



eviivo

The Multi-Everything Test: Is Your Property Management Business Set To Scale?

A guide and checklist for property managers and hoteliers

Introduction

Busting the myth: Technologies that help your business scale – all-in-one or APIs?

Whatever accommodation types you manage, your goal is to grow your business sustainably. However, growth often comes with complexity – especially when you're using a property management system (PMS) that isn't fully equipped to help you streamline as you scale.

If that's the case, then more growth inevitably means more costs and more headaches for your team:

- Navigating an increasingly tangled web of API (application programming interface) integrations.
- Constantly logging in and out of OTA extranets to make updates.
- Toggling between multiple systems and interfaces every day.
- Spending hours familiarizing your staff with multiple solution types.
- Constantly firefighting incompatibilities or inconsistencies between different systems.
- Lacking the full PMS functionality to manage daily operations from one place.
- Having limited, one-at-a-time access to units and channels from your PMS mobile app.
- Losing precious time dealing with third-party technical support.

Here's the truth. While leveraging certain API integrations is necessary to keep your business connected, becoming over-reliant on disparate, unsynchronized systems **simply slows everything down**. It's easy to be seduced by the latest widgets and add-ons, especially when constant new AI tools promise transformational outcomes.. For a while, they can be fun, inexpensive, and feel like progress. However, as you scale your teams and portfolios, this approach can quickly become fragile, a hindrance to growth, or a real cost burden.





When it comes to sustainable growth, the key to success is pace, not speed – as is the trust you place in any partnership with a technology company.

A comprehensive, all-in-one PMS with embedded AI and automation tools centralizes the management of all property types, bookings, guests, distribution and communication channels, as well as internal and external stakeholders. This generally yields much higher benefits:

- **Less to buy:** You pay for what you need as a monthly subscription, avoiding the spiraling costs of being forced to constantly buy and integrate new tools.
- **Less to learn and train on:** Your teams use a single, simple platform – one place where they can easily access everything they need to do their jobs.
- **Less to support:** You stop the finger pointing between solution providers every time there's a technical issue.
- **Less to maintain:** You access the best and latest features in one ever-evolving system, while avoiding constant compatibility issues.
- **And less to worry about:** You minimize stress and (finally!) get to focus on growing your business.

Whether you manage hotels, short-term rentals, or operate a hybrid model, an all-in-one PMS that is deeply multi-functional – in effect “multi-everything” – may not deliver every single micro-feature you'd like. But its seamless built-in functionality and simplicity are precisely the factors that help a business scale further and faster than a web of tangled integrations – and often more cost-effectively!





So, read on to discover the essential features of an all-in-one, multi-everything platform – and see how your current systems or processes compare by ticking the checkboxes in the evaluation tables we have provided.

This guide covers the PMS essentials for:

- A multi-property portfolio
- Multi-channel advertising and distribution
- Multi-channel communications
- Multi-user and multi-stakeholder management
- Multi-currency and multilingual capability
- Multi-device management
- Multi-dimensional structures

As you read through, remember that with a comprehensive all-in-one platform, all essential functionalities must pass muster when tested in a “multi-everything” environment:

- Booking and rate management
- Guest experience management
- Guest communications
- Distribution management (for your website and OTA channels)
- Invoicing, payments and accounting
- Owner reporting and access
- Security and user management

So, let’s get started.



**Multi-property:
Scale your portfolio with ease**

Does managing multiple properties feel like juggling too many balls at once? It will if your team uses different calendars, tools, and platforms to keep track of everything.

This fragmentation complicates workflows, increasing the risk of mistakes and making the very idea of scaling your business seem impossible. Therefore, your PMS requires certain core functionalities if you wish to grow with confidence – and without complications.

Support for hybrid accommodation types

More hospitality managers than ever are choosing to grow by combining different accommodation types that take full advantage of a location. This hybrid approach can involve:

- Combining private self-contained rentals and traditional hotel accommodation
- Offering short, medium, and long-term rental options
- Expanding a traditional resort by adding mobile or campground units or spaces

No matter how many properties you manage, **your PMS should give you simple, centralized control of your entire portfolio** and, if yours is a hybrid business, **support all accommodation types.**

Single booking calendar with effective filter capabilities

Aim to gain complete visibility of all your properties from a single booking calendar, with the ability to quickly filter your view by any number of criteria, such as:

- Property types
- Occupancy levels
- Capacity
- Availability
- Pet-friendly accommodation
- Custom-defined tags

Do your teams constantly have to switch between calendars because they cannot access a single view? This eats up a lot of precious time – especially when it leaves guests waiting on the phone...



