Meet Eptera!

eptera

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Contents

Eptera is a Cutting-Edge Cloud PMS

- Eptera provides an all-in-one and innovative management toolkit for competitive hospitality players.

- Our mission is to reshape the future of the hospitality industry by digitizing hotel management, making it smarter, more efficient and user-friendly.

- Leave behind the complexity of managing multiple systems.

- Get ready to experience the efficiency and convenience of centralized management from a single and unified platform.

eptera   •   **Check-in to Success!**
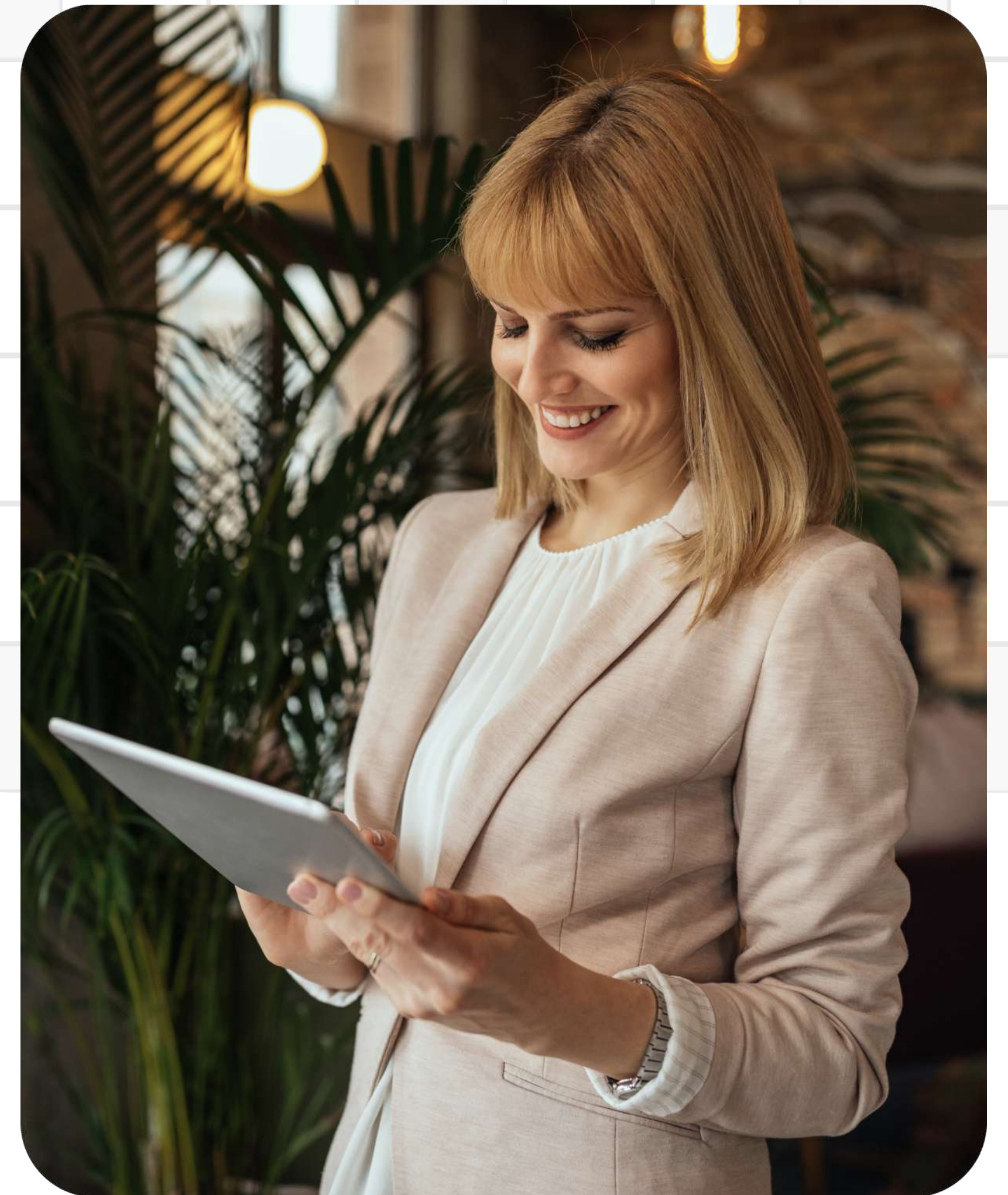
Technical Specifications
of Cloud PMS Eptera

Eptera can support tens of thousands of users at the same time and provides all the essential modules that large hotels need. But how do we make this possible?

