

All-in-One, Cloud and Web-Based **Hotel Management Software**

• **PMS**

- Reservation
- Front Desk
- Front Cash
- Housekeeping
- Technical Service
- CRM
- Night Audit
- Contract Management
- Sales & Marketing
- Banquet & Catering
- Integrations with PBX, Door Lock, Pay TV
- Accounting
- Reports
- Online Checkin
- ID & Passport Reader

• **Booking Engine**

• **Channel Manager**

• **Rate Manager**

• **Point of Sale (POS)**

• **SPA Manager**

Why EasyPMS

1

All In One Solution

EasyPMS is the most comprehensive cloud hotel management solution on the market; it is a full PMS including booking engine, channel manager, rate manager, POS, and other additional modules. It has all the features and functions your hotel may need.

4

Cost Effective & High ROI

EasyPMS has cloud hosting and SaaS license therefore it does not need any server, expensive licenses nor any maintenance or upgrade costs. That is why it is very cost effective and has the highest ROI.

2

Cloud and Web Based

EasyPMS is hosted by Microsoft Azure and can be used by any web browser therefore it is accessible from any computer or mobile device anywhere in the world. Compared to on-premise systems, it is much more efficient due to its on-the-go accessibility.

5

Reliable

EasyPMS is hosted in Microsoft Azure Cloud Servers that may be the most powerful and protected data centers in the world. It is backed up in more than 24 points in the world.

3

Latest Technology

EasyPMS uses the latest technology (Google's Angular Framework, Reactive Web Programming, and NodeJS) that is why it is extremely fast, efficient, and compatible with all devices and browsers.

6

Secure

EasyPMS uses SSL for data transfer, secure tokens for authentication mechanisms, and several AI guard algorithms for malicious attacks. It is one of the best protected systems in the world.

PMS?

7

Easy to Use

Since EasyPMS uses Google's Material Design which has a very familiar interface, it is both user-friendly and easy to use.

10

Multi Property

EasyPMS has many special functions and reports for group hotels and chains. It provides shared consolidated reports for occupancy, income, ADR, and aggregation of financial statements. It also provides shared use of information about guests, agencies, and reservations.

8

Mobile

It is completely responsive and fully functional on tablets and phones in addition to desktop systems.

11

Scalable

Since it is hosted in cloud servers, CPU power and storage capacity can be easily expanded or decreased depending on your needs.

9

Customizable

EasyPMS is easily customizable for any size and type of hotel due to its flexible parameters.

12

Interoperable

EasyPMS has a public API for communication with other systems, so integration to other external systems such as banks, door locks, and pay tv etc. can easily be done.

13

Enhanced Support

EasyPMS has 24x7 online support; an expert will be with you looking at the same screen anytime you need.

Daily Status

- Daily status window provides all critical information about the hotel on a single screen.
- **You can view your hotel's occupancy, revenue, forecast, even call center notes both in graphs and lists.**



Reservation List

- You can list, sort, group, and filter all of your reservations by any criteria with a single click.
- **By the help of color codes, important information becomes more visible.**
- All functions are accessible with a single click after selecting a single line or multiple lines.
- **All screens can be exported to Excel or to the printer in different formats.**
- In the listings multiple sorting, filtering, searching, grouping are standardized.
- **Thanks to its digital archiving capability, one or more documents can be stored in the related record by scanning or uploading.**
- Users can view only the allowed screens and run the allowed functions depending on their authority.

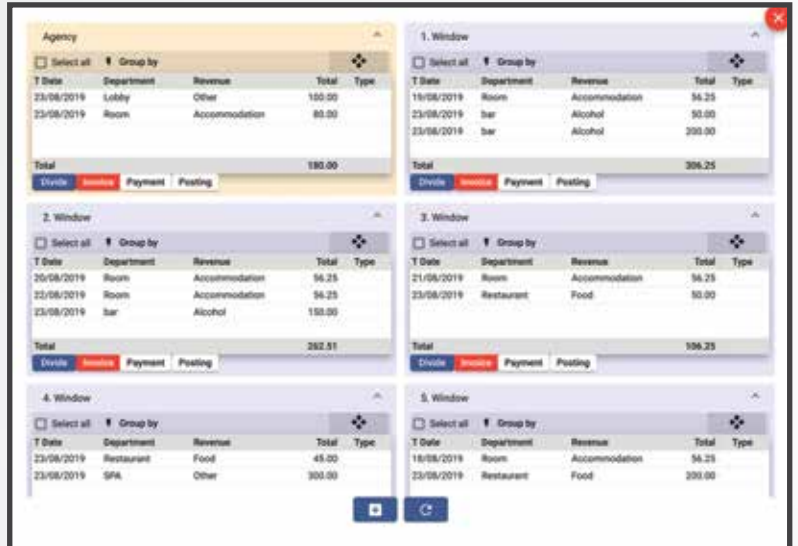
The screenshot displays the EasyPMS Reservation List interface. At the top, there's a navigation bar with icons for Status, Prices, Forecast, Rack, Blocking, Reservation, In house, FreeCash, Booking, POS, and Tasks. The main header shows 'Reservation List' with a search icon and a 'Total: 45' indicator. Below the header, there's a table of reservations with columns: Room No., Room State, Room Type, Given Type, Agency, Guest Name, Voucher No, Arrival, Departure, Board, Yip Type, Oda, Adult Tchd, Room Price, Currency, In Trace, Attachments, and P. Res Id. The table is filtered to show 'Expected Arrivals'. A 'Reservation Card' pop-up is visible, showing details for a reservation with voucher number 54F357H, including guest information, pricing, and a room availability calendar.