Streamlining all of my properties into one platform has really **saved me tremendous amounts of time.**

Esther, boutique hotelier, US

Bulk editing and cloning features

If your teams have to log into each property individually to complete a configuration task, you need a PMS that helps you apply updates and automation rules to multiple properties in bulk.

With a PMS that allows rates, fees, extras, email templates, rental agreements and dynamic pricing rules to be pushed across properties and updated in bulk, you'll keep workloads streamlined as you scale. This includes the use of simple text placeholders to help you build effective, reusable templates that are populated with the relevant data for each new booking and guest.

Scalable onboarding processes

Cloning and bulk editing features also help accelerate portfolio growth by streamlining the onboarding of new properties. With the ability to set up “model units“ and replicate them in a click, you speed up the configuration and launch of subsequent units.

To get new properties live faster, your PMS should support a rapid onboarding flow that reduces admin and keeps you focused on acquisition. This begins with step-by-step guidance during online setup that includes on-screen assistance and live chat support at your disposal. From there, native AI tools should help you create high-converting property descriptions fast – then translate them into multiple languages with the press of a button.








Full multi-property website and/or booking engine







Does your PMS come with a single multi-property booking engine or website? Is your own direct multi-property booking platform able to deep link to each owner’s individual website? Can you have both, and increase margins by supplying dedicated websites to owners of the properties you manage? These are the questions to consider if you want to get your full portfolio online.

AI-powered dynamic pricing engine

How do you keep your pricing optimized across multiple properties – particularly as you branch out into different markets and/or property types? The fact is, keeping pace with real-time demand across an evolving portfolio requires you to automate rate updates.

While many property managers rely on third-party dynamic pricing tools, having an AI pricing engine embedded in your all-in-one system greatly simplifies rate management. It can also harness hundreds of additional demand signals from within the PMS, as well as external data. To retain granular control of AI-powered pricing, look for a solution that lets you configure one or more goals, such as “higher ADR” and/or “More occupancy”, while letting you apply dynamic rate updates at the unit, property, or group levels - and retain the option to override AI pricing at any time.

Does your PMS ...	Y/N	eviivo Suite
Allow you to view and manage multiple property types via a single calendar, a single login, and a single mobile app?		
<p>Quickly filter your calendar view or booking list by:</p> <ul style="list-style-type: none"> • Property type? • Accommodation type or grade? • Availability? • Capacity? • Amenities? • Other custom tags? 		     
<p>Bulk edit and clone the following across properties:</p> <ul style="list-style-type: none"> • Rates? • Extras and fees? • Email and message templates? • Dynamic close-out and pricing rules? • Promos? • An entire unit configuration? 		     
<p>Display your portfolio online with:</p> <ul style="list-style-type: none"> • A multi-property booking engine? • Custom search filtering? • A quick availability overview? 		  
Provide dedicated individual websites for each owner of the properties you manage, under your own multi-property booking site?		
Give each property you manage its own website and instantly add it to your multi-property site?		
Clone your “model” unit for faster onboarding of subsequent units?		
<p>Accelerate onboarding with:</p> <ul style="list-style-type: none"> • Step-by-step guided setup, including on-screen help and live chat support? • Configurable “model” units you can clone for subsequent units? • Auto-imports of existing Airbnb and Booking.com listings? • AI tools to generate and translate high-converting property descriptions? 		   
Automatically map new properties, rooms, and units to major OTAs?		

Does your PMS ...	Y/N	eviivo Suite
Automatically map new properties, rooms, and units to major OTAs?		
Put multiple inventory units off sale at the same time, across properties, by applying blocks in bulk?		
Configure owner charges and fees, apply them automatically, and quickly enable them across multiple properties?		
Manage individual charts of accounts and ledgers for different property sets, by area, property type, ownership type, or any other custom criteria?		
Support the creation of rich profiles for every owner and owner company, enabling all necessary data to be easily extracted for regulatory reporting purposes (e.g. 1099-MISC in the US, DAC7 in the EU)?		
Use embedded AI pricing to dynamically update rates across your properties in line with pre-configured goals, applicable at the group, property or room/unit levels?		



