



protel MPE/HQ

*The premium solution
for hotel chains*



*Our premium solution for hotel chains:
protel Multi Property Edition (MPE) and
protel for Headquarters (HQ).*

Hotel chains and large enterprises maximise their flexibility and efficiency by maintaining data centrally. Databases shrink while all the properties draw on the same guest data to boost their margins. Our core solutions bundle reservations, marketing and reporting to manage and control all activities, revenues and analyses throughout your company.

protel MPE is a central management system that can meld the most far-flung international locations into a unified whole. To use protel MPE across locations, you will need the right infrastructure. All hotels in the network access the same data stored centrally in a single Microsoft SQL database environment. Every protel MPE feature is available in real time 24 hours a day from every location.

protel HQ enables you to regularly exchange data between individual hotels that lack the data connection to be always online. You can specify the intervals when data is exchanged and what kind of data is synchronised. Unlike protel MPE, protel HQ stores the data locally at the hotels.

protel
MPE/HQ

The enterprise solutions *protel MPE* and *protel HQ* maximize the return on your IT investment. They can easily be customised to your needs, with features designed specifically for hotel chains and corporations. Achieving a stepped increase in the profit yield from your hotel group relies on the ongoing management of business process efficiencies, whilst driving opportunities for revenue growth. *protel MPE* is a proven enterprise-class PMS/CRS solution, that is both robust, highly scalable and supremely functional.

Central reservations

protel MPE: Hotels can access their own data in the central database and, if cross-property reservation is desired, that of other properties as well. The solution retrieves availabilities for all hotels in real time and immediately books the reservations in the central database. All the system features from Front Office, Banquet and Sales & Marketing are available for central users and for each connected hotel.

protel HQ: All the hotels in the network report reservations and availabilities to, and receive reservations from, the central system. As in *protel MPE*, you can book an unlimited number of reservations at several hotels in one simple step.

Central marketing

protel MPE: Each guest, company and travel agency is listed only once in the database for the entire hotel chain or corporation. If you wish, every property can have online access to all the information entered at the other properties. All sales data on revenues, lengths of stays and reservations are also available to your central sales team. That way, you can plan and control all your sales activities centrally. This is a perfect platform for centralising customer relationship management.

protel HQ: After each data exchange, the solution updates the most important information in the central profile database. If needed, one of your hotels can access the central profile database to harness the information provided by the other hotels.

Dual mode and gentle migration

Sometimes, the infrastructure is just not powerful enough. That's why we give our clients the option of running protel MPE and protel HQ in dual mode.

Hotels with leased lines use protel MPE. All the other properties, with dial-up or similar connections, log in via protel HQ. At regular intervals, these hotels exchange data with the central Microsoft SQL database in protel MPE.

A 'gentle' migration is a convenient way for customers to gradually phase out legacy systems. That spreads out investment over a longer period of time. In this kind of migration, the legacy systems are replaced gradually, while the local data is migrated to the central protel solution when needed. Hotels whose systems have not been migrated submit availability information to the central database via a web browser. That means all hotels can reserve rooms centrally from the very start.

Central reporting

protel MPE: With protel MPE, you can generate multi-hotel reports from the central database. With a single database and online-only access, these reports are always real-time analyses. Tailored user profiles determine which data each hotel can see. As in protel HQ, the Microsoft SQL database provides the perfect foundation for external analysis tools so you can evaluate as much data as possible. With the built-in business intelligence features, you can transform information into results.

The MPE principle

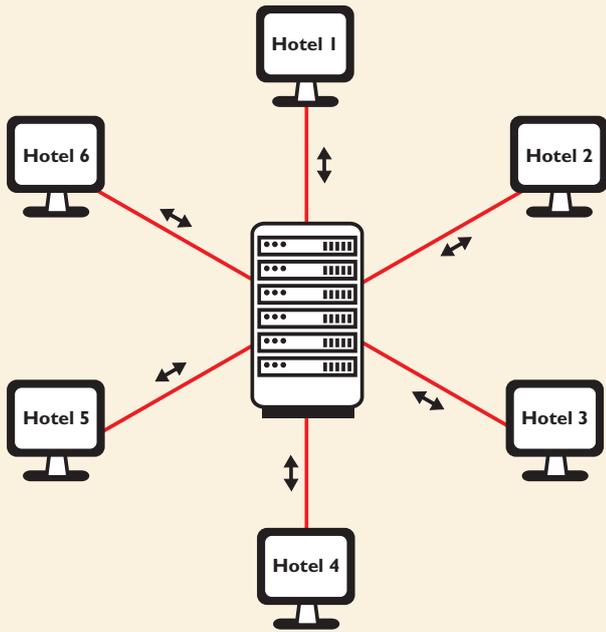
protel MPE is installed on a central server. Through broadband lines, the system is available to all users in the individual hotels 24 hours a day. Because the solution normally transmits only the on-screen data and not entire data records, it keeps transferred data volumes down. The upshot is that the system offers consistently high performance.