Reservation Card

- All details about the reservation are in one place.
- **No more duplicate guest profiles. Auto guest lookup feature finds old profiles and puts them together.**
- There is access to room type availability for the current reservation period with a touch of a button.
- **It has the ability to block rooms with one click.**
- It has unlimited profile recording ability.
- **There is authority control for access to the pricing tab; all data related to pricing is in one place.**

Folio

- Since payment, posting and invoicing can be done by a touch of a single button, it saves times.
- **Transactions can be entered in different currencies and it provides automatic conversion.**
- The room folio can be distributed to many different windows and each window can be separately billed.
- **Different types of folio print outs can be taken.**



Reservation Card

Agency: **ONLINE** | Weather No: **54F357H**

Check-In: **24/8/2019 13:00** | Nights: **5**
 Check-Out: **29/8/2019 11:00** | Late Dbl: **17:00**

Room Type: **Std** | Room Count: **1**
 Boardtype: **BB** | Nationality: **Spain**

Room: **508** | G Room Type: **Std**
 Bed Type: **French** | VIP Type: **VIP1**
 Repeat Guest: **Sold**

Guests		Pricing		Folio		Other Details		Notes		Request/Complaint				
Total: 5														
All			Extras			Agency			1st Person		2nd Person		3rd Person	
T Date	Time	Pax No	Department	Revenue	Currency Total	Currency	Currency Rate	Total	Doc No	Notes				
23/08/2019	14:...	1	Restaurant	Food	55.00	EUR	1.0000	55.00						
23/08/2019	14:10	1	Room	Accommodat...	490.00	EUR	1.0000	490.00						
23/08/2019	14:10	1	bar	Alcohol	69.00	EUR	1.0000	69.00						
23/08/2019	14:11	1	SPA	Other	250.00	EUR	1.0000	250.00						
23/08/2019	03:...	1	SPA	Other	-30.00	EUR	1.0000	-30.00						
								834.00						

Buttons: Posting | Get Payment | Create Invoice | Cash Payment | CreditCard Payme | City Ledger

508 Folio

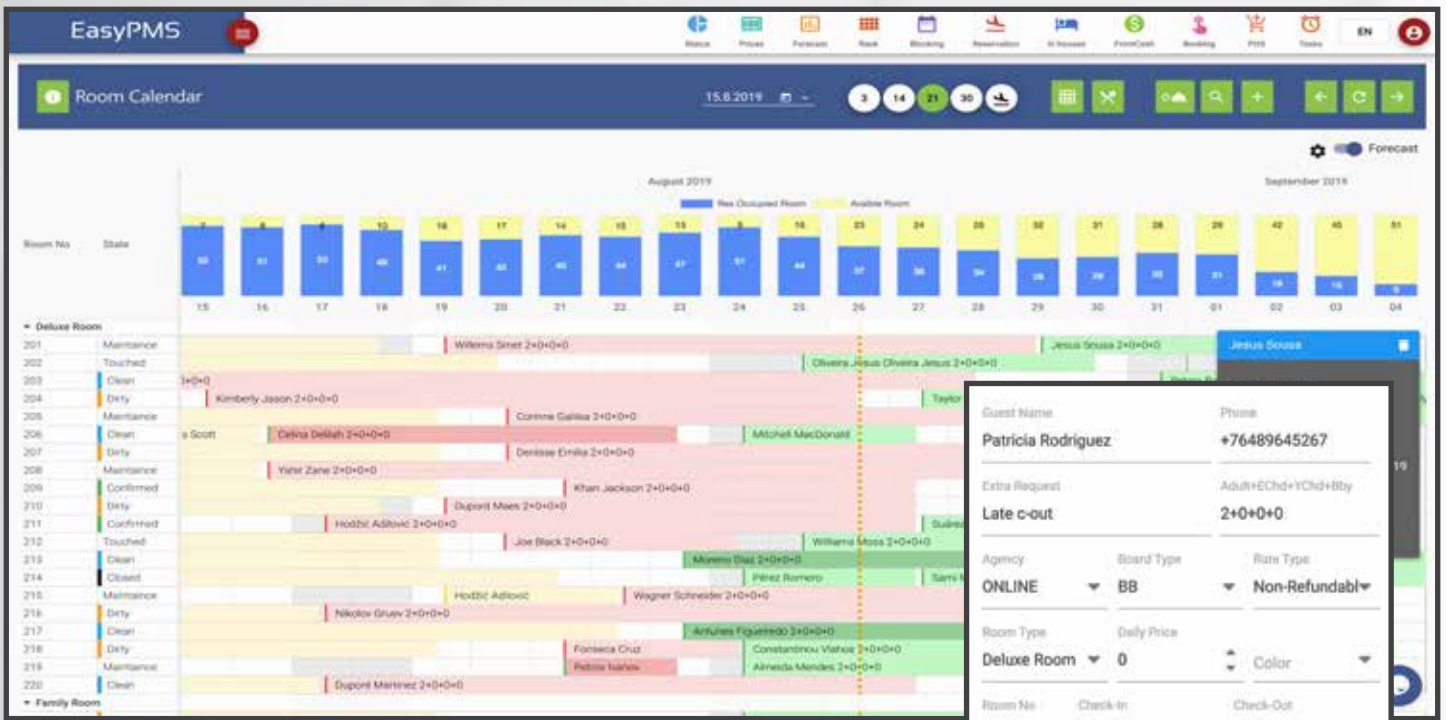
Agency: **ONLINE** | Room Type: **Std**
 Guest Name: **Garcia Castro** | Check-In: **24/08/2019 13:00**
 Res ID: **1958398** | Check-Out: **29/08/2019 11:00**
 Room: **508** | Pax: **2 + 0 + 0 + 0**