**Multi-channel Pt. 1:
Advertise and distribute your
accommodation with ease**

Your PMS boasts automated connections to hundreds of channels. So why is your team still forced to spend hours manually updating listings across individual OTAs? This not only wastes time – it increases the risk of errors like double bookings or outdated information being displayed online.

The truth is many property management systems opt for quantity over quality with their automated channel connections. But what sets a true multi-channel PMS apart is the **depth** of its integrations with the leading OTAs. Here are some of the key features and functionalities to look out for:

Rapid auto-onboarding

This refers to the ability to import bookings and listings easily, to the full extent permitted by OTAs. To scale your portfolio, adding new units and getting them live across all channels should barely take an hour's work.

And if listings do not exist yet, a good multi-channel PMS should include bulk edit and cloning capabilities. Then, once your portfolio is configured and ready in your PMS, a few simple clicks should suffice to convert each unit into the relevant listing for all major channels.

Extensive auto-mapping

A channel manager's capabilities should go beyond just synchronizing rates and availability. Auto-mapping means that **every update you make in your PMS is pushed out instantly** to all connected OTA channels – including updates to photos, descriptions, amenities, policies, fees, extras, taxes, promos, guest reviews and messages, and more. Equipped with this depth of connectivity, your team saves countless hours and reduces errors, while your listings stay up to date.

Once connected, make sure your teams have the time-saving ability to manage updates across your channels entirely within your PMS. Whether they're configuring rates, extras and promotions per channel, or responding to messages from leading OTAs within a single unified inbox, they won't need to **waste time jumping between extranets**.



Controlled distribution

Your PMS should allow you to distribute your listings instantly across your website, all major OTA platforms, and key local tourism sites – quickly and effortlessly.

However, when a vendor sells you 600 channels – beware! The top 5 OTAs cover 95% of the online booking market, while everyone else fights over the remaining 5%. Therefore, there is very little benefit in distributing your accommodation across hundreds of channels. It complicates everything for very little return.

Instead, gain maximum efficiencies with the five most important global players – then focus your time and resources on encouraging the direct and repeat business that’s high-margin and commission-free.










Seamless guest communications

Strong multi-channel capabilities are not only essential for bookings and data but also for guest reviews, communications, and messages. **A good multi-channel PMS integrates messages and guest reviews from all major OTA platforms.** We’ll focus on this in more detail in the next section.

Does your PMS ...	Y/N	eviivo Suite
Support Agoda, Airbnb, Booking.com, Expedia, Google, Vrbo, your local tourism board?		✓
Import Airbnb and Booking.com listings into your PMS to quickly onboard new units into your portfolio?		✓





Does your PMS ...	Y/N	eviivo Suite
<p>Automatically map the following to ALL major OTAs (i.e., no extranet access needed – one update and all platforms are automatically updated):</p> <ul style="list-style-type: none">• Photos?• Descriptions?• Policies?• Amenities?• Extras and additional fees?• Tax information?• Access codes and check-in instructions?• Guest reviews?• Guest messages?• Promotional rules?		
<p>Let you control every rate plan, extra charge, or promotional rule by channel (individually and in bulk, manually or automatically)?</p>		
<p>Synchronize your website with all your connected OTA channels?</p>		
<p>Instantly update and remap dynamic rate and policy changes across all relevant channels?</p>		
<p>Reconcile OTA commissions and payouts instantly when you receive a booking?</p>		
<p>Generate fully itemized guest invoices showing the gross price paid by the guest (rather than the OTA wholesale price) with a matching credit to reflect any item prepaid via the OTA?</p>		
<p>Automatically increase/decrease prices or put inventory off-sale by channel, based on your occupancy level?</p>		
<p>Automatically send a customizable booking reconfirmation for every OTA booking?</p>		
<p>Support auto-review templates for Airbnb and Vrbo to save time rating your guests?</p>		



**Multi-channel Pt. 2: Communications –
Phone, mail, AI chat, SMS, WhatsApp,
OTA APIs**

Happy guests and great reviews remain the number one factor for growth. Good reviews increase your rankings and your conversions, bringing about higher levels of high-margin, commission-free direct and repeat business.