- **Advanced Technology:** With a frontend built on Angular and a backend powered by Node.js, Eptera ensures a smooth experience. For mobile, we use Flutter.

- **Robust Infrastructure:** Running on Microsoft Azure and Kubernetes, Eptera offers automatic scaling, high performance, and flexibility, using databases like Microsoft SQL Azure, Firebase, and ElasticSearch.

- **Flexible Deployment:** Eptera can be installed on local systems via our Operator Module.

- **Quick Adaptation:** Our custom development platform and API framework allow us to quickly adapt to customer needs and industry changes.

Uncover the ease of perfect alignment with Eptera!

Hotel management is not just about

Hotel management is

also about

| Hotel management is not just about		Hotel management is also about
Managing reservations	→	Enhancing efficiency
Answering guests' questions and calls	→	Keeping in touch with guests after their stay
Providing accommodation services	→	Making data-driven decisions
Maximizing occupancy	→	Exceeding guest expectations
Minimizing costs and maximizing revenues	→	Sustainable financial growth

10 Reasons to Choose Eptera

- Zero initial set-up costs

- Needs Internet connection only

- Guest-centricity

- User friendliness

- Worldwide accessibility

- Seamless integration

- High level of data security

- AI-based structure

- 7/24 professional support

- Scalability

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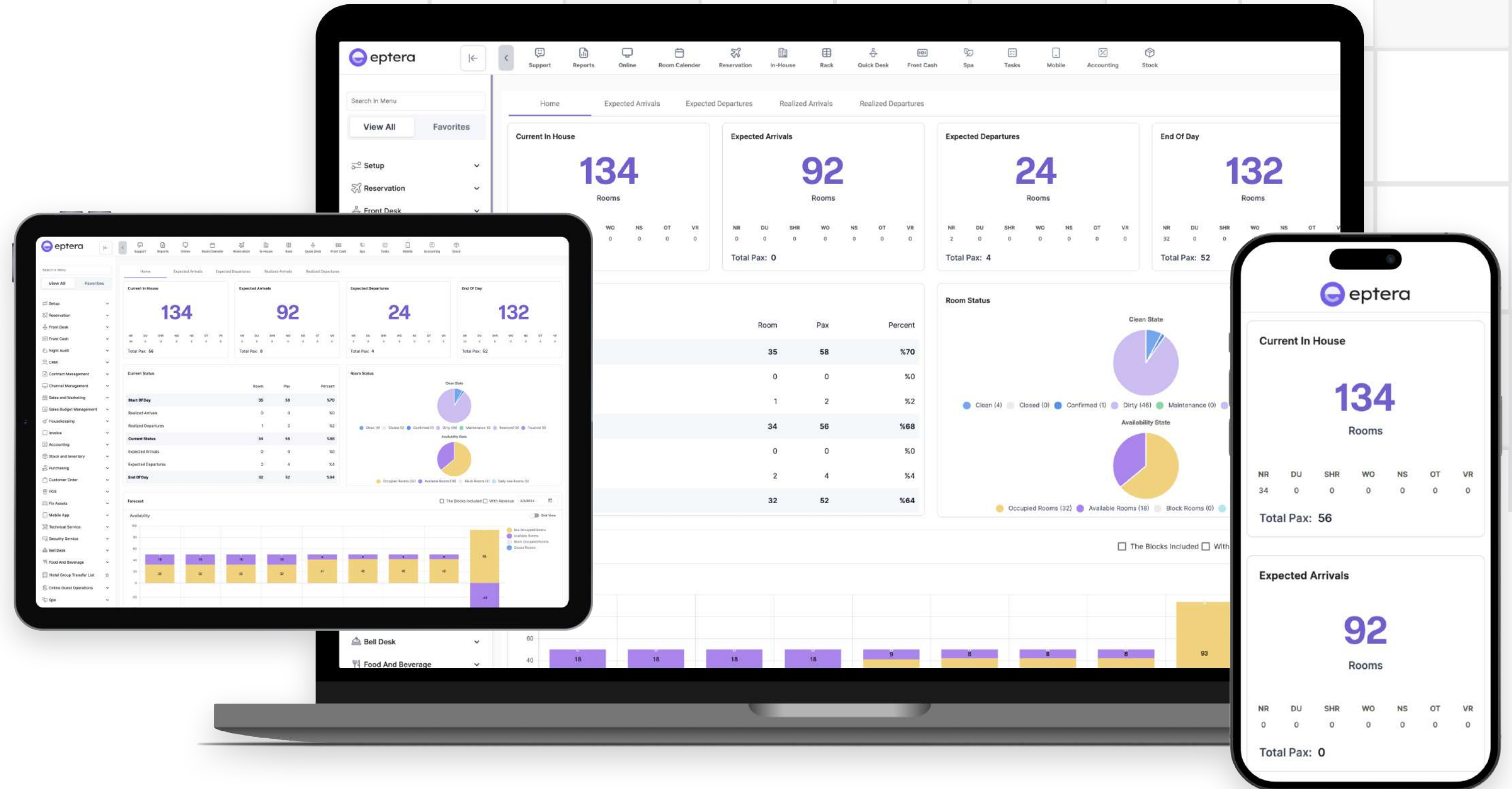
Eptera is Tailored to Your Business