T Date	Pax No	Department	Revenue	Notes	Currency Total	Currency	Currency Rate	Total	
23/08/2019	1	Restaurant	Food		55.00	EUR	1.00	55.00	
23/08/2019	1	Rooms	Accommodation		490.00	EUR	1.00	490.00	
23/08/2019	1	bar	Alcohol		69.00	EUR	1.00	69.00	
23/08/2019	1	SPA	Other		250.00	EUR	1.00	250.00	
23/08/2019	1	SPA	Other		-30.00	EUR	1.00	-30.00	
23/08/2019	1	Credit Card			-550.00	EUR	1.00	-550.00	
23/08/2019	1	CityLedger			-284.00	EUR	1.00	-284.00	
								0.00	
Restaurant		EUR	55.00	55.00	Room		EUR	490.00	490.00
Restaurant				55.00	Room			490.00	
bar		EUR	69.00	69.00	SPA		EUR	220.00	220.00
bar				69.00	SPA			220.00	
Credit Card		EUR	-550.00	-550.00	CityLedger		EUR	-284.00	-284.00
Credit Card				-550.00	CityLedger			-284.00	

Invoice and Accounts Receivable

It allows you to easily perform preliminary accounting transactions such as current account, credit-debit follow-up, cash follow-up, personnel account follow-up, invoice and waybill issuance, and follow-up of checks and promissory notes.





Room Calendar

- It is designed in such a way that you can perform the entire operation of the front office (Reservation, Check-in, Check-out, Folio, Blockage, Payments)
- **You can access the guest's reservation card, change room and date with a drag and drop, make collections, check-in/check-out transaction entry, and go to the folio.**
- You can easily drag and drop a reservation around to modify its room number or accommodation range.
- **You can also see your reservations from the online channels that yet not have been assigned a room on top of the blockage screen and drag and drop them to the suitable room.**
- The number of empty rooms is displayed at the bottom of the room type and the full occupancy can be seen on top of the chart.
- **On this same screen, online channels can be managed and POS transactions can be processed.**

The screenshot shows the Sales Projects interface. It displays project details for 'LARA'S BIRTHDAY' and a table of sales data.

8. Date	Room Type Name	Single	Double	Triple	Single Sold	Double Sold	Triple Sold	Single Remaining	Double Remaining	Triple Remaining
24/07/2019	Std	5	10		5	10				
25/07/2019	Std	5	10		5	10				
26/07/2019	Std	3	4		3	4				
27/07/2019	Std	3	5		3	5				
28/07/2019	Std	3	3		3	3				
29/07/2019	Std	5	6		5	6				

Sales Project

- **You can monitor all your sales projects on a single screen.**
- You can follow up corporate/company meetings, offers and contracts, collective reservations and banquet sales, and make income analysis.