So controlling guest communications across your portfolio and distribution network is vital – and this is where a solid unified inbox makes a world of difference!

Unified multi-channel inbox

Look for a PMS that provides a multi-channel inbox capable of receiving messages and communications via:

- Email
- Messaging APIs to all major OTAs: Booking.com, Airbnb, Vrbo, Expedia, Google
- Chatbot transcripts from your own website
- WhatsApp messages
- SMS messages

When every message comes to you in one single place, you get the reassurance of knowing that you'll never miss a beat. And even better if that place provides copious opportunities for your team to easily record and share notes, including:

- Booking notes
- Guest notes (preferences)
- Cleaning notes
- Overall day notes

Automation

Managing communications with all your guests is one of the most demanding activities. Time-consuming challenges include avoiding errors or spelling mistakes that leave a bad impression, and navigating the language differences that can present an additional hurdle.

A modern PMS uses AI and other technologies to help you cut that time right down – without the need to purchase expensive add-on technologies! Here are some examples:

- **Self-learning AI-generated replies:** Internal statistics show that AI-suggested responses account for 90% of all guest communications for eviivo customers who use this feature, with 60% of these responses requiring no human modification. Imagine the time savings!
- **Self-learning AI-powered chatbots:** These tools can not only address any online guest inquiry but can also respond in the guest's preferred language.
- **Automated communications:** Look for a PMS that can generate and send critical communications automatically, at every step of the booking journey:
 - Confirmations
 - Payment requests (including a link where guests can pay safely online)
 - Rental agreement signatures
 - Feedback requests (ideally before check-out, to deflect any bad reviews – best you receive them first, rather than Tripadvisor!)
 - Registration forms, invoices
 - Card declines
 - Online check-in/check-out

All this can be automated 100% with the right PMS. While some PMS systems support the automation of routine communications, check whether your system allows you to modify – or simply pause – them on the fly, from desktop or mobile, so that you stay in control.

Does your PMS ...	Y/N	eviivo Suite
Support communications via email, chat, OTA platforms, SMS and/or WhatsApp?		✓
Centralize guest communications from the following channels in one AI-powered messaging inbox: <ul style="list-style-type: none"> • Booking.com? • Airbnb? • Vrbo? • Google? • Expedia? • Your own website? 		✓ ✓ ✓ ✓ ✓ ✓
Let you pre-approve guest booking inquiries, send quotes, and handle booking modification requests via supported OTAs entirely from your unified inbox?		✓
Provide an AI-powered, multi-lingual concierge chat service on your website 24/7?		✓
Support AI-powered suggested responses, including instant translation to the guest's native language?		✓
Provide automated but fully customizable confirmations for your direct bookings and automated 're-confirmations' for all OTA bookings?		✓
Provide automated payment requests allowing guests to click on a link to pay securely (adhering to PCI-DSS standards)?		✓
Send automated feedback requests to collect guest reviews; automated check-in and check-out instructions; or any other custom message to accompany the guest journey?		✓
Provide auto-review templates for Airbnb and Vrbo to save time rating your guests?		✓
Allow you to pause or override scheduled messages on the fly, from desktop or mobile?		✓
Provide all the above natively without the need to buy any add-on widgets?		✓



STAKEHOLDERS



Multi-user: One system, multiple stakeholders

From staff to cleaners, and external contractors to the property owners: giving multiple stakeholders access to your property management tools is critical to smooth operations as you scale.

Here's the conundrum: how can you manage granular permissions across different properties, users, and teams, safe in the knowledge that each stakeholder only sees the data relevant to them – while allowing your own team to manage the entire portfolio via a single login?

The more you grow, the more stakeholders you need to manage, and the more complicated this gets. Inadequate security and user management capabilities quickly become one of the biggest hurdles, as they may require constant switching between accounts and/or prevent the bulk management of critical tasks across the portfolio. This increases the time your team needs to get things done.

However, the sign of a strong multi-user PMS is how it transforms collaboration for the better. For example, let's say your core team has access to the entire portfolio from the PMS, with the ability to view and manage everything from a single booking calendar. Meanwhile:

- “Owner A” has access to the same calendar but can only see their own properties and minimal data
- Likewise, the permissions of “Owner B” are restricted to their own property set only
- The outsourced cleaning team is given access to the entire portfolio but with reduced permissions, limited to the cleaning status of your inventory, their cleaning instructions, and/or turnover and shift information

Granular roles and permissions

A multi-user PMS offers a broad range of user roles to suit specific user types. Permissions are restricted to specific functions, right down to the task levels and/or specific data sets.

