

Mobile

Runners iOS & Android application

- Through this easy-to-use application, you can create and manage requests, access guest data and other information
- Easy to use for Mobile Service staff / Guest Service Center staff / System requires hardly any training
- Features: Rapid Response (Guest Request management), Complaints, Housekeeping (Real time Room status, status update with PMS Interface, Minibar posting), Management (Guest List, Guest details, Room Statistics)

Service Tracking

Intelligent, guest-focused service tracking solution for hotels

Hotel staff are just one click away from a new ticket, documenting any kind of service requests, and capturing a full audit trail to ensure quality. HSC knows which mobile service agent is able to deliver the requested service and forwards the service request.

The HSC service control shows the actual status of the service request. Time-outs, acceptance, or alerts are monitored and can be reported on. HSC provides comprehensive statistics for the management. The reports illustrate employee efficiency and guest satisfaction, showing the areas of possible improvement.

HotSpot

Provide more efficient and flexible Internet Access to your guests with your own Internet Hotspot.

HSC HotSpot - Internet for Guests allows you to provide easy and reasonable high speed internet access to your customers. Only broadband internet access is required.

After HSC HotSpot installation you can operate your own Internet Hotspot and can provide different types of internet access to your customers and charge them for this service. You define the the scope of service (data volume, time, bandwidth, etc.) as well as pricing and keep all revenues.

Hospitality Service Center (HSC)

Integration of Hospitality, Communications and Technology



Contact Us

MAIS Systems GmbH

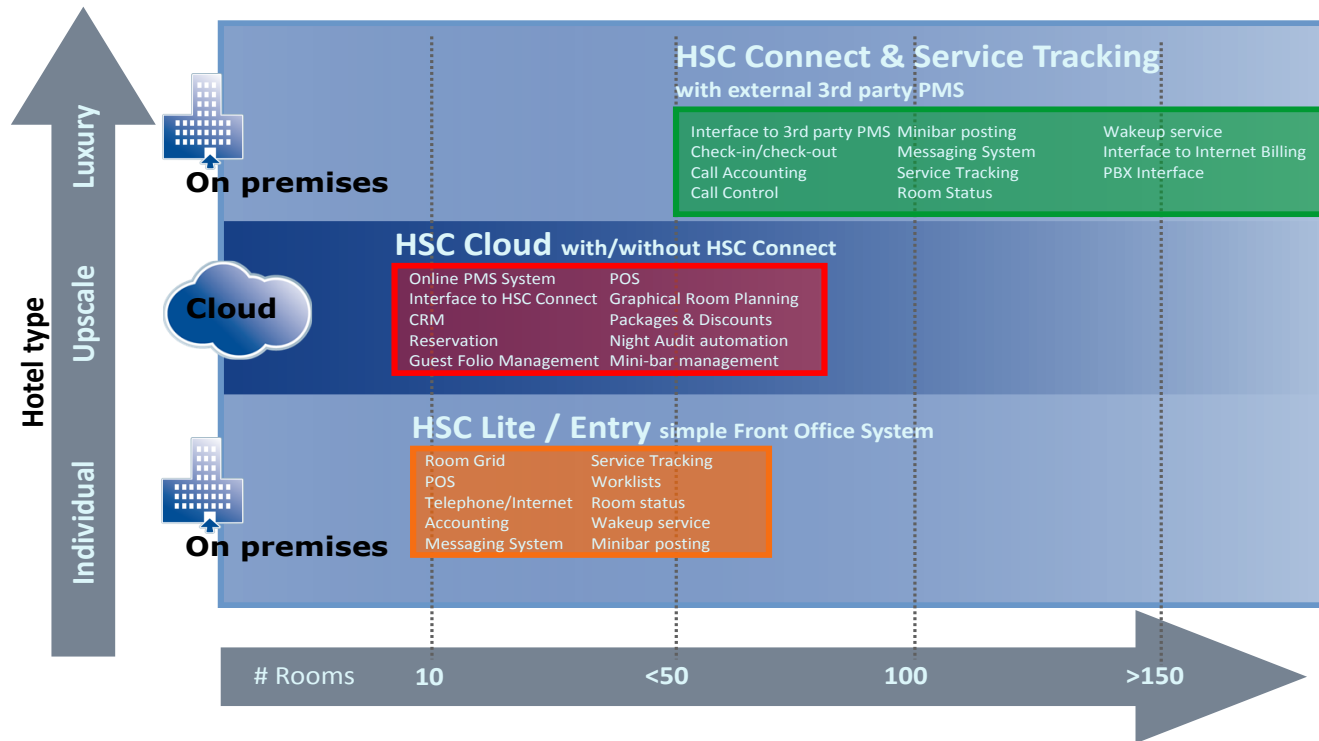
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Modular Applications & Information Systems
for Hospitality Industry



occupancy.

The room grid is your starting point and from there on you can handle invoices for telephone and Internet charges.

Context-sensitive menus show meaningful functions. Just mark a span of time for a room and HSC Entry asks for the reservation or check-in. Other functions can be accessed using dedicated function keys on the keyboard or by clicking on the grid. It is so simple, anybody who can use a mouse can use HSC Entry.

Connect

Hospitality Middleware PBX <-> PMS

HSC Connect is an intelligent communication solution for your hotel property which serves as a middleware between your Front Office System (PMS) and the Unify HiPath/OpenScape® PBX System). The middleware is available for most Property Management Systems.

HSC Connect provides you with the following key features:

- Check-In / Check-Out
- Remote Minibar Input
- Wake-up Service
- Remote Room Status Entry
- Do Not Disturb
- Charges—Call Data Record
- Message Indication
- Service Tracking

Cloud

Innovative, powerful and affordable cloud based property management system

HSC Cloud is especially designed for small properties, such as motels, B&B's, small hotel franchisees, apartment complexes and small hotel chains. HSC Cloud is being developed, having in mind that the mid-sized hospitality industry has similar challenges as big-sized hospitality industry, only the scale is smaller. HSC Cloud delivers all the hotel management system you need over the internet – as a reliable and affordable service.

As a complete hotel software solution it has many

useful features for managing one or more (small) property units. Covering all major and minor component of a hotel's requirements, such as online booking, check in – check out, housekeeping, maintenance and many other functionalities - it helps you generate new business, improve your staff's efficiency, and increase guest loyalty.

Entry

Hotel communication solution for small hotels and guest houses

HSC Entry provides invoicing of room charges, guest telephone and Internet usage, and provides a solution for handling reservations and room