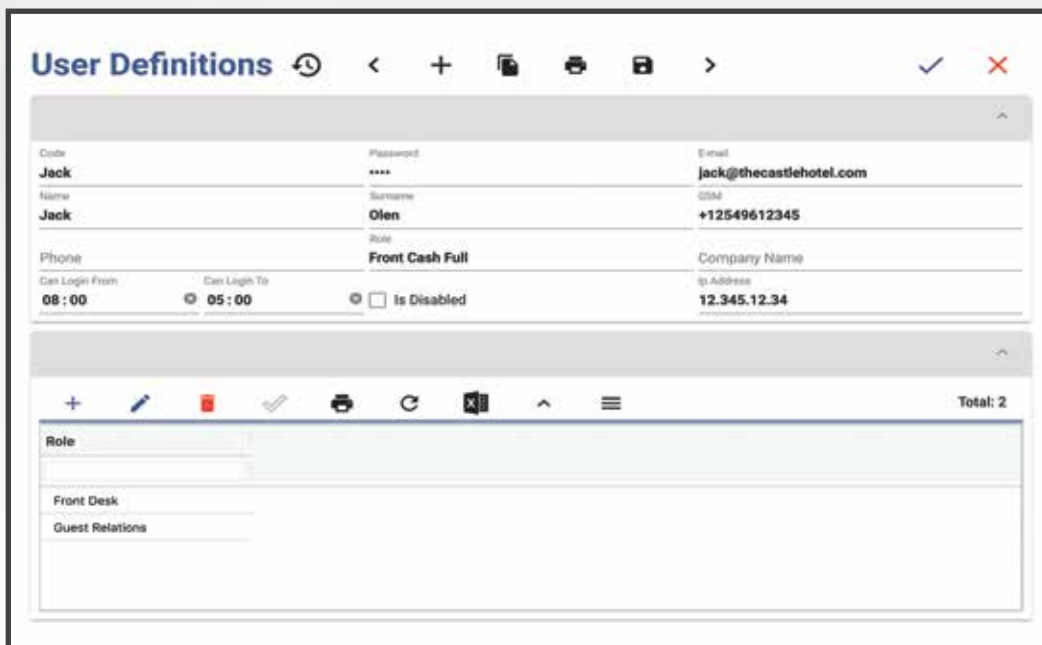
Room Rack

- You can view instant room statuses and color code them according to cleanliness and occupancy on one screen.
- **You can easily filter the displayed rooms, access arrivals, departures, and in-house information.**
- You can get payments and do folio and checkout operations on the room you selected without leaving this screen.
- **You can label rooms using visual icons for VIP and late check-in and check-outs.**



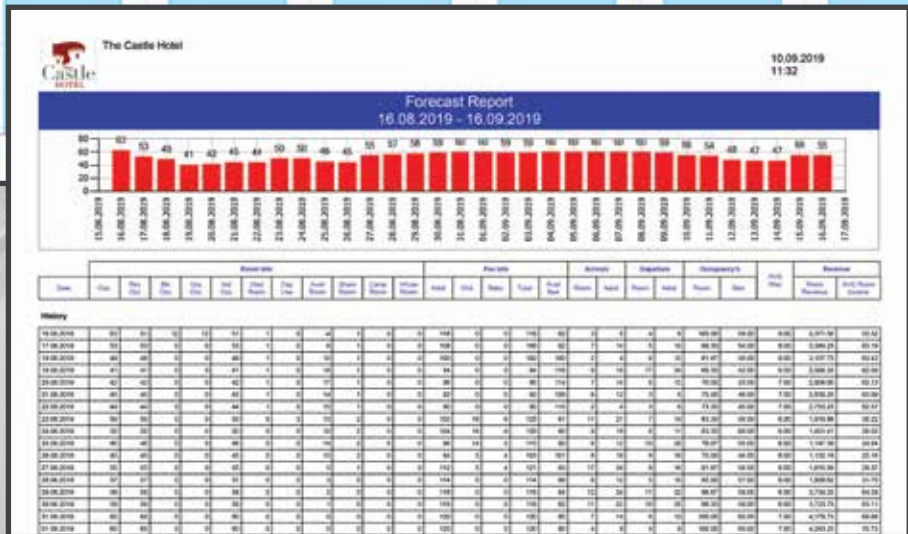
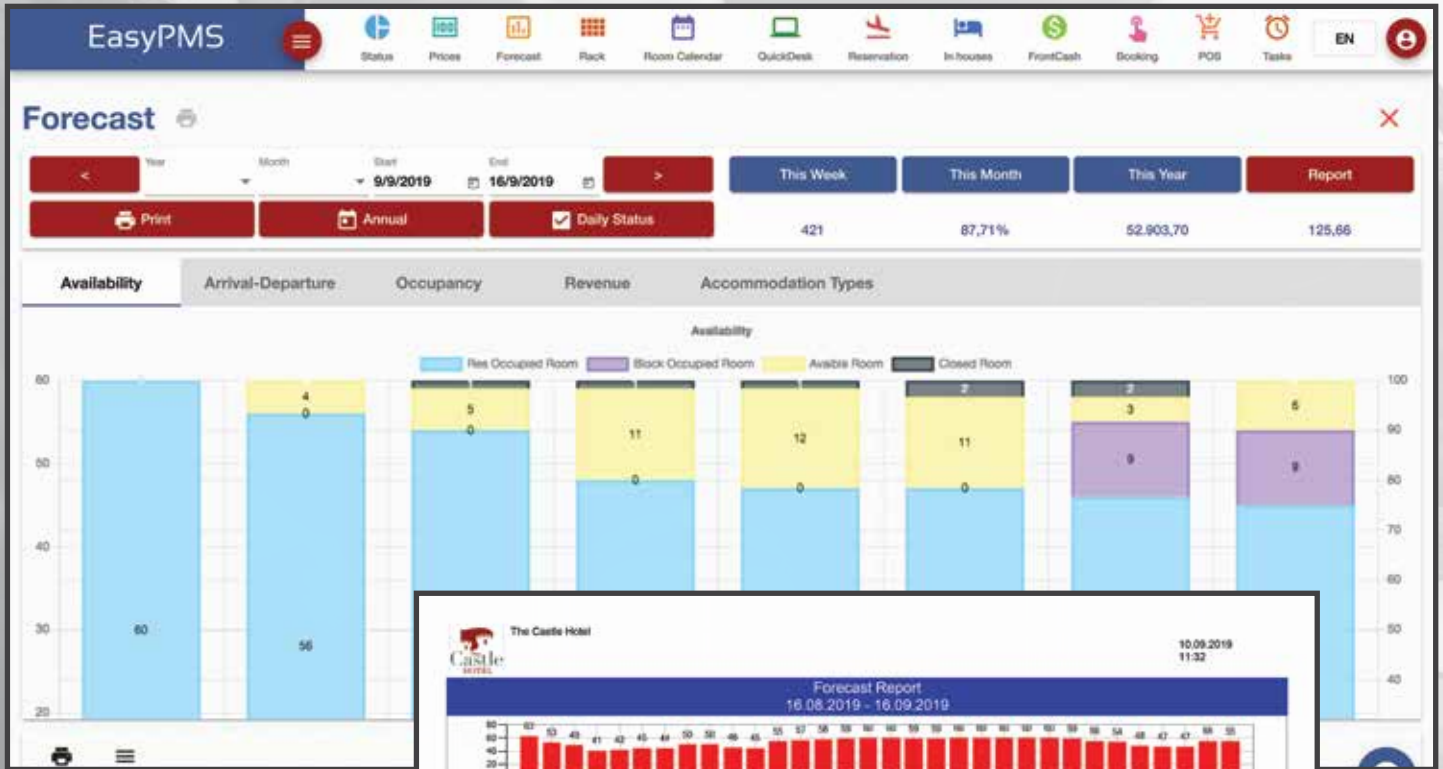
Detailed Authorization and Logging