Robust, granular multi-user permissions, based on roles or key tasks, not only enhance security. They are also a huge time-saver when onboarding new staff or properties.

Teams

Your PMS should give you the ability to organize users in ‘Teams’ that share the same roles, permissions, and property access rights. This enables you to:

- Add any new employee to the relevant team and have them instantly inherit the correct permissions
- Remove any leavers from the team easily
- Assign contractors, cleaners, and owners to a specific team with the relevant permissions

Many PMS providers offer a limited set of permissions and roles – let alone the ability to attribute these to a team!

Property sets

Finally, each user or team can be assigned to a specific property or “property set”, which helps limit their access. Most PMS systems ignore this capability entirely.

With granular role or task-based permissions (comprised of users, teams and property sets), you can **manage permissions with ease and safely protect data, while giving all users easy, secured access to what they need.**

But above all, the ability to **quickly add / remove joiners and leavers** from the relevant team, **or add or remove a property from a property set**, is a **huge time-saver when managing growth.**

This type of multi-user permissioning system allows you to offer **deeper self-service features to external stakeholders**, such as cleaners or property owners, and to do so securely online or via a mobile app.

This extends beyond access to the PMS. With the right system, property owners can be given unique ownership ID credentials to access gated custom pages on your website, serving as a branded portal from which they can effortlessly view your monthly financial statements.










Global contact management

Contact management is a great area for exploring how robust PMS user controls work in action. Growing accommodation businesses need to keep track of a wide range of stakeholders, including guests, property owners, and vendors. With granular roles and permissions embedded in the PMS, group-level admins can:

1. Categorize each individual contact (e.g. “Guest” “Property Owner” “Vendor”)
2. Manage clean profiles for each category in a centralized address book
3. Securely share role-based access to that address book across their portfolio

Consequently, property management teams can access, view and manage an extensive corporate address book, while owners gain their own ‘Guest Book’ (subject to permission) containing only details of individuals who stayed in their property.



Does your PMS ...	Y/N	eviivo Suite
Leverage over 25 distinct user roles with specific permissions to ensure secure, controlled access to data, right down to the task level?		
Allow you to organize internal and external stakeholders in 'teams' to easily assign/manage permissions in bulk?		
Restrict the roles and permissions a user or team is given to a specific property or property set, therefore organizing access in clusters?		
Create custom reports and share these only with specified users or teams?		
Safely give external stakeholders and cleaning/housekeeping teams access to the relevant property data via a mobile app, while protecting access to sensitive information (e.g., guest personal data, financial or booking information)?		
Centralize contact information for stakeholders across your portfolio (including guests, property owners, and vendors) in one Contact Address Book, with access controlled at group-level and granted only to permitted users?		
Support unique Ownership IDs enabling property owners to access monthly financial statements from a branded online portal?		



Username



[Forgot Password?](#)

Remember Me

LOGIN

REGISTER

Multi-device: Smartphone access for all and centralized control of smart locks

It's impossible to scale an accommodation business today without the help of various electronic devices. Whether they're mobile devices you use to manage properties on the go, or ones you install in-property to enable guest access, connecting these devices to your PMS is a must for real-time, remote operational control 24/7.

Secure smartphone access for your extended team

Being tied to a desk all day is not an option for busy property managers and hoteliers. That's why 91% of independent accommodation providers deem a PMS mobile app "extremely important" to running their business.*

However, many PMS providers offer a limited mobile app, making it harder to manage your properties on the go. This forces you to rely on desktop access or slow, cumbersome browser-based access via your smartphone, rather than native mobile functionality.

A multi-device PMS comes with a fully functional mobile app that lets you to manage all your properties anytime, anywhere. It also provides smartphone access for your extended team, including:

- Outsourced contractors
- Cleaning teams
- The owners of the properties you manage

A comprehensive multi-channel mobile PMS app is a must for today's accommodation businesses, enabling teams to do more on the move, including:

- Manage bookings and rates
- Message guests and managed scheduled communications via OTAs, email, SMS and WhatsApp
- Coordinate cleaning schedules
- Review KPIs
- And much more


All stakeholders need the ability to perform essential tasks at their fingertips, within a single mobile app. This not only saves time but also ensures smooth workflows – no matter where you are, where your team is, or what they're doing. You're always 'here' ... even when you're not.

