AI-Powered

Complete Features

Every benefit and every feature of Integra for Hospitality, area by area.

BENEFITS

What your business gains with Integra

One connected platform for hotels, resorts, restaurants and cafes. Here is what changes for owners, front office, housekeeping, captains, kitchens and guests.

More direct bookings

A commission-free booking engine and a channel manager on live inventory.

Faster check-in

ID capture and digital registration cards in minutes.

Rooms ready sooner

Live room status from housekeepers' phones.

Faster billing

Table, room service, bar and takeaway billed in seconds, even offline.

Every order in one place

QR, website and delivery-app orders land in the same POS and kitchen.

Know every dish's cost

Recipe costing and wastage tracking protect your margin.

Accounts that post themselves

Folios, outlet bills and purchases flow into one ledger.

AI that saves time

Forecasts, rate suggestions and review summaries. People decide.

Live numbers on your phone

Occupancy, covers and sales by property and outlet.

Grows with you

Start with one hotel or cafe and add properties, outlets and brands.

CONTENTS

66 modules in 12 areas, one platform

Every module runs on one platform. Modules marked + come in optional packs.

Reservations & Distribution

- Reservations
- Booking Engine
- Channel Manager
- Rates & Packages
- Revenue Management

Front Office

- Check-in & Check-out
- Room Allocation & Tape Chart
- Guest Profiles
- Cashiering & Folios
- Night Audit
- Guest Requests & Concierge

Housekeeping & Rooms

- Housekeeping
- Laundry & Linen
- Minibar
- Lost & Found

Restaurants & Bars

- POS Billing
- Table Management
- Payments & Settlement
- Discounts & Offers
- Shift & Day Close
- Room Service
- Bar & Liquor+

Ordering Channels

- Captain App
- QR Table Ordering
- Online Ordering
- Aggregator Integration
- Delivery Management

Kitchen & Menu

- Kitchen Orders (KOT)
- Kitchen Display (KDS)
- Menu Management
- Recipes & Food Costing
- Central Kitchen+

Banquets, Catering & Events

- Banquet & Event Booking
- Function Sheets & Billing
- Catering & Events+

Billing & Finance

- City Ledger & Corporate Billing
- Payments & Deposits
- Commissions & Agents
- Accounts & Finance
- Expenses & Petty Cash
- Budgets & Cost Centres

Stores & Engineering

- Inventory & Stores
- Purchase
- Wastage & Variance
- Maintenance & Engineering
- Assets
- Energy & Utilities

Guest Engagement

- Guest Communication
- Feedback & Reviews
- Loyalty & CRM
- Reservations & Waitlist
- Campaigns
- Spa, Activities & Clubs+

People & Rostering

- Staff HR & Payroll
- Duty Rostering
- Training & Grooming
- Tips & Service Charge

Groups & Platform

- Central Reservations
- Central Menu & Pricing
- Franchise Management
- Multi-brand & Cloud Kitchens
- Reports & Analytics
- Integra AI
- Mobile Apps
- Owner App
- Integrations & Multi-property

+ Optional pack (Leisure, Bar & Liquor, Catering & Events or Central Kitchen).

Reservations & Distribution

Reservations

Every booking, from walk-ins to groups, on one live room calendar.

- Room availability calendar
- Individual and group bookings
- Advance deposits
- Modifications and cancellations
- Waitlist and overbooking control
- Booking confirmations

Booking Engine

Commission-free direct bookings from your own website.

- Website booking widget
- Live rates and availability
- Online payment
- Promo codes and packages
- Mobile-friendly booking

Channel Manager

Rates and inventory synced with online travel agencies.

- Two-way OTA connectivity
- Rate and inventory sync
- OTA bookings into reservations
- Stop-sell and restrictions
- Channel-wise performance

Rates & Packages

Room rates, plans and packages by season and segment.

- Rate plans by room type
- Seasonal and weekend rates
- Meal plans and packages
- Corporate and agent rates
- Taxes applied by rule

Revenue Management

Rates that respond to demand, with forecasts and pickup.

- Occupancy forecasts
- Booking pickup reports
- Rate recommendations
- Competitor rate tracking
- ADR and RevPAR analysis

Front Office

Check-in & Check-out

Fast arrivals and departures, with ID capture and digital forms.

- Express check-in
- Guest ID capture
- Digital registration card
- Early and late check-out
- Express check-out with folio

Room Allocation & Tape Chart

Visual room plan for assigning, moving and blocking rooms.

- Tape chart
- Room assignment
- Room moves and upgrades
- Out-of-order blocks
- Connecting rooms

Front Office continued

Guest Profiles

Every guest's stays, preferences and history.

- Guest history
- Preferences and notes
- Company and agent profiles
- VIP flags
- Duplicate profile merge

Night Audit

Day close with room charges, checks and reports.

- Automatic room charge posting
- No-show processing
- Audit checks
- Day-end reports
- Business date roll-over

Cashiering & Folios

Guest folios with charges from every outlet.