Eptera's objective is to globally empower hospitality players.

As an Eptera user, you're not just running a business; you're well prepared to lead the industry.
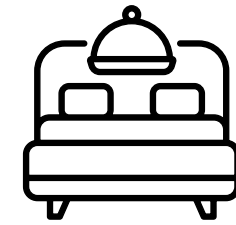
Eptera is designed for properties of all types and sizes all over the world, from small independent properties to large global chains and portfolios.
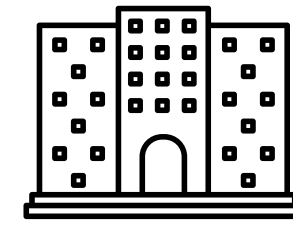
All-inclusive Hotels
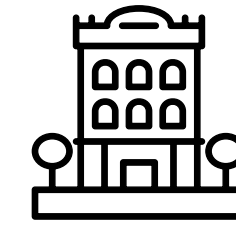
Boutique Hotels

B&B Hotels
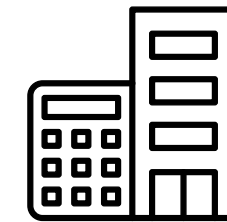
Budget Hotels
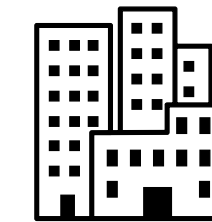
Chain Hotels
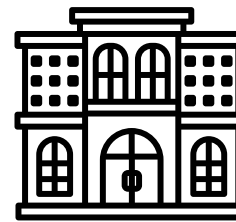
Luxury Hotels
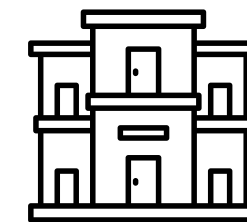
Motels
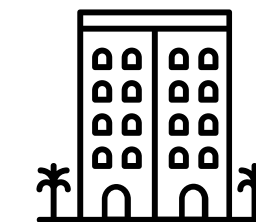
Resorts

Serviced Apartments

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Eptera Product Family

Take a closer look at Eptera's comprehensive product range:

Digital Menu
CRM & Loyalty
PMS
POS
Accounting
Human Resources

Sales & Marketing
OpenAPI

eptera

SPA
Stock Management

Channel Manager
Call Center
Booking Engine
Task Management
Guest App

206

Eptera

Operations

Hospitality's DNA entails serving others for personal satisfaction and being able to multitask even with closed eyes.

We are here to assist you!

Reservation Management

As a vital component for achieving a competitive edge in the hospitality market, reservation management is critical for optimizing occupancy rates and maximizing revenue. Effective reservation management enables hotels to efficiently handle bookings even during high-demand seasons without running a risk of overbooking. The reservation system isn't limited to room bookings only, it also manages packages including additional services such as transfers and tours.

Front Desk Management

Did you know that quick and efficient check-in/ check-out processes are among the top priorities of hotel guests? When the front office makes the critical initial in-person impression and welcomes guests, it needs to be swift and effortless. Ensuring a personalized experience for guests throughout their stays is also important and entails offering secure payment options, providing not just convenience but also peace of mind.

Night Audit

A proper end-of-day closure sets the stage for a smooth start on the following day. Potential mistakes during end-of-day procedures can pose significant challenges in accounting and front office operations. To this end, we have automated all end-of-day processes for minimizing errors, streamlining workflows, and maintaining a smooth inter-departmental operational cooperation.

