

TWIN SOFT

OREXSYS FOR HOTELS

An innovative and totally integrated solution for HORECA, a POS software that meets all customer needs

THE ONLY POS THAT SUPPORTS ALL ESTABLISHED PMS SOFTWARE AND GUEST EXPERIENCE APPLICATIONS

OREXSYS is the only POS in the Greek market that supports all established PMS software like Opera, Fidelio, Protel, Mews e.t.c. with official interface for online room charge, benefits from auto-handling, VIP status and popup restaurants remarks. OREXSYS is the only POS in the Greek market that interfaces with guest experience applications (MHospitality, OCG360, Exclusivi). It integrates as an essential part of contactless guest services, contributing to the personnel's and customer's safety.

Furthermore, OREXSYS interfaces with all major ERP systems that are used in Greece like Entersoft, SoftOne, EpsilonNet and potentially with any ERP system worldwide.

THE ONLY POS WITH CHAIN MANAGEMENT SOLUTION FOR MULTI PROPERTY HOTELS

Our software suite is the only one in the Greek market that offers to groups or chains the capability to manage the entire group from one central operating platform (Chain Management Solution). Easy to use yet powerful, OREXSYS is accessible from all modern devices. It offers the ability to assign roles and tasks to users and manage as if you are personally present at all the properties all the time. OREXSYS can grow along with your company regardless the size.

CLOUD REPORTING, ANALYTICS AND FULL BACK OFFICE FUNCTIONALITY

Use MyOREXSYS to leverage the power of the cloud and monitor your business performance with detail and extensive reports, hourly – daily – per department etc. Track in real time and sync all the departments for immediate decision making in order to maximize sales and profit.

OREXSYS back office provides automated procedures for Stock Management Support-ing Inventories, food cost analysis, access with user rights, multi-property management, payroll management, simplified functions for even a novice user with a fast and friendly user interface.

WORLD CLASS CUSTOMER SERVICE

DEDICATED ACCOUNT MANAGER

The support to our clients goes beyond a simple call center. A dedicated account manager is assigned to each of our clients, responsible for making sure clients' needs are met and their voices heard, while coordinating with others and fulfilling the contractual day to day duties.

ONSITE SUPPORT

When the nature of the problem is impossible to fix through our support center, we always dispatch ASAP a qualified person to come on site and deal successfully with the emergency.

STREAMLINED UPDATE PROCESS

We frequently provide software updates to ensure that our customers get the best possible experience and functionality from our application.

MAIN FUTURES

MANAGER/OWNER


- Accessible from mobile phones, tablets, laptops and desktop browsers
- Business control in all processes
- Watchful eye on inventory and warehouse
- Uninterrupted Fiscal and PMS interface – can work offline
- Payroll management
- User rights per group of people (for every button and procedure)
- Option for cashless environment use (contactless)
- Optional use of RFID cards for user access instead of passwords
- Transparency of quality in services provided (digital signature)
- Automated deny of ordering
- Full information of the in-house guest (path followed, guest profile, arrangement)

PERSONNEL

- Fast ordering
- Blind spots covering (smart buttons)
- Uploaded menu at the PDA for offline ordering and faster response
- Item blocking
- Option for cashless environment use (contactless)
- Pop up messages
- PDA application orientated for the handheld
- Ability to use simultaneously iOS and Android PDA devices
- Lock Android devices (allow business use only)
- Sun proof user interface
- Two options for ordering: Smart search with shortcuts / Buttons with categories

GUEST/CUSTOMER

- All in one (card use for benefits, payments, room entrance)
- Transparency of quality in services provided (digital signature)
- Elimination of ordering process – VIP service experience
- Display allergies in PDA and kitchen printers
- Supports multiple rooms per table
- Personalized service (birthday, honeymoon, per seat service, etc)
- Track record for customers habits and F&B activities



“OREXSYS meets our quality standards and is flexible to grow with us. Among its top abilities are, Chain Management support and fast ordering. We can rely on TWINSOFT for a high level of after sales support.”

Yiannis Kougiouss

Group IT Head, Ikos Resorts

“Through the variety of reports customized per our needs OREXSYS made us understand better the F&B outlets.”

Konstantinos Santikos

Managing Director, Santicos Collection

“TWINSOFT’s team has demonstrated a genuine passion to succeed in the transition to OREXSYS through dedication, excitement and smooth communication with our team. We have happily seen progress in interconnectivity with third-party products, report accuracy, intuitive user interface, comprehensive functionality in hotel management areas and secure data storage underlined by an ease of use.”

Panos Almyrantis

General Manager, Daios Cove

“OREXSYS procedures and automations minimized user mistakes and maximized customer experience based on Hotel complexity.”

Mathaios Kopidakis

IT Manager, Cretan Malia Park Sbokos Hotels