- By defining roles to users, you can easily limit their visibility and transaction privileges on all screens.
- **You can also use logging feature to track all changes made on IP and user basis.**

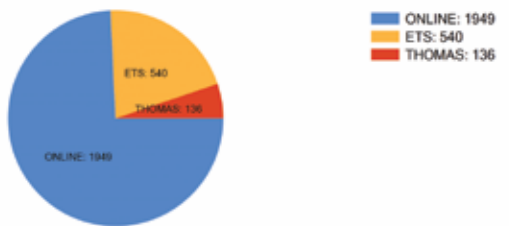
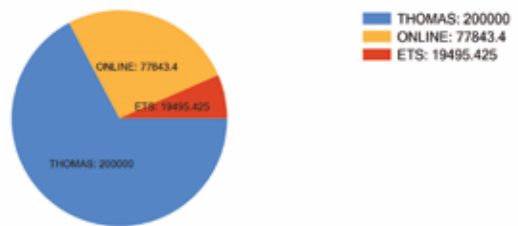


Forecast & Analysis

- It shows the occupancy, activity, income, and ADR graphs for the selected time period.
- **EasyPMS allows you to get forecasts based on every detail you enter on the reservation card.**
- You can see past and future occupancy information with a single button.
- **You can access all the statistical information about the agencies, income and accommodation all on one screen.**



Agency Revenue Analysis (EUR)
Forecast : 2019-07-26 - 2019-08-25
Room Count: 1329/1860 (71.45%) Bed Count: 2625 / 5890 (44.57%)
Periodic Total Revenue : 297,338.83 Average Room Income:223.73 Average Pax Income : 113.27



Agency	Length of Stay				Reservation Info			EUR Revenue Analysis			Main Currency Revenue	
	Room	Adult	P.Chd	F.Chd	Res.Count	AVG Day	AVG Adult	T.Revenue	Per Room	Per Adult	Main Cur.	Revenue MCur
THOMAS	97	136	0	0	9	5.67	15.11	200,000.00	2,061.86	1,470.59	TRY	200,000.00
ONLINE	962	1949	0	0	1115	9.14	1.75	77,843.40	80.92	39.94	TRY	77,843.40
ETS	270	540	0	0	311	8.20	1.74	19,495.43	72.21	36.10	TRY	19,495.43
Total	1329	2625	0	0	1435	8.91	1.83	297,338.83	223.73	113.27		297,338.83

CRM - Guest Relations

- All requests and complaints entered get included to the automatic task management.
- **The expected completion time is determined according to the definition of the task, the department, the authority, and the importance.**
- The task falls to the screen of the relevant unit or mobile device. The person receiving the call starts by pressing the “start task” button and ends by pressing the “complete ” button.
- **If the task is not scheduled and/or does not end in the max time frame, the message is automatically sent to a higher authority.**
- The transactions related to the guests can also be tracked through the reservation card and if requested, it automatically reminds you these transactions during check-in, check-out, folio, and invoicing.
- **Operations like VIP, setup, and prepay control get defined both as a reminder and as a task to the relevant section.**

The screenshot displays the EasyPMS software interface. The main window is titled "Inhouse List" and shows a list of rooms and reservations. Overlaid on this are two windows:

Task Management Window:

- Task:** Access Point Error
- Room Info:** 403 Oscar Phoenix / Sara Phoenix 03.09.2019 - 12.09.2019
- Description:** Broken General
- Department:** Technical Service
- Assigned to:** David
- Importance:** 1
- Record User:** admin
- Expected Finish:** 5/9/2019 10:37
- Latest Finish:** 5/9/2019 10:52
- Reserv Date:** 5/9/2019 10:22
- Buttons:** Check-in (checked), Check-Out, Folio, Invoice, Create Task
- Start Task:** Start Time: 5/9/2019 00:00, Start User
- Finish Task:** Finish Time: 5/9/2019 00:00, Finish User

Guest Card Window:

- Guest Information:** Name: Garcia, Last Name: Castro, Title: Male, Marital Status: Single, ID Type: Passport, National ID No: 3598764212467, Birth Place: Spain, Follow Name: Lopez, Mother Name: Penelope
- Address Info:** Phone: +04658975345, City: Castro, Email: castro@gmail.com, Address: rtiides Maritides Mallol s/n, 08028 Barcelon
- Guest Information (Additional):** Backlisting Reason, Problem Reason, Vehicle Plate, Repeat Count, Last Visit Checkin, Blacklist, Problematic
- Additional Info:** No Type: VIP1, Occupation, Web, University, Faculty, Department, Marriage Date, Spouse Name, Kid's Name
- ID Information:** ID, History, Request/Complaint History
- Table:**

