

Guestcentric® is better than any solution you have seen in the past. Guestcentric® is a complete, web-based e-commerce management software solution for independent hotels that enables you to easily market your property online and grow your business.

- Powerful e-commerce
- Social customer engagement
- Time saving tools

Powerful e-commerce



Portable booking engine

Guestcentric® provides the fastest booking engine based on the latest Ajax technology. The booking engine provides guests a unique shopping experience with a Rates+Availability map that allows you to increase conversion rates, maximize revenue-per-stay and generate satisfied guests. Plus, it is the only portable booking engine in the market that allows you to sell your rooms in different websites, like Facebook or partner websites.



Flexible Promotions

Guestcentric® provides easy-to-use tools so you can create special offers to maximize your revenue. Now you can optimize your revenue by creating a set of promotions to direct the best offer to the market and react to demand changes.



Relevant analytics

Guestcentric® provides you with the necessary tools to help you track your hotel performance in real time as well as the latest trends to improve your online business. With the easy to read dashboard you can check your property's online progress, check hotel visibility, sales focus, bookable offers and overall performance in the last 30 days, year to date and even analyze the business trend.



Automated Guest CRM

Guestcentric® provides a unique system that automatically collects guest information. The system collects a complete guest profile with the guest's stay history, credit card information, preferences, special guest requests etc. This information is the basis of your hotel's marketing plan so you can target your best guests with specials and promote loyalty.



Integrated Website control

Guestcentric® offers the first content management system born to serve hoteliers. Your website will adhere to best-practices developed in thousands of hours of usability testing and you will be in complete control of your website. Correcting a typo, changing a picture or creating a whole new section of your website is a breeze with Guestcentric's easy-to-use website management system.

Social customer engagement



Social distribution

Engage your customers and spread your brand but make sure they can book your rooms easily. With Guestcentric® you can enable your Facebook page with a booking engine and immediately conclude transactions online.



Twitter Center

With Guestcentric® you can easily send, track and monitor messages on Twitter and find out what people are saying about your hotel. You can keep track on what your in house guests and next arrivals are saying and interact with them. To simplify your life, Guestcentric's platform allows you to schedule your Tweets to be automatically published by the platform. You can manage your Tweeter timeline directly inside the platform.





Follower specials

With Guestcentric® customer engagement platform you can increase your brand exposure, start your hotel loyalty program and easily reward social media followers. Start your social media community and reward them with special promotions created and available exclusively for them.



Customer intimacy

Guestcentric's® platform provides you with the tools to easily learn more about your guests and future guests. With the new platform you can know who they are, what they want, need or think with the sole objective of providing a more personalized service.



Reputation management

Guestcentric's® customer engagement platform searches, monitors and consolidates what people are saying about a property in a multitude of social media channels like TripAdvisor, YouTube, Twitter, blogs, news, Facebook and others. All this information is presented to you in a timeline so that you can now keep better track of what is being said about your brand and share it around.

Time saving tools



Set-and-forget Setup

Guestcentric® has a quick setup process with an extremely easy-to-use interface; you'll realize the benefits of the solution in no time! The typical setup process includes a 45 minutes setup session and from then on you can enjoy the full power of the GuestCentric platform.



Alerts and Notifications

Guestcentric® will keep you informed of the most important events that happen in your platform and the industry. The platform will help you fine tune your installation in order to optimize your online business.



E-mail performance report

The Guestcentric® platform generates a monthly report with easy to read graphs, tables and comparison reports to help you keep track of your performance. You will be able to assess how your promotions are performing, which room types are most/least profitable or which countries are generating most revenue. These reports give you invaluable insight into how to create new offers to stimulate demand or how to yield prices to maximize profitability.



Multilingual support

Guestcentric® allows the hotelier to create booking engines and websites up to 5 languages in a fast and intuitive manner. Displaying your offers in multiple languages enables you to extend the reach of your property into other regions.



Picture manager

Guestcentric® provides a sophisticated and intuitive picture manager to manage the property pictures that you want to display online. Just upload and choose different ways (e.g. resize or crop) that you want to display your images on your booking engine and website.

UNITED STATES

695 Route 46 West,
Fairfield, NJ 07004

Phone (203) 517-0720

Fax (646) 390-1438

e-Mail info@guestcentric.com
www.guestcentric.com

UNITED KINGDOM

Kenneth Dibben House,
Enterprise Road

University of Southampton
Science Park

Chilworth, Southampton,
SO16 7NS, UK

Phone +44 (0) 845 867-6896

PORTUGAL

Avenida Jose Gomes Ferreira 9
Miraflores 1495-139 Alges

Phone +351 21 036-0900

Fax +351 210 96 27 10

SPAIN

Phone +34 91 187-7543