	Grand Chateau	Grand Hotel	Grand Mistral
8 current jobs	296	234	128
9 total jobs	341	14	6
10 occupancy %	86.5%	100.0%	100.0%
11 rooms occupied	432	164	88
12 rooms sold	432	164	88
13 rooms free	192	30	54
14 rooms to let	395	160	60
15 rooms out of order	16	19	6
16 rooms dis. inf.	0	0	0
17 rooms occupancy	71.5%	72.6%	57.3%
18 beds occupancy	81.2%	85.4%	83.6%
19 rooms complimentary	4	4	0
20 rooms double for single	3	4	2
21 revenue total	69,960,000	27,765,000	27,042,000
22 revenue total per sold room	162,200	165,200	312,000
23 revenue total per available room	114,550	167,800	110,000
24 revenue tags	41,780,000	17,880,000	17,200,000
25 revenue tags per sold room	97,800	109,000	285,000
26 revenue tags per available room	69,650	161,100	110,000

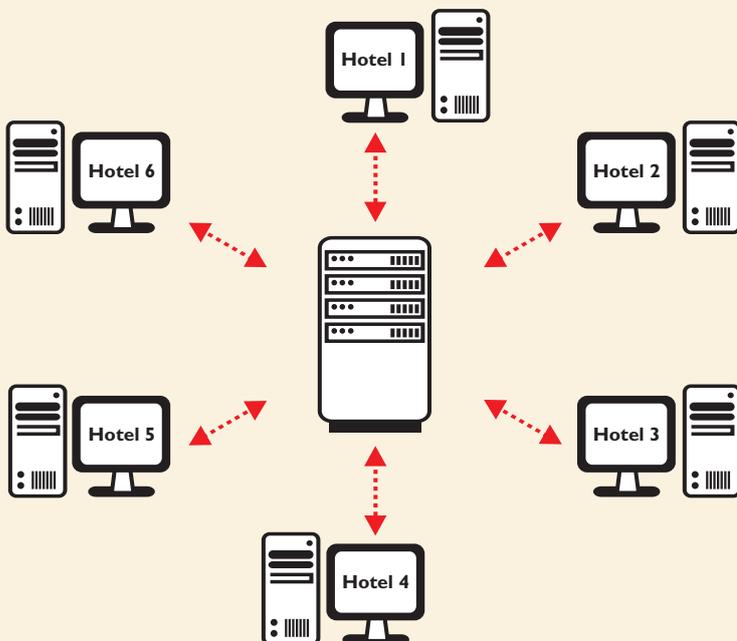
protel HQ: protel HQ delivers key indicators on your sales and occupancy levels. With slower data lines, it is a good idea to transfer a limited amount of information. The relevant data from the individual hotels is stored in a central SQL database.

The HQ principle

protel HQ interconnects independent locations so data can be exchanged regularly. protel HQ is the perfect solution when individual locations can't be connected through a powerful infrastructure or if there is no need for constant data exchange.



Our premium products build on the cutting-edge standard technologies developed by market leader Microsoft. That way, our clients can count on having a stable, powerful work environment. Training, operation, maintenance and upkeep are much easier and markedly cheaper:



Our portfolio

Besides protel MPE and HQ, we are also able to offer our customers other solutions to meet every need. And the modular design of our products gives you the freedom to add other functions to your system as and when you need them.

protel SQL Front Office

Successful hotel management with protel SQL Front Office: our premium solution supports all the workflows at hotels both large and small and delivers useful information and speed for your daily business.

protel SQL Sales & Marketing

Targeted sales and marketing activities are a key to your success – protel SQL Sales & Marketing module will support you in planning and implementation. Find out which guests, companies, groups, agents and entire booking sources generate the most revenues.

protel SQL Conference & Banquet

protel SQL Conference & Banquet will make you a perfect host for receptions, banquets and functions of any size. Verify long-term charts about your room bookings and plan every detail you need to make the event a resounding success.

protel smart

Our solution at a smart price. protel smart guides small and medium-sized hotels through processes: managing your rooms, making reservations, billing or attending to guests' individual needs.

Learn more about us!

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