



HiSITE makes taking bookings so easy!

A real-life case study from a Brisbane Property using HiSITE Channel Manager



About Abbey on Roma

Abbey on Roma Apartments are situated on Roma Street in Brisbane, with 70 units in their letting pool.

With a selection of stylish open-plan one bedroom Brisbane City apartments, and close to the Brisbane Convention Centre, Queen Street Mall and nearby parklands, Abbey on Roma is the perfect accommodation for corporate and leisure travellers alike.

Peter Lin, General Manager of Abbey on Roma has been managing this property for over 6 years.

When Peter first came to Abbey on Roma they were using another system for their Channel Solution, which was causing all sorts of issues. It wasn't until Peter moved the property over to HiSITE Channel Manager did he realise a Channel solution could be so easy!



So Why did you choose HiSITE as your Channel Manager?

Moving over to HiSITE was pain-free and what was even better was that it was able to integrate directly with our PMS, allowing bookings to automatically drop in to the system, whilst immediately updating our inventory on all channels.

The automatic drop-in of bookings has saved us so much time in manual processes, with their no longer being the need for someone to input the reservation into the system. *"Once we trialled HiSITE we never looked back".*

Features

What features do you particularly like best about HiSITE and how does it help your business?

- 2-way integration with the PMS – allowing bookings to drop straight into our PMS, meaning no manual uploading of bookings
- User-friendly system & Dashboard – provides me with great visibility across my business and channels. It is also extremely easy to adjust my rates.
- Bulk updates of inventory allow inventory and rates to be updated super-fast allowing me more time to spend with my guests, rather than on admin.
- Comprehensive Reporting – The various reports allow me to see my gross revenue for 3rd party channel websites, average lead time and total nights booked through each agent.





How has HiSITE helped your business?

One of the things we have most benefitted from is more time, more time to spend with our guests and deliver great experiences, and less time on manual processes, with no further need to manually upload bookings into the PMS. This has also resulted in noticeable cost savings to the business

We also have a better view of the business and where bookings are coming from, enabling us to make smarter business decisions.

One of the best things about HiSITE however is that we have peace of mind, peace of mind that everything is working correctly and that booking drop directly into the system, inventory updated and pushed straight back to the channel, minimising overbookings.

We have not looked back since switching to HiSITE and would recommend to others in the industry, without a doubt.

**To learn how HiSITE Channel Manager can help your business,
please call (07) 5574 4990 or email sales@hirum.com.au
to book a live demo.**

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