

Increased flexibility and streamlined check in at Vox Hotel

— CASE —



VOX HOTEL

<http://voxhotel.se/>

These days, many hotels consider a cloud based Hotel Software to be an valuable asset. In this case you'll read all about how Vox Hotel in Jönköping use Nitesoft to streamline their business and keep up with the changing market.





WHY NITESOFT?

Before the opening of Vox Hotel, many different Hotel Management Systems were considered. According to general manager Alina Jernbom, the biggest reason for choosing Nitesoft was the self check in. The intuitive feature made it easy and time efficient for guests to check in and out by themselves.

Aside from a streamlined check in, Vox Hotel also specified that they were looking for a cloud based Hotel Management System. With Nitesoft's cloud based software they now have 24/7 access, from any location and any device with an internet connection.

A dimly lit hotel room with a large bed and a window. The bed has a tufted headboard and white linens. A window on the right side of the room offers a view of the ocean. The text is overlaid on the image.

ALINA JERNBOM

GENERAL MANAGER AT VOX HOTEL

“We really appreciate how open Nitesoft are for taking in our suggestions. Since the PMS is constantly developing and adapting to market needs, our wishes are always valued. This is what makes Nitesoft unique.”

EASY TO LEARN AND USE

Nitesoft has a seamless design, which makes it easy for staff to find what they're looking for. Whether they want to see how many rooms are available at a certain date, or make sure that a guest has paid for the stay. Another benefit is that the entire PMS is searchable, just like a website. As Alina explains, you don't even have to specify if you're searching for a guest, a company or something else. All you need to do is search – and it will appear. Just as if you were typing it into Google!

One of Alina's favourite things with Nitesoft is the drag and drop feature, making it easy to change room types. The system is also convenient in regards of adjusting room rates, depending on how many guests that are currently staying at the hotel. If the pressure on bookings are high, it's effortless for staff to raise prices and maximize revenue. Other systems are usually a bit more complex, demanding excess knowledge from the user.



FLEXIBLE FOR BOTH STAFF AND GUESTS

At Vox Hotel, many guests find it convenient to handle both payment and check in by themselves. Preferably the ones who return to the hotel on a regular basis. Alina believes that Nitesoft has been great for this purpose – making it possible for guests to check in and out, as well as pay for the stay, directly through the Hotel Software.

Alina also mentions that Nitesoft has helped to increase accessibility. Since the system is cloud based, staff don't need to be present at the front desk, or even by the computer, to access hotel data. If they for example get a question regarding the hotel while on the run, the PMS can be easily accessed from their phone. For example, to find out if a room has been cleaned or if a certain guest has checked in. Another great thing with the software is that it's easily integrated with other systems, so Vox Hotel can be flexible when choosing additional suppliers.

Vox Hotel was recently bought by the Nordic hotel chain Choice Hotels. Along with this there were also discussions about changing

Hotel Software, but Vox decided to keep Nitesoft, mainly because of the self check in feature. Today Vox Hotel has three self check in stations at the lobby. In case guests still need assistance, they also have at least one staff member by the front desk. Alina says that a big benefit with the self check in has been reduced lines, since check in hours has become more flexible. The process of checking in and out is also faster than before.

To sum up, Vox strives to be a modern hotel in forefront of the industry, which requires keeping up with the changing market and staying on top of features. For this, Nitesoft turned out to be perfect!

Are you looking for an efficient way to approach guests with needed information and smart upselling? [In this blog post](#), we'll explain how you can make automatization personal with a cloud based Hotel Software.

NITESOFT SOLUTIONS

IN ONE MINUTE

Nitesoft is a leading cloud based management platform for hotels, hotel chains and serviced apartments geared for reservations on the Web, flexible payment methods, guest check in self service, and many other features the market trends require.

Nitesoft PMS is provided on a Software as a Service (SaaS) basis and comprises features and functions for improved level of automation and daily operations. Nitesoft has been designed in close partnership with leading hotels with high level of automated processes and at the forefront of hotel concepts. The platform is intuitive, built on the latest Microsoft technical platform, extendable and scalable and quick to set up to a new customer.



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