



## FREQUENTLY ASKED QUESTIONS



### Why Avalon?

Avalon is a professional and integrated management system with all the functional areas found in a holiday, city or mixed hotel chain, with hotels and resorts located around the world.

Strategically, Avalon is positioned in the market as a robust suite of technological solutions with unequalled recognition by its customers and the capacity for growth. In addition, this platform facilitates the fulfilment of important objectives, such as the simplification of the system map, the unification of applications and technologies, the availability of a worldwide information system integrated between the different functional areas and the convergence of systems within its company group.

### 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 has accumulated over 20 years of experience in the creation, implementation and evolution of professional solutions for hotels and hotel chains, optimising competitiveness through technological innovation, process automation and the development of a digital culture.

### 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 On Premise or Cloud: 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.

### Has some mobility solution?

Avalon extends its main modules with APPS to perform transactions from any smartphone or tablet. Mobility is an essential requirement in the operation of certain departments, but the integration of data and communication via 'chat' between mobile applications and desktop software is undoubtedly differential, added value that simplifies processes and speeds up customer service, among other things.

### 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?

Avalon es un sistema preparado desde el primer momento para administrar los datos de múltiples empresas fiscales, de forma independiente a como se quieran organizar esos datos y sociedades a nivel de explotación, e incluso a nivel de base de datos.

Además del concepto multisociedad, Avalon es un producto multidivisa (análisis, cajas de recepción, bares, etc.), multiimpuesto, multiidioma (ya sea para la interfaz de usuario final o para impresos a clientes) y por supuesto multihotel.

### 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.



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