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A Complete **Channel Manager Buyer's Guide** For Hoteliers

[Free Comparison Tool]

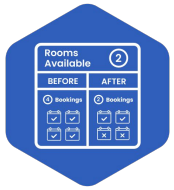
Channel Manager - A Complete Distribution Ecosystem

A hotel channel manager provides you a one-stop centralized control over your online inventory distribution and rate management on connected channels, giving you a global presence in the travel market.

Why do you need a channel manager?



To Automate Inventory Control



To Minimise Overbookings



To Optimise Revenue Generation



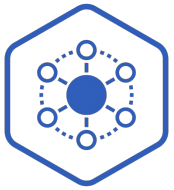
To Improve Guest Experience



One-stop Supervision for Rate Control



To Get Real-time Updates



To Connection with New Markets



To Get Centralized Distribution For Hotel Chains



To Maintain Rate Parity

Factors to consider while choosing a channel manager: **Buyer's Checklist**

Category	Features	eZee Centrix	Other Vendor
Inventory Management on Channels	**Dashboard and Quick Analytics** Does the channel manager provide information regarding your hotel's OTA performance, visitors, reservation summary and other quick analytics to help make swift strategic decisions?	Yes	
	Live Inventory and Constant Monitoring Does the channel manager transfer data automatically to your PMS and perform real-time inventory and rate updates across all channels?	Yes	
	Auto Mapping Does the system fetch and synchronize room-mapping information from extranet accounts automatically?	Yes	
	Minimized Overbookings and Under Bookings Can the channel manager minimize your hotel's overbookings and under-bookings?	Yes	
	Detailed Reporting and Update Logs Do you get summarized managerial and other reports? Can you track inventory and rate updates performed by other users?	Yes	
	Bookable Inventory Does the channel manager let you push future inventory on the connected OTAs?	Yes	
Guest Experience	**Guest Profile** Does your channel manager let your guests create their profile at your hotel?	Yes	

Category	Features	eZee Centrix	Other Vendor
	Service Requests Can your guests do self-check-in and request for services from their smartphones?	**Yes**	
Awards and Recognitions	**Booking.com** Is your channel manager a Premium Connectivity Partner of Booking.com?	**Yes** Booking.com Premier Connectivity Partner 2023	
	Airbnb Is your channel manager Preferred Software Partner of Airbnb?	**Yes** airbnb Preferred Software Partner 2024	
	Agoda Is your channel manager an Innovative Supplier of Agoda?	**Yes** agoda INNOVATIVE SUPPLIER	
	Expedia Does your channel manager have a standing connectivity with Expedia?	**Yes** 2024 Elite Partner	
Competitor and Channel Supervision	**Competitor Analysis and Comparison** Does the system let you monitor your competition on the connected channels and track their performance?	**Yes** Rate Shopper Tool	
Reach on Distribution Channels	**Number of connected channels?**	**130+** Top global and regional channels. Elite Partners of: go-mmt HOSTELWORLD bedandbreakfast.nl	

Category	Features	eZee Centrix	Other Vendor
	Does it cover all the channels that you are listed on or want to connect to?	**Yes, most of them.** However, we're open to add new channels as per the feasibility.	
	How many days does it take for a new channel to be added to the Channel Manager?	**1-5 Days**	
	Does it have connection with GDS?	**Yes**	
	Does it have connection with Vacation Rental Portals?	**Yes** We have iCal-based connections.	
Easy Evaluation Process	**Free Trial** Does the vendor provide demo of the system?	**Yes** Schedule a free demo from here.	
	Free Trial in Your Data Do you get a free trial in your data?	**Yes** You can get it from here.	
	Training Does the vendor provide you product training?	**Yes** We provide free unlimited training. You can also find our DIY product training videos on our YouTube channel.	
Revenue Management	**Yield Management** Does the channel manager help you maximize your revenue with effective rate management based on the occupancy of your hotel?	**Yes**	
	Linked Rate Plans Does the system reflect the changes in Master rate plan to the linked rate plans as per the set formula? (Master and Derived rate plans)	**Yes**	