Res State	Room No	Agency	Check In	Check Out	Room Type	Board Type	Total Price	Currency	Rate Type	Va
Reserv...	306	ONLINE	24/08/20...	29/08/20...	Std	BB	400	EUR	Non-Refunda...	V

Housekeeping

- You can carry out all housekeeping processes in a digital environment.
- You can instantly update your rooms dirty-clean and minibar statuses, make an efficient job distribution to your housekeepers, and make performance evaluations easily.
- There is automatic and/or manual drag-and-drop distribution of the rooms among the maids.

The screenshot displays the EasyPMS interface. The top navigation bar includes icons for Status, Prices, Forecast, Rack, Blocking, Reservation, In houses, FrontDesk, Booking, POS, and Tasks. The left sidebar contains a search menu and a list of modules, with 'HK Room Operations' highlighted. The main content area shows a table of room operations with columns for Room No, Status, Room Availability, Room Type, Maid, Chef, Floor, Location, Guest Name, Pax, VIP, Departure, and Arrival Pax / Arrival VIP. A 'Maid Management' modal window is open in the foreground, showing a grid of room assignments for various maids (MAID001 to MAID007) with their respective room numbers and statuses.

Room No	Status	Room Availability	Room Type	Maid	Chef	Floor	Location	Guest Name	Pax	VIP	Departure	Arrival Pax / Arrival VIP
101	Confirmed	Vacant	Std		Mediso...	1	Non-Smoke					
102	Dirty	Occupied	Std		Mediso...	1	Non-Smoke	Barbara Betty	2		26/08/2019	
103	Confirmed	Occupied	Std		Mediso...	1	Non-Smoke	Kerya Brownan	2		25/08/2019	
104	Clean	Occupied	Std		Mediso...	1	Non-Smoke	Kevin Donna	2		23/08/2019	2
105	Dirty	Occupied	Std		Mediso...	1	Smoke	Isabel Jaden	2		25/08/2019	
106	Clean	Occupied	Std	MAID001	Mediso...	1	Smoke	Jaida Kaelyn	2		28/08/2019	
107	Clean	Occupied	Std	MAID001	Mediso...	1	Smoke	Toni Stayer	2		26/08/2019	
108	Dirty	Occupied	Std		Mediso...	1	Smoke	Janet Kilian	2		25/08/2019	
109	Clean	Vacant	Std	MAID001	Mediso...	1	Smoke					2
110	Maintain...	Occupied	Std	MAID002	Mediso...	1	Smoke	Berger Walner	2		25/08/2019	
201	Maintain...	Occupied	Dlx	MAID002	Mediso...	2	Non-Smoke	Williams Smet	2		29/08/2019	
202	Touched	Vacant	Dlx	MAID002	Mediso...	2	Smoke					
203	Clean	Occupied	Dlx	MAID003	Mediso...	2	Smoke	Tresa Amick	2		28/08/2019	
204	Dirty	Occupied	Dlx		Mediso...	2	Smoke	Kimberly Jason	2	VIP1	26/08/2019	
205	Maintain...	Occupied	Dlx		Mediso...	2	Smoke	Corinne Dallas	2		29/08/2019	
206	Clean	Occupied	Dlx		Mediso...	2	Smoke	Celina Deltan	2		23/08/2019	
207	Dirty	Occupied	Dlx	MAID003	Mediso...	2	Smoke	Denisse Emilia	2		28/08/2019	
208	Maintain...	Occupied	Dlx	MAID003	Mediso...	2	Non-Smoke	Yahir Zane	2		29/08/2019	
209	Confirmed	Occupied	Dlx	MAID004	Mediso...	2	Smoke	Ethan Jackson	2		27/08/2019	

The 'Maid Management' modal window displays a grid of room assignments for seven different maids. Each maid's section shows their name, a 'Room: 3' indicator, and a list of rooms with their status and color-coded background.

Maid	Room	Status
MAID001	101	Std Confirmed
	102	Std Dirty
	103	Std Confirmed
	104	Std Clean
	105	Std Dirty
MAID002	106	Std Clean
	107	Std Clean
	109	Std Clean
MAID003	110	Std Maintenance
	201	Dlx Maintenance
	202	Dlx Touched
MAID004	203	Dlx Clean
	207	Dlx Dirty
	208	Dlx Maintenance
MAID005	209	Dlx Confirmed
	210	Dlx Dirty
	211	Dlx Confirmed
MAID006	212	Dlx Touched
	213	Dlx Clean
	217	Dlx Clean
MAID007	219	Dlx Maintenance
	302	Fam Dirty
	304	Fam Dirty
MAID008	305	Fam Touched
	308	Fam Maintenance
	309	Fam Clean

Reporting

- It provides all the financial and operational reports you need.
- **You can access many different graphs and analyzes thanks to the parametric structure in the reports and the easy user interface.**