- Guest and master folios
- Charges posted from outlets
- Split and transfer charges
- Payments and refunds
- Tax invoices

Guest Requests & Concierge

Requests and services tracked to completion.

- Request logging
- Assignment to departments
- Wake-up calls
- Travel desk and transfers
- Request status tracking

Housekeeping & Rooms

Housekeeping

Room cleaning schedules and live room status.

- Room status board
- Cleaning assignments
- Mobile updates from housekeepers
- Inspection checklists
- Turnaround tracking

Minibar

Minibar stock and consumption charged to the guest.

- Minibar stock by room
- Consumption posting
- Refill lists
- Minibar revenue

Laundry & Linen

Guest laundry and hotel linen, issued and returned.

- Guest laundry orders
- Charges to the folio
- Linen par levels
- Linen issue and return
- Laundry vendor tracking

Lost & Found

Items found, stored and returned on record.

- Item register
- Storage location
- Guest claims and returns
- Disposal records

Restaurants & Bars

POS Billing

Fast billing for dine-in, takeaway and delivery on any device.

- Dine-in, takeaway and delivery billing
- Works on tablets, PCs and phones
- Offline billing with sync
- Item modifiers and notes
- Tax invoices
- Reprints and cancellations with reasons

Table Management

A live floor plan of tables, covers and running orders.

- Floor and table layout
- Table status at a glance
- Merge and move tables
- Covers per table
- Running order per table

Payments & Settlement

Every way to pay, split and settle.

- Cash, card and UPI
- Split bills by item or amount
- Part payments
- Credit customers
- Payment-wise reports

Discounts & Offers

Discounts, happy hours and combos applied by rule.

- Item and bill discounts
- Happy hour pricing
- Combos and meal deals
- Coupons
- Discount approvals

Shift & Day Close

Cash drawer, shift handover and day-end in a few clicks.

- Opening and closing cash
- Shift handover
- Day-end report
- Cash variance
- Settlement by payment mode

Room Service

In-room dining from order to delivery and folio.

- Room service orders
- Delivery tracking
- Charges to the folio
- In-room dining menu

Bar & Liquor BAR & LIQUOR PACK

Bar sales by peg and bottle, with liquor stock registers.

- Peg and bottle sales
- Open bottle tracking
- Liquor stock registers
- Bar happy hours

Ordering Channels

Captain App

Waiters take orders at the table on their phones.

- Table-side ordering
- Orders straight to the kitchen
- Course and seat numbers
- Bill requests

QR Table Ordering

Guests scan, order and pay from the table.

- QR menu per table
- Self-ordering
- Pay at table
- Call waiter
- Orders into the POS

Ordering Channels continued

Online Ordering

Commission-free orders from your own website and app.

- Online menu
- Delivery and pickup orders
- Online payment
- Order status updates
- Delivery charges by area

Aggregator Integration

Orders from food delivery apps straight into the POS.

- Orders auto-accepted into the POS
- Menu and price sync
- Item on/off by outlet
- Aggregator-wise sales
- Commission reconciliation

Delivery Management

Own delivery riders, assigned and tracked.

- Rider assignment
- Delivery status
- Cash collection by rider
- Delivery time reports

Kitchen & Menu

Kitchen Orders (KOT)

Orders printed or displayed at the right station.

- KOT printing
- Station-wise routing
- Order modifications and voids
- KOT reprint

Kitchen Display (KDS)

Screens that replace paper tickets in the kitchen.

- Kitchen display screens
- Order timers
- Ready and served status
- Prep time reports

Menu Management

One menu, priced by outlet, channel and time.

- Categories, items and variants
- Add-ons and modifiers
- Prices by channel
- Time-based menus
- Item availability

Recipes & Food Costing

Recipes that reduce stock and show the cost of every dish.

- Recipe cards
- Ingredient-level stock reduction
- Dish cost and margin
- Menu engineering
- Semi-finished items

Central Kitchen CENTRAL KITCHEN PACK

Production at a base kitchen and supply to outlets.

- Outlet indents
- Production planning
- Batch production
- Transfers to outlets
- Central kitchen costing

Banquets, Catering & Events

Banquet & Event Booking

Halls, events and packages booked without clashes.

- Hall availability
- Event enquiries and quotes
- Tentative and confirmed bookings
- Event packages
- Advance payments

Function Sheets & Billing

Every event detail shared with each department, billed in full.

- Function sheets
- Menu and set-up details
- Department instructions
- Event billing
- Event profitability

Catering & Events

CATERING & EVENTS PACK

Catering orders and private events, quoted and billed.

- Event enquiries and quotes
- Menus per event
- Advance payments
- Event billing

Billing & Finance

City Ledger & Corporate Billing

Companies and agents billed on credit, with statements.

- Company and agent accounts
- Bill to company
- Credit limits
- Statements and reminders
- Receivables ageing

Payments & Deposits

Card, UPI and online payments matched to folios.

- Advance deposits
- Card and UPI payments
- Payment gateway links
- Refunds
- Cashier reports

Commissions & Agents

Travel agent and OTA commissions worked out by rule.