Housekeeping Management

Inter-departmental communication is essential for meeting and exceeding guest expectations. Housekeeping staff can easily make use of a mobile housekeeping application to update the status of rooms while on the move. Real-time updates are instantly reflected in the system enhancing overall management of room availability. The system also facilitates direct messaging between departments, ensuring that guest requests are promptly addressed.

Eptera

Operations

Hospitality is about providing a home away from home.

We are partners on this special journey!

Sales & Marketing

Welcoming groups for various occasions like weddings, birthdays, and meetings, and ensuring they enjoy their stays is not always straightforward or easy. Successfully managing everything from offering special group rates to organizing event spaces to arranging all necessary equipment to curating banquet menus are all important pieces of the process. Using a single platform to manage all pieces guarantees seamless operations while synchronizing information across departments involved eliminates any potential confusion.

Call Center

Effective call center management serves as a vital link to guests. Whether they're making reservations, ordering services, voicing complaints, or seeking information; a well-managed call center enhances guest communication. By integrating your call center and PMS, you not only respond with a friendly voice but also streamline proposal tracking, payment processing and operational automation, blending human interaction with efficient management for superior guest service.

Task Management

Effective management of employee tasks, monitoring their progress, and ensuring completion are key to maintaining uninterrupted services in your hotel. This module functions akin to a manager, orchestrating workflow and enhancing time management. Utilizing work analysis and reports, you gain a comprehensive overview of your operations, highlighting areas for improvement. Keeping in mind that the satisfaction of your employees directly translates into the happiness of your guests fosters a positive environment for both staff and guests and results in smooth operations.

Eptera

Guest Journey

Do you know hospitality's best kept secret? Diversity.

Let's find unique people all around the world!

Booking Engine

While aiming to increase your hotel's visibility across various platforms, dealing with high commission rates can be a challenge. However, it's possible to achieve reservations without these added costs. You have complete control over your guests' booking experience. With the advantage of real-time data flow, you can maximize your hotel's occupancy rates. This is achieved by marketing your rooms, campaigns, and packages exactly as you wish. This approach not only enhances your revenue potential but also allows for greater flexibility and control over your booking process.

Channel Manager

Are you looking to connect with potential customers globally? To achieve this, having a presence on online channels and OTAs (Online Travel Agencies) is essential. Manually entering availability and pricing details on each platform can be a daunting task. That's where our services come in. Our efficient channel management simplifies this process, allowing for flexible pricing and saving you significant time. This not only enhances your competitive edge but also frees up time to focus more on guest satisfaction. With our help, you can extend your reach effortlessly while prioritizing the quality of your guest experiences.

Tour Operators

Alongside digital platforms, numerous local agencies can also bring in bulk bookings for your hotel. Directly engaging with these agencies and offering them special rates can substantially boost your reservation numbers. By doing so, you can enhance your revenue while ensuring guests from various countries receive the best possible prices. Manage bookings efficiently based on agency agreements, minimizing the risk of vacant rooms and human errors in the reservation process. This approach not only maximizes occupancy but also streamlines the booking experience.

Eptera

Guest Journey

The magic of hospitality lies in being at the right place at the right time!

Price Decision

Maintain awareness of regional competitors' services and pricing to strategize effectively. Utilize automatically updated data to swiftly adapt to market changes and make informed pricing decisions. Eliminate manual research to save time and resources.

Guest Web App

Enhance your immediate rapport with guests by providing a unified platform for all their needs. This platform allows guests to check-in early, process payments, report room issues, arrange transfers, and request medical help, among other services. Stay connected with your guests and swiftly cater to their needs with this comprehensive solution.

Payment Link

As payment methods evolve, providing your guests with quick and secure options becomes paramount. Modernize your hotel's transactions by offering link-based payments and instantly sending electronic invoices. This enhances guest satisfaction by streamlining the payment process.

F&B

Restaurants serve more than food, they serve experiences.

Aim to provide a unique experience!

POS

Your hotel's catering service is key to providing guests with a memorable stay. Using a POS (Point of Sale) system for things like designing menus, keeping track of stock, and monitoring orders, really improves your service. Guests can order food easily from their rooms or in your dining areas. This kind of top-notch food and beverage service can boost your income. Plus, letting guests pay for their meals at check-out makes things more convenient for them.