*eviivo/SurveyMonkey survey of 1,000 hosts, property owners and boutique hoteliers.

Secure smartphone access for your guests

With a smart, fully responsive booking engine, your guests are able to book direct easily from their smartphone, then return to their booking at any time to:

- Verify their itinerary
- Pay any deposit due
- Add extras to their bookings (permitted by very few PMS systems!)
- Sign a rental agreement
- Review check-in instructions and retrieve access codes
- Review a check-out task list



With 45 properties located in 6 different cities [. . .] I needed **a laptop in my pocket that centralized everything.**

Olivier, PMC Manager, France


Remote smart lock management for frictionless check-in

Supporting smooth contactless check-in across a growing rental portfolio or a busy hotel requires you to keep control of numerous smart lock devices.

A strong all-in-one PMS centralizes this control within a single device dashboard, so you manage access across locations, units, properties, and lock manufacturer brands with less hassle and total visibility.

Here's how it works in practice. Once a smart lock is connected to a specific unit in your PMS device dashboard, you're able to monitor it and lock or unlock the door remotely. More importantly, the PMS now automatically generates a time-controlled access code for each new booking on that unit. To keep full control of the guest journey, make sure you can configure access codes to be sent only once guests have met certain pre-arrival conditions (such as paying their deposit!)

With smarter lock management integrated into your PMS, you simplify and secure remote access while ensuring check-in goes smoothly for every guest.



As we continue expanding, eviivo's comprehensive smart lock integration lets us manage access seamlessly across properties, making it easy to scale further with confidence!

Mathieu, Multi-Property Owner, France



Does your PMS ...	Y/N	eviivo Suite
Support core essential functionality from any browser, tablet or mobile?		<input checked="" type="checkbox"/>
Allow your teams to perform the following tasks from their smartphone or tablet? updated): <ul style="list-style-type: none">• Receive instant push notifications regarding bookings and guest messages?• Search, create, modify, and cancel bookings regardless of the booking source?• Access multi-channel, multi-property views and filters, including aggregated snapshot totals?• Easily swipe across your booking calendar or portfolio?• View all bookings for all channels across the portfolio, or for one property only over the full year?• View daily, real-time snapshots of your KPIs (check-ins, departures, new bookings, cancellations, deposits, etc.)?• Adjust rates and minimum stays by a fixed amount or % for any period?• Manage manual and automated guest communications from multiple sources (Booking.com, Airbnb, Vrbo, Expedia, Google, your own website and email, SMS and WhatsApp)?• Leverage AI-generated suggested replies, 'quick response' templates, and auto-reviews of guests?• Communicate with housekeeping and maintenance teams from an in-app cleaning dashboard?		<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>
Allow owners to access their portfolio and perform the following tasks from their smartphone: <ul style="list-style-type: none">• Receive booking notifications?• Book a stay in one of their own properties?• Review performance & occupancy?• Other permitted tasks?		<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>
Allow cleaners to perform the following tasks from their smartphones, all subject to the relevant data permission restrictions: <ul style="list-style-type: none">• Review cleaning instructions?• Review the status of a room or unit?• Report issues and status changes instantly?		<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>





Does your PMS ...	Y/N	eviivo Suite
<p>Allow guests to perform the following tasks from their smartphones:</p> <ul style="list-style-type: none">• Browse through a fully responsive version of your website, designed to look great on mobile?• Access their booking at any time during their journey to:<ul style="list-style-type: none">- Verify their itinerary?- Check-in or check-out?- Buy extras?- Sign a rental agreement?- Complete a payment?		<ul style="list-style-type: none">✓✓✓✓✓✓
<p>Support seamless contactless check-in at scale by enabling you to:</p> <ul style="list-style-type: none">• Manage smart lock devices across your portfolio from a single device dashboard?• Integrate lock models from a wide range of manufacturer brands, including Schlage, Yale, Salto, TLock, August, and many more?• Automate time-controlled door access codes for each new booking, sent subject to pre-defined conditions being met (e.g., rental agreements returned, deposits paid)?• Lock/unlock doors, update access codes, or activate/deactivate smart locks remotely?		<ul style="list-style-type: none">✓✓✓✓

Русский

Deutsch

Bahasa In

Español

ภาษาไทย

中文

한국어

日本語

Fra

Translate

**Multilingual and multi-currency support:
Welcome the world**

If you cater to international guests, providing a smooth, localized experience throughout their journey can be challenging. A PMS that doesn't support multiple languages or currencies is going to fracture the guest experience and complicate your financial reporting across regions.