- Commission rules
- Agent statements
- OTA commission tracking
- Commission payouts

Accounts & Finance

Every folio, bill and payment posted to one ledger.

- Chart of accounts
- Revenue posted from front office and outlets
- Payables and supplier payments
- Bank reconciliation
- Tax
- Financial statements

Billing & Finance continued

Expenses & Petty Cash

Outlet expenses and petty cash, approved and recorded.

- Expense entries
- Petty cash by outlet
- Approvals
- Expense reports

Budgets & Cost Centres

Department budgets and profitability by outlet and property.

- Department cost centres
- Budgets and variance
- Outlet profitability
- Property comparisons

Stores & Engineering

Inventory & Stores

Food, beverage and general stores across outlets.

- Item master
- Main and outlet stores
- Requisitions and issues
- Stock transfers
- Reorder levels
- Stock counts

Maintenance & Engineering

Breakdowns and preventive maintenance across rooms and plant.

- Maintenance requests
- Preventive schedules
- Work orders
- Room out-of-order link
- Vendor and AMC tracking

Purchase

Requests to goods receipt and supplier bills.

- Purchase requests
- Quotations
- Purchase orders
- Goods receipt
- Supplier bills to accounts

Assets

Hotel assets from purchase to disposal.

- Asset register
- Tagging
- Transfers
- Depreciation posted to accounts
- Disposal

Wastage & Variance

Know what was used, wasted or missing.

- Wastage entries
- Theoretical vs actual consumption
- Variance reports
- Expiry tracking

Energy & Utilities

Meter readings and utility costs per occupied room.

- Meter readings
- Utility costs
- Cost per occupied room
- Consumption alerts

Guest Engagement

Guest Communication

Confirmations, pre-arrival and in-stay messages on every channel.

- Booking confirmations
- Pre-arrival messages
- In-stay offers
- SMS, WhatsApp and email
- Post-stay thank you

Feedback & Reviews

Guest feedback and online reviews, tracked and answered.

- In-stay and post-stay surveys
- Ratings by department
- Review tracking
- Complaint follow-up

Loyalty & CRM

Repeat guests rewarded and marketed to.

- Loyalty points and tiers
- Guest segments
- Campaigns
- Corporate account management

Reservations & Waitlist

Table bookings and walk-in queues managed together.

- Table reservations
- Waitlist with SMS alerts
- Online booking
- No-show tracking

Campaigns

SMS, WhatsApp and email campaigns to the right customers.

- Segmented campaigns
- SMS, WhatsApp and email
- Offer codes
- Campaign results

Spa, Activities & Clubs LEISURE PACK

Spa, wellness, activities and memberships billed to the guest.

- Spa and wellness bookings
- Therapists and rooms
- Activities and excursions
- Club memberships
- Charges posted to the folio

People & Rostering

Staff HR & Payroll

Every employee from joining to payslip.

- Staff records
- Attendance and leave
- Payroll and payslips
- Service charge distribution
- Loans and advances
- Exit and settlement

Duty Rostering

Shifts and rosters across departments.

- Shift patterns
- Department rosters
- Shift swaps with approval
- Overtime tracking

People & Rostering continued

Training & Grooming

Training programmes and standards for every team.

- Training programmes
- Standard operating procedures
- Grooming and audit checks
- Training records

Tips & Service Charge

Tips and service charge shared by rule.

- Tip collection
- Service charge distribution
- Staff-wise reports

Groups & Platform

Central Reservations

One reservation desk for every hotel in the group.

- Group-wide availability
- Bookings for any property
- Central rate control
- Group sales and contracts

Central Menu & Pricing

One menu pushed to every outlet, with local prices.

- Central menu control
- Outlet-specific prices
- Item availability by outlet
- Menu change log

Franchise Management

Franchise outlets, royalties and supply.

- Franchise outlets
- Royalty calculation
- Franchise supply orders
- Franchise performance

Multi-brand & Cloud Kitchens

Several brands from one kitchen or across many.

- Brands and virtual brands
- Brand-wise menus
- Shared kitchen stock
- Brand-wise sales

Reports & Analytics

Occupancy, ADR, RevPAR and outlet revenue at a glance.

- Management dashboard
- Occupancy, ADR and RevPAR
- Outlet revenue
- Source of business
- Custom report builder
- Export to Excel and PDF

Integra AI

AI built into every module. It suggests, people decide.

- AI assistant for questions in plain language
- Demand and occupancy forecasts
- Rate suggestions
- Review summaries
- Every AI action approved and logged

Mobile Apps

Apps for guests, housekeeping and managers.

- Guest app and web check-in
- Housekeeping app
- Manager dashboard app
- Push notifications

Groups & Platform continued

Owner App

Live sales and alerts on the owner's phone.

- Live sales by outlet
- Day-end summary
- Cancellation and discount alerts
- Stock alerts

Integrations & Multi-property

Door locks, payments, OTAs and several hotels on one platform.

- Door lock systems
- Payment gateways
- OTAs through the channel manager
- ID scanners
- Open APIs
- Multiple hotels on one platform

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Any industry. Any country. Any device.

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