Category	Features	eZee Centrix	Other Vendor
Payments	**Manage Pay@Hotel bookings** Can the channel manager send an online payment link to your Pay@Hotel guests to directly collect booking deposits?	**Yes** Reserve room only when you receive the deposit	
	Credit Card Centre Can you perform all credit card operations from one centralised location? i.e. verify credit card details, charge, authorize, capture, refund and perform many more operations in bulk with less efforts; thus avoiding last minute cancellation & no-shows.	**Yes**	
	New Cashiering Center Can you manage credit and debit functions for city ledger and travel agents with channel manager?	**Yes**	
Notifications and Tracking	**Low Inventory Notifications** Does the channel manager alert you about low or no inventory available on your connected channels?	**Yes**	
	Instant Notifications Does the system reflect the latest alerts, updates or important announcements from channels directly?	**Yes**	
	Failed Booking Notifications Does the channel manager instantly notify you on failed bookings from connected channels?	**Yes**	
Users and Access Rights	**Distinct User Roles** Can you have multiple user levels for your staff or departments in the channel manager?	**Yes**	

Category	Features	eZee Centrix	Other Vendor
	User Privileges Does the channel manager allow you to create functionality-level users?	**Yes** For example, if you want a user to access inventory management only.	
Channel Management and Operations	**OTA Vouchers** Do you get OTA vouchers of the bookings right in the system?	**Yes**	
	Upto how many channels can the Channel Manager connect your hotel to?	**Unlimited Number of Channels** You can connect to all channels listed in our **database**. However, we recommend you to connect to the best performing channels for your benefit.	
	Does the Channel Manager allow you to supervise channel-wise inventory and rates?	**Yes** For example: If you want to manage rate of your Executive Suite only on Booking.com, then you can do so.	
	Will the large number of connected channels affect performance of the Channel Manager, and not push real-time updates on the channels instantly?	**No** We have used a very robust algorithm in our channel manager, which ensures consistent performance even with large number of connected channels	
	Channel-wise Currency Settings Does the channel manager allow you to configure currency for each connected channel separately?	**Yes**	
	Channel-wise Tax Settings Does the channel manager allow you to configure tax for each connected channel separately?	**Yes**	

Category	Features	eZee Centrix	Other Vendor
	Does the Channel Manager perform these functions depending on each channel's feasibility: 1. Closed to Departure (COD) 2. Closed to Arrival (COA) 3. Minimum Length of Stay (MLOS) 4. Per-person Supplement 5. Breakfast Option 6. Stop Sale	**Yes**	
	OTA Billing Management Does the channel manager let you handle OTA commission and billing management separately?	**Yes**	
	Speed of Distribution	**4-10 seconds** We send updates to all OTAs in 4-10 seconds, whereas industry standard time is up to 2 minutes	
	Rate Parity Maintenance Does the channel manager help you maintain rate parity on different OTAs to which your hotel is connected with?	**Yes**	
	OTA Promotions* Does the channel manager let you manage the OTA promotions and messages on leading OTAs?	**Yes** *(on selected OTAs)	
Business Performance Insights	**Data Analysis** Does your channel manager have a complete hotel data analysis tool?	**Yes**	

Category	Features	eZee Centrix	Other Vendor
Business Performance Insights	**Channel-wise Revenue Analysis** Does your channel manager provide you with the revenue generation statistics on the room types and rate types?	**Yes**	
	Channel-wise Reports Do you get to know channel wise reports on revenue and bookings?	**Yes**	
	Other Detailed Revenue Analysis Can your channel manager retrieve region-wise and travel-agent wise revenue data?	**Yes**	
	Booking Cancellation Reports Does your channel manager provide you detailed reports on booking cancellation from each channel?	**Yes**	
	Average booking lead time Do you get to know the average booking lead time of your guests?	**Yes**	
	Guest Statistics Can you get a complete data of your guest through the channel manager? Will it help you to improve your business and utilise your best strategies?	**Yes, definitely!** Stats on repeat guest, night stayed, phone number, address & more	
Review and Reputation Management	**Review Gathering** Does your channel manager tracks your reviews from all the platforms and brings them under one roof?	**Yes** Through **Critique**, our online reputation management software.	
	Review Evaluation Does the channel manager allows you to precisely evaluate all the reviews with respect to various important categories?	**Yes**	
	Review Collection Does the channel manager allow you to collect more reviews on the TripAdvisor platform?	**Yes** Through **TripAdvisor Review Express Program**	