By contrast, a multilingual and multi-currency PMS ensures you, your teams, and your guests are all speaking the same language!

Providing a seamless guest experience starts with your website. So, **ensure travelers feel welcomed from the first interaction** with booking pages that can display content in different languages and currencies. Your PMS should also integrate AI messaging tools that generate intelligent responses to website inquiries or guest messages in the inquirer's chosen language. By setting up a **multilingual website journey**, you create a smoother path to bookings, wherever your prospective guest is based. Once they've booked, ensure you offer them a warm, localized reception by providing a helpful online welcome guide that the guest can view in their preferred language – and which it only takes a second to AI-translate from within the PMS.

Handling finances across different regions also becomes straightforward when you're able to **process bookings in two currencies simultaneously**. This not only enhances the guest experience but also ensures compliance with local regulations, making international operations smoother. And if you operate in a market whose currency is not supported by certain channels, you can manage everything in your local currency while settling commissions and reconciling OTA bookings in another.



Does your PMS ...	Y/N	eviivo Suite
Let you ensure your websites welcome guests from around the world with booking pages that are multi-currency and multilingual?		✓
Enable you to set up the name and descriptions of taxes, fees, and charges in multiple languages for the convenience of your guests?		✓
Leverage a multilingual AI messaging tool that responds to prospective guests' online inquiries in their chosen language?		✓
Let AI automatically suggest intelligent replies to guest messages – in any number of languages?		✓
Enable you to create and AI-translate branded digital welcome guides for each of your properties?		✓
Allow you to run your books in two currencies at the same time to maintain accurate financial records and comply with local regulations while managing reconciliations in another currency?		✓



DATA

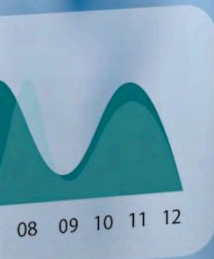
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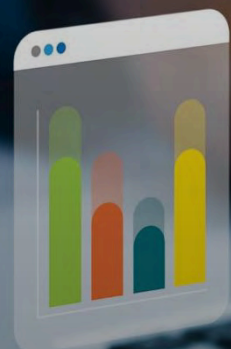
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**Multi-dimensional structures:
Track your business from every angle**

Are you struggling to extract meaningful insights from scattered data?

Organizing all your business's data can be overwhelming, especially when your PMS offers limited – or no – customized reporting capabilities. Without the right insights, you're limiting your ability to make informed decisions and share transparent information with your stakeholders.

The more you grow and scale, the more complex your reporting and/or accounting requirements become – and the more you need to structure your businesses, your data, and your operations based on multiple dimensions:

- Geographic areas
- Ownership structures
- Property types
- Legal entities
- Currencies

Does your current system afford you this level of flexibility?

A scalable PMS system should always support a multi-dimensional structure, and come with multi-ledger, multi-property analytics and custom reporting capabilities that allow you to unlock the full potential of all your data.

Performance reporting

At a minimum, your PMS should offer **native system reports that allow you to access instant insights** on bookings, guests, and your business KPIs & financial performance.

More than that, you should be able to **design custom reports from scratch that are tailored to your exact needs** – using the vast range of booking, guest, charges/deductions, and payment data available in the PMS. With a user-friendly, drag-and-drop interface and intuitive customization options, it becomes easy to create detailed reports that can be 're-run' at any time for continued, long-term insights. Any custom report may be published widely, kept private, or shared for selected audiences only. For example, property owners can be given self-service access to a report designed exclusively for them.

Equipped with comprehensive custom reporting options, there's truly no limit to what you can do with your data:

- Make smarter decisions by analyzing the revenue your extras earn
- Build your marketing lists by collating data on guests who have permitted marketing communications
- Streamline accounting by collating transactional data, including breakdowns of OTA transactions that help simplify reconciliations

The possibilities are endless!

