

Software solutions for mature resorts

Merlin Software for HOA Resorts

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.

NO UPGRADE FEES

Resorts always run the latest version of Merlin Software – with no upgrade fees ever and regular enhancement releases.



- An out-of-the-box solution for legacy resorts that can manage every aspect of a timeshare operation.
- 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 integration, rental booking engine, floating time booking engine and credit card API for online payments.

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

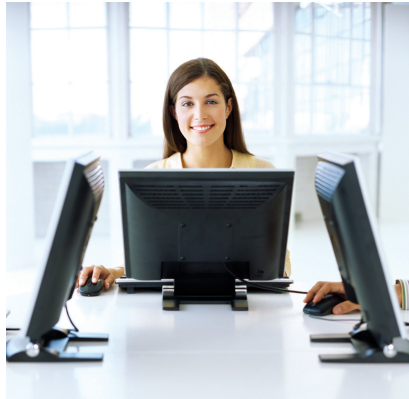
Merlin Software for HOA Resorts is a software package developed specifically for mature, legacy resorts controlled and managed by their owners. It includes comprehensive functionality that supports every aspect of a resort operation – no other software, hardware, IT resource or licences are required.

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.

Merlin Software for HOA Resorts comprises four key modules: marketing, sales, front office/property management and a complete accounting package. And includes all the functionality to operate and manage a single site property with fixed week deeded timeshare. Additional functionality is available that allows Merlin Software to work directly from a resort's website to offer live online services such as maintenance fee payments, owner reservations, exchange deposits, rental bookings and concierge services.

The Merlin Software customer support team delivers extreme support 24/7 and regularly achieves 90 per cent satisfaction levels. Support is provided via online chat, Skype, email and telephone.

Service Features and Benefits



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.

TURNKEY SOLUTION

Merlin is a turnkey solution with minimum risk that follows a simple discovery, set up, training, go live and implementation procedure.

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

Merlin Software for HOA Resorts is Software as a Service (SaaS). 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** – communicate with owners and guests;
- **Sales module** – manage owners, ownership, private resales and changes of ownership;
- **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.

What you get with Merlin Software for HOA Resorts: Member/owner management, annual maintenance fee billings and collections, member/owner reservations, exchange inventory and inbound reservation management, RCI Connect (when available), owner rental pool management and distribution, full property management system and front desk functionality and full, standalone accounting system.

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.

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



CTV House
La Pouquelaye
St Helier, Jersey, JE2 3TP
Tel: +1 646 233 3503
E: info@quickmerlin.com