Category	Features	eZee Centrix	Other Vendor
	Sentimental Analysis Does the channel manager allow you to gauge your guests' attitude while they review you?	**Yes**	
	Review Response Does the channel manager allow you to respond to all the reviews from one place?	**Yes**	
	Language Preference Does the channel manager allow you to translate the reviews in your preferred language?	**Yes**	
	Performance Analysis Does the channel manager let you do a detailed analysis of your performance in form of graphical representation?	**Yes**	
	Competitor Analysis Can you follow your competitors' ratings on different channels for different parameters?	**Yes**	
Chain of Properties	**Centralised Inventory** Can you manage centralised inventory distribution for your hotel chain?	**Yes**	
	Single Login for Chain of Properties Can you manage inventory of your hotel group using a single login?	**Yes**	
	Centralised Travel Agent Profile Can the channel manager maintain travel agent profiles of all the properties in the chain?	**Yes**	
	Centralised Business Insights Do you get consolidated insights and reports of revenue, bookings, occupancy and more of your hotel chain?	**Yes**	

Category	Features	eZee Centrix	Other Vendor
Connection Type, Security and Stability	**What type of connections does the channel manager have with 3rd parties?**	2-way XML connectivity	
	Is the channel manager hosted on cloud?	**Yes** We use Amazon Web Services.	
	What is the server uptime guarantee?	**99.99%**	
Interface With?	**Data Security Measures** Does the channel manager vendor take any special measures for data security?	**Yes** PCI DSS COMPLIANT	
	eZee FrontDesk Desktop-based Hotel PMS	**Yes**	
	eZee Absolute Cloud-based Hotel Management System	**Yes**	
	eZee Reservation Online Booking Engine	**Yes**	
	Third party systems? Is the channel manager system interfaced with any third party PMS, booking engine except YCS?	**Yes** eZee Centrix is integrated with several third party systems. Contact our sales team for more information. ORACLE ChaletManager	
	Open to other third-party integrations? Is the channel manager vendor ready to integrate the system with a PMS of your choice?	**Yes** Contact our sales team for a feasibility check and timeline.	

Category	Features	eZee Centrix	Other Vendor
Interface With?	**Do you offer open API integrations?**	**Yes** We have a centralized platform to settle data connectivity hassles.	
Accessibility	**Mobile App for Channel Manager** Can you access the system from your smartphone and perform quick distribution operations at your fingertips?	**Yes** Through eZee Centrix Mobile App	
Support	**24x7x365 Live Support** Does the channel manager vendor provide support at any time to solve your queries?	**Yes** We provide support through telephone, live chat, emails and onsite implementation visits.	
	Multi-language Support Does the channel manager vendor provide support in your preferred language?	**Yes** We provide support in several languages with the help of our widespread partner network.	
	Implementation Does the channel manager vendor configure and implement the whole system for you?	**Yes** We perform 100% implementation of the system from our end and provide you a turnkey solution to get started with.	
	Dedicated Account Manager Does the channel manager vendor provide you a dedicated account manager who knows the in and out of your hotel and poses as a bridge between you and market managers as well as the OTAs?	**Yes** We have a fully devoted team of experts who will work along with you on your hotel's presence on global markets.	

Need a reality check on how your hotel business is performing?

Get A Free Hotel Audit Report Today!

About The Company - Yanolja Cloud Solution

33000+
Happy clients

200+
Distributors worldwide

170+
Countries

50+
Languages Supported

16+
Years In Industry

159K+
Users Of Software

yanolja
cloud solution

Increase your revenue with streamlined inventory distribution

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