Accounting

Furthermore, you need full flexibility when it comes to mapping all your transactions to the right ledger or organization in your accounting system. The ability to support dedicated ledgers for your different owners or property sets is especially crucial for property management companies (PMCs). With a PMS that supports key trust accounting principles, you ensure that your funds and those of property owners are automatically segregated and classified correctly.

Beyond the mapping of account codes, the use of reporting extensions and tracking codes supports a more granular analysis and easy drilldowns –which makes for painless month-ends and happy auditors. The same multi-dimensional structures also let you segment marketing lists with ease.

Owner statements

Another vital reporting requirement for PMCs is to produce monthly financial statements for property owners that detail all fees and credits owed. These reports are critical to compliance, smooth payouts, and owner retention. However, they are often delayed by error-prone manual processes – especially as portfolios scale and you must track increasing fee structures, markups, and management agreements.

To make owner reporting efficient at scale, your PMS should generate highly customizable statements in one click that combine regular booking-related fees with standalone operational charges such as cleaning, gardening or maintenance. For maximum convenience, make sure your system is able to calculate booking-related owner fees or credits automatically, then recalculate them whenever a booking value changes.

As a result, you produce accurate statements without relentless manual updates – an approach that has reduced the time spent on owner reporting by as much as five-fold for eviivo customers!

Does your PMS ...	Y/N	eviivo Suite
Include native system reports and KPIs, covering revenue, occupancy, YoY growth, ADR, RevPAR, and more?		✓
Enable you to design your own reports from scratch, using all available data on bookings, guests, extras, fees, taxes, payments, and OTA commissions and payouts?		✓
Provide over 130 data fields to build custom reports, with flexibility to: <ul style="list-style-type: none"> • Filter and sort by any data field? • Display subtotals for an additional level of insight? • Customize time-zones on reports? 		✓ ✓ ✓
Collate data from multiple properties in one custom report for comprehensive and/or comparative insights?		✓
Let you publish your custom report, keep it private, or restrict access to specific stakeholders?		✓
Provide self-service access to key reports for property owners, improving transparency, trust, and collaboration?		✓
Enable posting of all your transactions to different custom-defined ledgers or organizations in your accounting system?		✓
Automatically calculate and recalculate property owner fees and credits from a wide range of configuration options, including: <ul style="list-style-type: none"> • Fixed-priced charges applicable per item/stay/occupant/adult/child/pet? • Percentage based: built on net or gross values; inclusive or exclusive of commissions, promotions, guest extras, or refunds? 		✓ ✓
Generate one-click owner statements that include: <ul style="list-style-type: none"> • All booking-related revenues, fees, deductions, and taxes (where applicable)? • Non-booking related charges such as recurring or one-off fees? • Payout summaries? 		✓ ✓ ✓
Let you customize owner statements with summary or optional granular booking-level detail, headers/footers, payout notes, and branding?		✓
Enable you to approve, delete, publish or download (in PDF or spreadsheet formats) multiple statements in bulk?		✓

Final thoughts

Managing multiple properties, channels, users, and operations can be overwhelming – if you're using too many tools for the job.

That's where eviivo Suite™ comes in. Our truly comprehensive, all-in-one, multi-everything PMS is designed to simplify every aspect of property management as you grow.

eviivo Suite's award-winning features let you centralize all your business essentials into one powerful platform. Its easy navigation and intuitive user interface keep the most complex manipulations simple and automated. This creates efficiencies, lowers costs, and reduces the complexities that often come with scaling an accommodation business.

Whether you're dealing with multi-channel bookings, managing a diverse portfolio of properties remotely, or need to secure access for a large team of internal or external stakeholders, eviivo Suite is equipped to handle it all. You bring together the tools to grow your business sustainably while delivering an exceptional guest experience, every time out. What's more, you can manage your business on the go via the industry's most full-featured mobile app.

And with easy, one-click automation from back-office to front-office, you're no longer reliant on disparate and unsynchronized software. Everything is manageable in one place:

- Bookings and extras
- Payments and deposits
- Pricing and promotions
- Guest communications
- Website and direct booking engine
- Distribution and OTAs
- Mobile autonomy (on- and off-premise)
- Smart locks
- Reporting and KPI dashboard
- Accounting, tax and invoicing
- Cleaning and maintenance
- Property owner management

eviivo

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