

Why Avalon?

Avalon is a professional and integrated management system that principally targets hotel chains:

Professional: This product has been developed from scratch by a team of professionals with many years of experience in hotel software; in other words, the experts involved in the development and implementation of Avalon are authentic experts in hotel management.

Integrated: Avalon is an independent product that integrates with all the major products currently available on the market, including ERP, Human Resource and peripheral management solutions, etc.

For hotel chains: All Avalon's functions are tailored to meet a single key objective, namely that all information recorded on the system, regardless of its origin and provided it is of specific analytical use, will be exploited to the full.

What type of establishments does Avalon target?

Avalon has been developed to meet the needs of both holiday and city hotels, as well as large resorts and complexes located anywhere in the world.

How is the product licensed?

Avalon is licensed per hotel. There are no hidden supplements depending on the number of users, companies, rooms, terminals or extra functions, etc. The implementation price for a hotel includes all the necessary services and development. Once the implementation has been finalised, there is an annual maintenance fee.

What's included in the annual maintenance fee?

The annual maintenance fee includes access to new versions of the product, the correction of any incidents that may occur and a Call Centre staffed by highly skilled professionals.

Customers with active maintenance can use their own Web site for .

What is Antfor's experience and standing in the hotel sector?

Antfor boasts more than 15 years' experience in the development and implementation of management solutions for hotels and hotel chains, and is a major reference in terms of its technological, product and service standards.

Which methodology is used when implementing Avalon?

Antfor uses its own implementation methodology (known as M.I.A.) in order to guarantee its customers maximum transparency in terms of the objectives to be met and the costs involved.

The solution implementation period is both flexible and objective-oriented and is tailored to meet the needs of each customer. Neither the estimate nor the final invoice will include any type of hidden costs.

What type of installations can be used?

In technical terms, the platform adapts to a range of types:

Centralised systems: All work stations in all hotels are connected to a single server which is normally located in the central offices or in the cloud.

Distributed systems: Each hotel has a database server and a system of data replication is used to centralise the information.

Both: The customer can mix both types when software as a service. In this distribution model, both Avalon and the data are hosted in external services and are accessed via the Internet.

Mixed: The above two modes can be mixed for cases where communications are not appropriate in some hotels or data access centers.

In addition, note certain modules available for mobile devices (APP) or Web Sites.

What type of functions does Avalon include?

Avalon's scope extends to all areas of hotel chain management, as well as those that are considered complementary but equally necessary such as integration with reservation channels, electronic billing, human resources, CRM, etc.

What type of documents does Avalon provide?

Antfor's servers host a knowledge base classified by small functional topics. These documents are constantly updated and published on a website that is available to contextual product users: by clicking on F1 the explorer shows the topics corresponding to the window the user is viewing.

Which data replication system does Avalon use?

Antfor has developed its own website service-based data replication system for distributed implementations. It has been designed specifically for the product and to meet the needs of the hotel industry and is simple to administer, even by end users.

Has the question of multiple companies been considered?

With Avalon, it is possible to manage the data for multiple trading companies independently. It is also flexible in terms of the organisation of these data and companies in terms of exploitation and the databases.

In addition to its multi-company concept, Avalon is also a real multi-currency (analyses, reception, bar tills, etc.), multi-tax and multi-language product.

Do I have to use a bar terminal when offering Room Service?

This product never reuses functions designed for a specific purpose in order to cover additional circumstances. Room Service has its own specialised touch screen terminal, as do the restaurant table reservation, till management and reception sales services.

Does Avalon include an accounting module?

Antfor works mainly with Microsoft Dynamics NAV (Navision), offering top-level integration of this solution with Avalon and always in its standard format, which greatly simplifies version migration processes.

In addition, Avalon can also be integrated with any other ERP available on the market, including Microsoft Dynamics AX (Axapta), SAP ERP or Sage X3/Murano, as its open architecture allows it to meet the technological requirements demanded by customers.

Avalon is renowned for its cost control efficiency, but how does it rate in terms of the new ways of hiring and selling?

It is precisely in this area that Antfor has placed particular emphasis in its latest versions of this product. Rather than creating simple links to Internet reservation tools, Avalon is strongly integrated into the major Channels and Tour Operators available on the market, thereby allowing customers the freedom to decide the type of commercial policy they wish to apply

How many versions released Avalon by year?

Antfor publish Avalon upgrades in packages called 'releases'. These packages are delivered fully documented through the News section of the Help On Line. They often include improvements or petitions requested by customers and their frequency varies between 3 and 4 releases per year.

Avalon version changes when technological requirements evolve, mainly those related to development tools and database. All Antfor products are always developed and maintained with the latest and best technology available.

What can bring Avalon to a city hotel?

Unlike its competitors, Avalon developed from scratch thinking in both sectors (holiday and urban), which technically allowed to cover the full functionality of the market in that regard.

Antfor currently has clients who have prestigious city hotels, which certainly validates the reliability and potential of their functions.

Which means that Avalon is multi-language?

Two separate things:

On the one hand the users or system administrators can translate any text on screen or printed in any language, or make partial translations, for example Spanish to Spanish in Dominican Republic or Mexico.

On the other hand can translate customer deliverables, including the concepts of charges or variable data.

What database uses Avalon?

Avalon natively uses the latest versions of Microsoft SQL Server, but is scalable to any database market and that access to information is programmed on separate layers and easily adaptable.



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