08.08.2019
9:52 AM

Daily Status Report - 26.07.2019

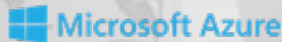
Room Analysis	Today	Tomorrow	Monthly	Yearly
Hotel Room Capacity	60 (100.00 %)	60 (100.00 %)	360 (100.00 %)	360 (100.00 %)
Rooms Occupied	66 (110.00 %)	61 (101.67 %)	367 (101.94 %)	367 (101.94 %)
R.Capacity (-) OOO Rooms	58 (96.67 %)	58 (96.67 %)	352 (97.78 %)	352 (97.78 %)
Available Rooms	-7 (-11.67 %)	-3 (-11.67 %)	-6 (-1.67 %)	-6 (-1.67 %)
Complimentary Rooms	0 (0.00 %)	0 (0.00 %)	0 (0.00 %)	0 (0.00 %)
House Use Rooms	0 (0.00 %)	0 (0.00 %)	0 (0.00 %)	0 (0.00 %)
Sold Room	66 (110.00 %)	61 (101.67 %)	367 (101.94 %)	367 (101.94 %)
Rooms Occupied (-) H/Use	66 (98.33 %)	61 (90.00 %)	367 (91.67 %)	367 (91.67 %)
Rooms Occupied (-) Comp	66 (98.33 %)	61 (90.00 %)	367 (91.67 %)	367 (91.67 %)
Day Use Rooms	1 (1.67 %)	0 (0.00 %)	2 (0.56 %)	2 (0.56 %)
Out Of Order Rooms	2 (3.33 %)	2 (3.33 %)	8 (2.22 %)	8 (2.22 %)
Out Of Service Rooms	0 (0.00 %)	0 (0.00 %)	0 (0.00 %)	0 (0.00 %)
Share Rooms	0 (0.00 %)	1 (1.67 %)	0 (0.00 %)	0 (0.00 %)
Individual Rooms Inhouse	59 (98.33 %)	54 (90.00 %)	330 (91.67 %)	330 (91.67 %)
Group Rooms Inhouse	7 (11.67 %)	7 (11.67 %)	37 (10.28 %)	37 (10.28 %)
Hotel Bed Capacity	200 (100.00 %)	200 (100.00 %)	1,200 (100.00 %)	1,200 (100.00 %)
Inhouse Adult	130 (65.00 %)	122 (61.00 %)	722 (60.17 %)	722 (60.17 %)
Inhouse Child	18 (9.00 %)	20 (10.00 %)	20 (1.67 %)	20 (1.67 %)
Inhouse Baby	1 (0.50 %)	1 (0.50 %)	1 (0.08 %)	1 (0.08 %)
Total In-House Persons	148 (74.00 %)	142 (71.00 %)	742 (61.83 %)	742 (61.83 %)
Daily Mobility	Today	Tomorrow	Monthly	Yearly
Arrival Rooms	12	9	82	82
Arrival Persons	24	20	166	166
Arrival Adults	24	18	164	164
Arrival Child	0	2	2	2
Departure Rooms	10	12	11	11
Departure Persons	20	24	22	22
Departure Adults	20	24	22	22
Departure Child	0	0	0	0



Payment Processor

EasyPMS has a built-in payment processor with PCI DSS certification. You can get secure online credit and debit card payments.

EasyPMS supports different payment methods such as On-Site Payment + On-Site Deposit + Credit Card + Points.



Booking Engine & Channel Manager

EasyPMS has an integrated booking engine that can be used by guests and travel agents both on the web and on mobile. For group hotels and chains, central reservation system can be used as a booking engine.

It also has a built-in channel manager that is connected to all major online travel agents such as Booking, Expedia, HotelBeds, as well as metasearch engines like Trivago, TripAdvisor, and so on.

EasyPMS channel manager does not only synchronize online channels but also receives the reservations in the hotel. That is why it is much easier and more effective.

EasyPMS

Status
Price
Forecast
Rank
Booking
Reservation
In houses
FrontCash
Booking
POS
Tasks

EN

Price and Availability

Date: 26.8.2019 14 21 31 45 60 Actions

Room / Date	26 Aug	27 Aug	28 Aug	29 Aug	30 Aug	31 Aug	01 Sep	02 Sep	03 Sep	04 Sep	05 Sep	06 Sep	07 Sep	08 Sep
Family Room														
Rate	75	75	75	75	75	75	75	75	75	75	75	75	75	75
Room to sell	5	5	6	7	6	5	5	6	7	8	10	10	10	10
Stopsell	○	○	○	○	○	○	○	○	○	○	○	○	○	○
Deluxe Room														
Rate	66	66	66	66	66	66	66	66	66	66	66	66	66	66
Room to sell	2	7	8	13	8	3	3	5	8	12	15	18	20	20
Stopsell	○	○	○	○	○	○	○	○	○	○	○	○	○	○
Standard														
Rate	55	55	55	55	55	55	55	55	55	55	55	55	55	55
Room to sell	17	15	17	18	19	18	19	27	28	29	30	30	30	30
Stopsell	○	○	○	○	○	○	○	○	○	○	○	○	○	○
Total	24	27	31	38	33	26	27	38	43	49	55	58	60	60