Digital Menu

Hotel restaurants are now updating their menus more often. Manually updating physical menus every time can be time-consuming and prone to errors. That's why digital menus are becoming more popular. When your menus are integrated with a POS system, they get updated instantly. With the added feature of multi-language support, your menus become accessible to guests from all around the world, ensuring a smooth service experience for everyone. This modern approach not only saves time but also enhances guest satisfaction.

Restaurant Reservations

Implementing a reservation system in busy restaurants greatly improves guest service. This system, which manages table numbers, guest count, and menus, enables a personalized dining experience, helping you better understand guest preferences. By managing restaurant bookings effectively, you enhance guest loyalty. Utilizing the detailed guest data from your Property Management System (PMS), you can offer guests their favorite drinks, creating memorable experiences and strengthening their loyalty to your hotel.

Complementary POS Systems: Simpra and Simphony

Simpra is a user-friendly, cloud-based restaurant management system offering flexible services on a cost-effective and pay-as-you-go basis ideal for streamlining end-to-end restaurant operations.

Simphony, an Oracle Hospitality restaurant management system, stands out globally in F&B management for chain businesses, offering unparalleled quality, reliability, and sophistication for comprehensive solutions.

Eptera is compatible with any POS system of your choice. We guarantee a smooth and efficient integration process with our advanced integration capabilities.

Eptera

SPA

You can experience as relaxed as your guests with proper management tools.

Reservations Management

Effective hotel SPA reservation management ensures that appointments are scheduled to meet customer needs and prevents any scheduling conflicts. Managing bookings adeptly, enhances SPA occupancy and guest satisfaction. Digitizing the booking process simplifies the experience for guests and streamlines operations, making the overall management more efficient. This approach improves customer satisfaction and contributes to smooth SPA operations.

SPA Staff Tracking

Optimal management of therapists is crucial for delivering superior SPA services and ensuring guest satisfaction. Proper staff coordination and management improve the SPA ambiance, positively influencing both guest experiences and staff morale, thereby boosting the SPA's reputation and fostering guest loyalty and positive reviews.

Member Agreements

The SPA package offerings play a crucial role in both customizing the guest experience and diversifying SPA revenues. These packages can encompass a range of spa services along with other hotel amenities, providing guests with a more comprehensive experience. Efficient management of membership agreements is key to rewarding and retaining loyal customers. By offering special discounts and exclusive deals through these memberships, you enhance guest satisfaction and encourage long-term loyalty.

Aqua Park Management

Offering immersive entertainment experiences, such as water parks, enhances guest satisfaction and boosts your hotel's revenue. Provide a memorable water park experience for your guests with the appropriate management system.

Eptera

Accounting

The happy moments experienced by guests are your most valuable revenue sources.

Inventory Management

Avoiding excess inventory and minimizing waste are key to enhancing cost efficiency at your hotel. Inventory management is a critical aspect of revenue management especially for hotels with multiple sources of revenue. Maintaining adequate inventory allows you to cater to your guests' needs on time. It also supports sustainable operations through effective supplier risk management, ensuring smooth and uninterrupted service provision.

Accounting

Maintaining oversight of all financial activities is crucial for safeguarding your hotel's financial health. The ability to monitor all transactions from income centers like the restaurant, spa, and front office on a single screen ensures accuracy in your accounting records. This practice ensures adherence to accounting standards and promotes financial integrity. Additionally, the ease of use and detailed reporting features facilitate informed strategic decision-making, streamlining your hotel's financial management process.

Purchasing

Effective purchasing management helps control costs and avoid unnecessary spending which in turn improves profit margins. Opting for high-quality materials and services positively influences a hotel's reputation. Establishing and maintaining reliable relationships with suppliers ensures a steady supply of materials necessary for uninterrupted operations and fulfillment of legal obligations and responsibilities, further contributing to the hotel's long-term success.

Fixed Assets

Centralizing the recording and monitoring of fixed assets in a single database helps maximize productivity by reducing asset idle time. Effective inventory management ensures that your hotel is fully prepared for any season.

Complementary Inventory Systems: Simpra and Simphony

Simpra Inventory is a user-friendly, cloud-based inventory management system offering flexible services on a cost-effective and pay-as-you-go basis ideal for streamlining real-time stock management.

