Merlin Enterprise Software:
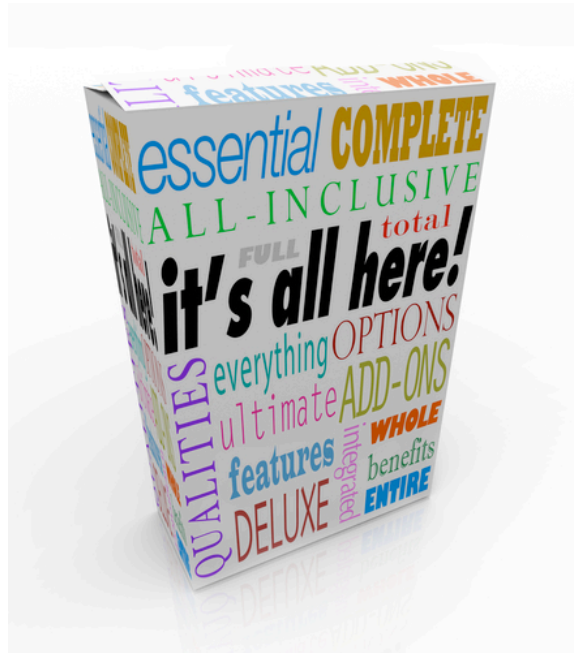## We've got you covered

INTERNET SECURITY

Resorts utilise Merlin Software's high-speed cloud servers located in a highly secure data centre with all data secured using Secure Socket Layers (SSL) and authenticated by Thawte.

Saas TECHNOLOGY

Merlin Software is a hosted service based on an Application Service Provider (ASP) business model with the software served across the internet. No servers are required – just workstations with internet access. And with SaaS you'll enjoy huge savings on infrastructure, hardware and IT resources.

NO UPGRADE FEES

Resorts always run the latest version of Merlin Software – with no upgrade fees ever and regular enhancement releases. So, there's no nickel-and-diming – guaranteed.

- Complete state-of-the-art enterprise software in a single SaaS solution – accessed without the need for expensive servers, licences, or an IT resource.

- Includes functionality for owner/member management, maintenance fee billing and collection, all reservations, property management, front desk, sales, marketing, accounting and much more - as standard.

- Optional additional functionality includes owner website intergration, rental booking engine, floating time booking engine and credit card API for online payments.

Established in 2005, Merlin Software for Vacation Ownership has been leading the way in cloud-based software solutions for today's timeshare and fractional resort operations – whatever the location, age and size of the development and the type of product sold.

Merlin has a proven track record in delivering innovative software that enhances and streamlines the operations of some of the biggest names in the industry such as Accor, Wyndham Asia and Southern Sun.

Accessed over the internet, resorts just need a PC with an internet connection and a login and password to access Merlin Software's cutting-edge technology. While the Merlin Software customer support team is on hand to deliver extreme support 24/7 - and regularly achieves 90 per cent satisfaction levels.

Merlin's Enterprise Software comprises four key modules:

- Marketing
- Sales
- Front desk/property management system
- Multi-currency accounting package

And includes all the functionality to operate and manage all types of product including fixed week timeshare, floating time, points clubs and complex fractionals. Additional functionality is available that allows Merlin Enterprise Software to work directly on a resort's website to offer live online services such as maintenance fee payments, owner resevations, exchange deposits, rental bookings and concierge serivces.

Simply explained, no other software is required to manage your resort operation.

Service Features and Benefits

Merlin Enterprise is based on the Software as a Service (SaaS) model. This means all web and database servers, as well as all licences required by these servers, are included and don't have to be provided or maintained by our clients. Key features:

- **Marketing module** – complete CRM system;
- **Sales module** – manage owners, ownership, sales, inventory, commissions, payments and sales contracts;
- **Front office/PMS** – reservations, exchange, rental pool, checkin/out, guest accounting, night audit, housekeeping and maintenance; and
- **Back office** – fully integrated accounting package with industry specific features, multi-company and multi-currency.

Software built on experience

Merlin Enterprise Software has been developed by Mike Pnematicatos who has over 35 years' experience in the timeshare and fractional industry. Our clients choose Merlin Software over others because they can trust Mike and the team to understand their needs and deliver premium software on time and on budget.

Our promise to you

- You will never be lost and alone with the software – support is just a click away;

- Through our business process analysis, your needs will always be understood;

- We provide systems and business operations manuals which will tell you what you need to do;

- Our dedicated support and project management teams are trained to understand your business; and

- We provide training on-site and online according to your needs and hold your hand through the go-live phase. We are with you every step of the way.

TECHNICAL SUPPORT

Our customer services team is available 24/7 offering extreme support via online chat, email, Skype and telephone.

EASY SET UP

Merlin's set up module and wizards make it easy to set up your resort business, marketing, sales contracts, reservations and accounting all in one place.

SCALABLE, FLEXIBLE

Merlin Software grows with your operation, with every module available when you need it and with unlimited number of users. There's also custom functionality should you require it.

For more information on our services please visit us on the Web at: www.easymerlin.com

SERVICES AVAILABLE

Infrastructure and servers

Marketing module

Sales module

Front office/PMS module

Back office accounting module

Reporting and documentation

Technical Support

Installation and Setup

Website integration

Rental booking app

merlin
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