a few seconds ago

a few seconds ago

a few seconds ago

a few seconds ago

a few seconds ago

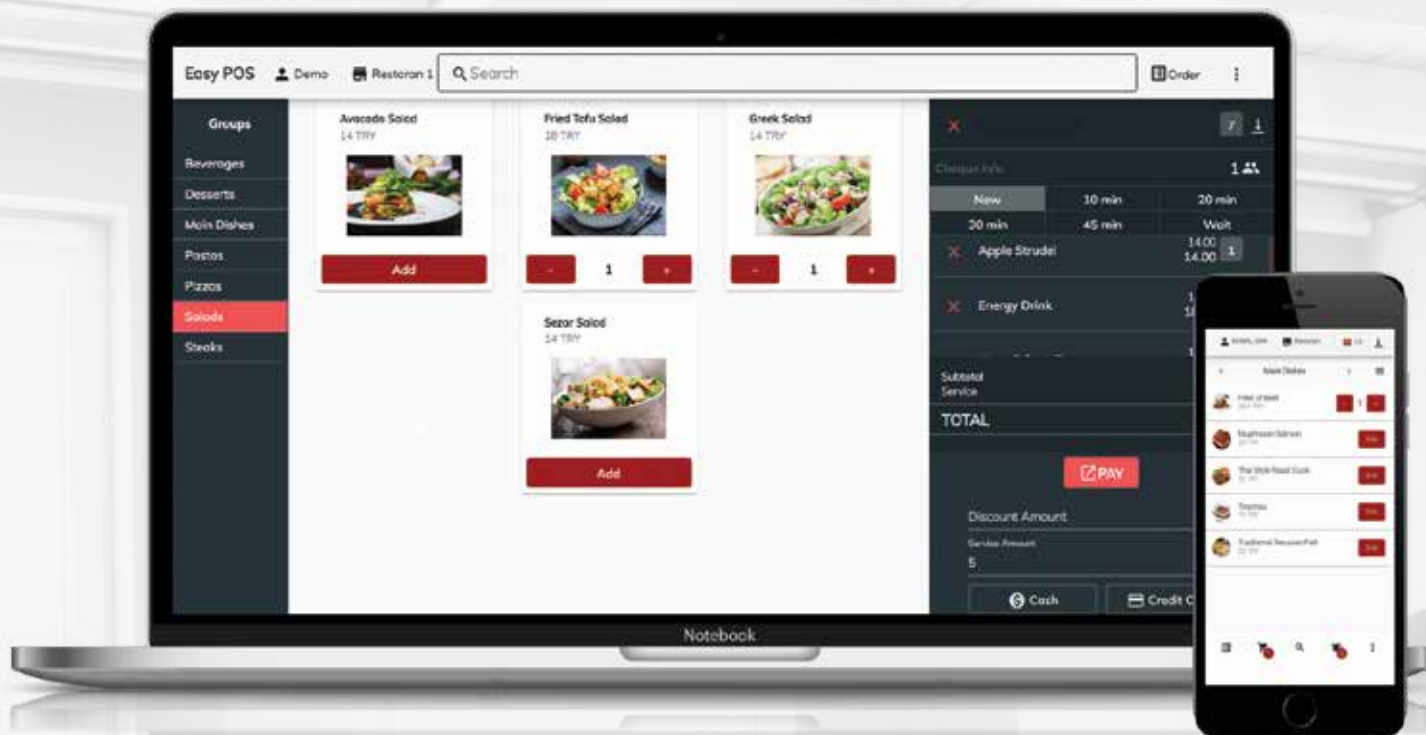
a few seconds ago

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a few seconds ago



EasyPOS

- **EasyPOS can be used in different types of properties such as hotels, restaurants, bars, retails, and more.**
- Order taking, preparing, and serving processes can be followed and performance analysis can be done.
- **EasyPOS can be used as an app on mobile devices and on the web browser.**
- It provides digital menu and online ordering functions for the guests.

With EasyPOS You Can:

- Create advanced orders with custom notes, grouped items, and more
- **Generate and print custom designed receipts and invoices**
- Set custom prices on demand and apply discounts using a certain percentage or a fixed amount



Rate Manager

- With EasyPMS rate manager, you can analyze the prices of your competitors in all sales channels and determine the most optimum price to maximize your profit and occupancy.
- **Early booking reservation discounts can be automatically calculated according to occupancy rate of the period.**
- Automatic discount calculations can be formalized for daily reservations according to the time of the day. For example %10 decrease for every two hour after 16:00 etc.

EasyPMS Modules

- Reservation
- Check-In
- Check-Out
- Front Cash
- Folio
- Billing
- Currency Exchange
- Multi Currency
- Accounts Receivable
- Daily Dashboard
- Forecast Graphs
- Daily Prices and Availability
- Smart ID Reader
- Room Calendar
- Room Rack
- Room Share
- Room Change Plans
- Reservation Blocks
- Wakeup Calls
- CRM and Loyalty
- Guest Relations
- Housekeeping
- Lost and Found
- Task Management
- Night Audit
- Quick Desk
- Booking Engine
- Online Check-In
- Channel Manager
- Rate Manager
- Point of Sale
- Contract Management
- Travel Agencies
- Sales Projects Management
- Banquet and Catering
- Promotion Management
- Competitor Analysis
- Document Archive
- Digital Archive
- Call Follow-ups
- Paid Out Follow-ups
- Expense Follow-ups
- Multi Language
- SMS and Email Sender
- User Roles and Security
- Log Records History
- Emergency Backups
- Technical Service and Maintenance

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