Eptera is compatible with any Inventory system of your choice. We guarantee a full-fledged integration with our advanced integration capabilities.

Eptera

Guest Relations

Guests are located at the heart of your and our operations.

CRM

A hotel's preference to use CRM significantly impacts marketing and loyalty initiatives, enhancing the delivery of personalized services. By gathering and analyzing guest data, CRM enables the creation of more focused and impactful marketing strategies.Utilizing the insights gained from CRM to provide personalized guest services makes guests feel valued and cared for, not just during their stay but also before they book and after they depart. Through CRM, guests can feel like a part of the hotel's family, deepening their connection with your establishment.

Loyalty

Utilizing CRM to provide special offers is a strategic way to encourage guests to rebook thus enhancing repeat business. Loyalty programs that reward guests with points, exclusive benefits, or unique privileges play a crucial role in elevating brand awareness, forging a positive image, and securing a competitive edge in the market. These programs enable hotels to apprehend guest preferences and behavior, helping them establish enduring relationships with guests. This approach not only fosters guest loyalty but can also cement your hotel's reputation for exceptional service.

Eptera

Employee Journey

We firmly believe that satisfied employees lead to delighted guests.

Human Resources

Efficient management of personnel is crucial for the ongoing success of your business, particularly in the hospitality sector where staff are the cornerstone. Inadequate scheduling and resource shortages can disrupt operations significantly. Thus, meticulous monitoring of staff schedules, leaves, and salaries is essential. Eptera provides a unified platform to oversee all employee-related matters, enabling seamless staff management and ensuring operational tranquility.

Human Resources Portal

Achieving guest satisfaction starts with ensuring your employees are content and engaged. Bilateral tracking of key employment matters is essential. Implementing a corporate tool like Eptera enhances transparency and efficiency, allowing employees to securely access their personal information and submit requests. This clarity fosters a sense of security and reduces misunderstandings. With Eptera, empower your staff with the ability to reach out through forms anytime, and centralize request management for streamlined operations.

Eptera

OpenAPI Functionality

IoT integrations:

Smart Devices and Sensors

Door lock integrations:

Kale, Makfa, Neflock, BRASCO and Salto

PBX integrations:

Grandstream, Telesis and LG

TV integrations:

IPTV and Pay TV

The Eptera platform enables seamless integration with products essential for modern hotel management. We follow the latest technologies and trends to offer holistic management solutions. We're also open to evaluating and incorporating any specific products our business partners need for enhanced operational efficiency and guest satisfaction.

eptera • **Check-in to Success!**

Guest Life Cycle

Information

- Be fully accessible via phone
- Be visible on the Internet
- Establish a strong and coherent social media presence
- Use dynamic content based on SEO
- Share news
- Track your visitors and send personalized emails

Booking

- Display a strong existence on popular OTAs
- Use a powerful channel manager
- Have a working booking button running on a powerful booking engine on your website
- Send personalized confirmation letters
- Send automated follow-up messages for optional bookings
- Provide confirmation upon getting advance payments

Pre-Stay

- Send individualized multi-level pre-stay offers and e-malings with dynamic content
- Focus on cross selling and upselling
- Provide transfer services
- Provide a pre check-in option
- Automate room preparation
- Take online restaurant reservations

Arrival

- Welcome your guests like good friends!
- Provide quick check-in
- Provide guests with their room keys as soon as possible upon check-in
- Keep your guests' luggages safe by tracking
- Keep your guests informed
- Offer mobile check-in

Guest Life Cycle

Stay

- Prompt response to guest inquiries
- Track guest location and spending
- Inform guests of hotel activities
- Separate management of groups and individuals
- Manage your SPA efficiently
- Provide fast and efficient in-room dining experience

Departure

- Ensure swift and seamless guest check-in
- Provide diverse payment options for guest convenience
- Instantly communicate expenses with guests for transparency
- Deliver customized farewell messages to guests
- Eliminate manual payment errors for accuracy
- Promptly notify housekeeping of room vacancy

Post-Stay

- Gather feedback through post-stay surveys
- Send personalized thank-you emails to guests
- Offer exclusive deals for future stays
- Use reports to make decisions
- Analyze stay data for service improvement
- Maintain communication for lasting guest relationships

Eptera Manager

Gain comprehensive insights into your business through our mobile app providing real time access to data and reports. Effectively strategize any time, even just with your mobile device.

