

Checklist

CHOOSE YOUR HOTEL SOFTWARE



Use this checklist during your meeting to question your potential technological providers. It will guide you through the important points in choosing a solution.

Name of the solution:

Date:

Name of the contact:

Email:

FUNCTIONS

- List my needs
- What does the solution do? What needs does it meet?
- Have I got control of the solution? Can I change it?
- How often is the software updated? Is it automatic? Is it free?
- What are future developments of the solution?

ERGONOMICS

- Does the interface seem clear?
- Is it easy to use for a novice?
- Does it need to be installed on a computer or can you access it with a browser?
- Can I access it on my tablet and/or my smartphone?

INTERCONNECTIVITY

- Can the solution already connect with other existing softwares? Which ones?
- Are there programming interfaces (API's) available?
- Can I manually extract information? How? Is data exportable in a useable format? Is all data exportable?
- Are interfaces, API's or export functions included in the price of the solution or are they an additional option? How much is this?

CLIENT SUPPORT

- Is there customer support?
- Is it free?
- When is it available? (7/7, 24/24, office hours)
- Does it offer a knowledge base? Training?
- How can I contact them?
- Is there a dedicated project manager?

REFERENCES

- How many establishments are already equipped with the solution?
- Do they correspond to my type of structure?
- How is customer feedback? The level of satisfaction?
- Is customer feedback available online? (outside the company's site: Twitter, review sites...)
- Contact three fellow hotels using the service

DURABILITY

- How long has the business existed?
- Where is it based?
- Does it subcontract its solution development or is it done internally?
- Is it profitable?
- Is data quickly and easily exportable in an useable format?

SECURITY & CONFORMITY

- Does the solution comply to regulations in force (NF 525, PCI, DSS, GDPR...)?
- Does it have a password security policy?
- Am I the only owner of guest data?
- Is the platform secure (https://)?

PERSONAL

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