F&B). Third party outlets are also able to do room service and room charge. The POS system is integrated with purchasing and stock control.

## Purchasing

E-HORS provides a paperless environment with real time approval procedures. With E-HORS, the purchasing process is smooth, fast and secure.

## Accounting

Any transaction with a financial character in E-HORS appears real time in the accounting module. Reports are also available real time. A very comprehensive module with AR, AP, GL, Budgets and Fixed Assets.

## A Few Words from the Founder

When we started E-Hors, we had no idea how positive E-Hors would be received in the market. We simply focused on the development of a suite of applications that would be unique in the market with state-of-the-art technology and would get rid of unnecessary procedures which does not fit the needs of the hospitality industry.

That system was built successfully. E-HORS is proven to realize a very high return on investment, efficiency and productivity with each and every installation of our system. That not only makes us proud but it makes our customer hotels more profitable. Higher profitability and better guest services are the ultimate goals in the hospitality industry and that is exactly what E-Hors has achieved.

Chains like Best Western have already adopted E-HORS as a preferred solution and in some countries even mandatory for new properties. This strategy taken for new properties is wise and understandable. A new property would enjoy all the benefits of a single integrated system, in particular, a much lower investment in IT, communications and key lock infrastructure.

Our multi property approach allows real time benchmarking and consolidated reports over different properties. Management can react much faster on trends, sudden changes and market influences when these data are available real time. Powerful tools lead to powerful decisions.

I am very proud of our team and our product but most of all, I am proud of our customers and the results we realized as partners.

The hospitality industry and technologies are always evolving. Market demands, changes in guest behaviours and many other reasons will always lead to improvements and changes in E-HORS. E-Hors will remain the technology leader in Hotel Management Systems and promises the hospitality market and its existing partners 100% customer satisfaction like how hotels desire for their guests.



A stylized, handwritten signature in black ink, appearing to read 'W. Piët'.

**Wouter Piët**  
Founder of E-Hors

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