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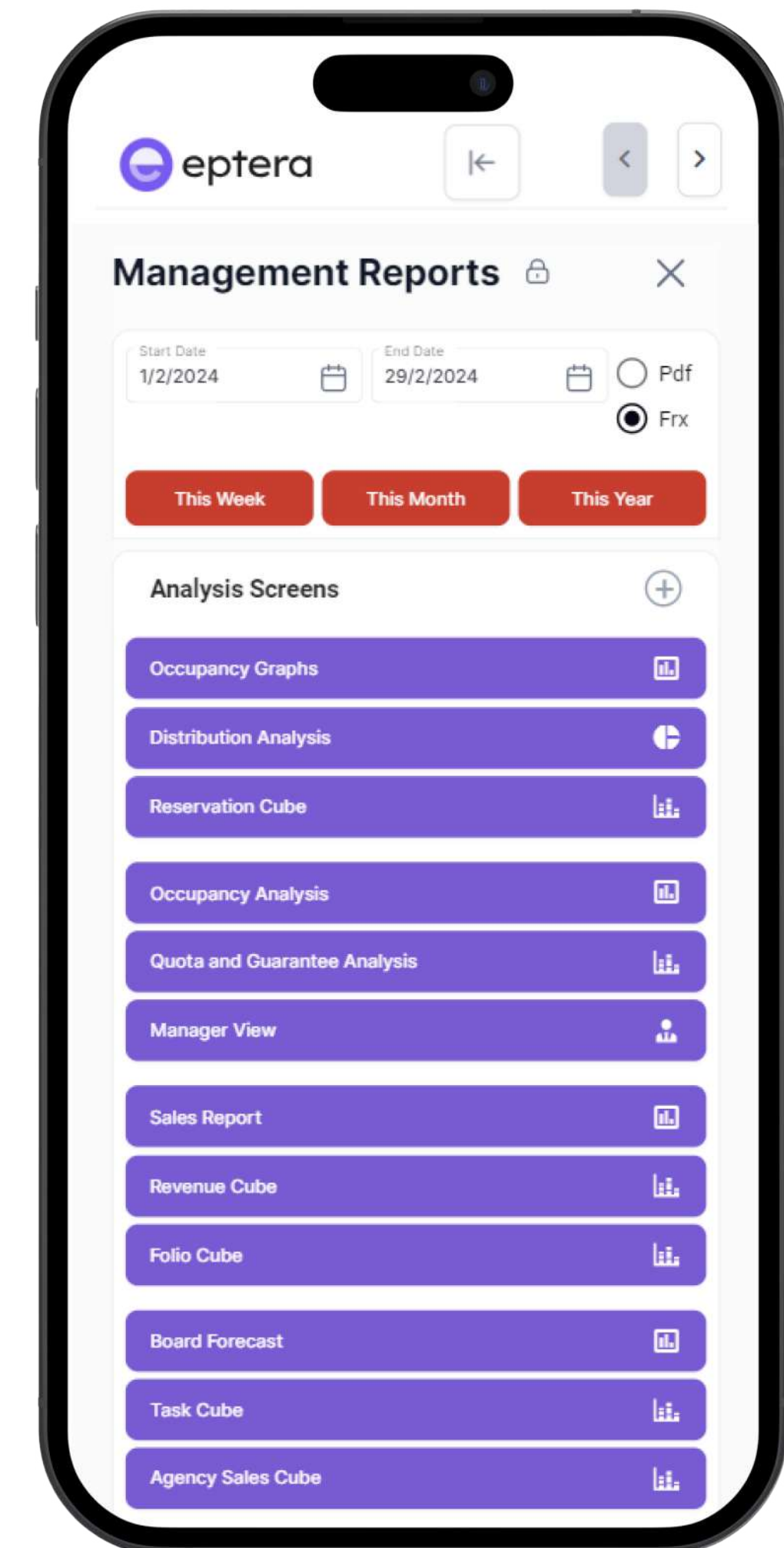
Pricing

Hospitality is making guests feel at home. Let's put a roof over our heads!

We make sure to provide you with the most favorable price offer customized for your hotel independent of the size of your hotel so that you can offer your guests an unforgettable accommodation experience while optimizing your budget.

eptera • **Check-in to Success!**

Contact Info

We are happy to share our story with you.

 Now it's your turn!

Let's have a quick chat, with no obligations,
to explore how to transform your property to succeed
in the era of cloud-based hospitality!

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