



**BESTTIME**  
SOFTWARE



An aerial photograph of a tropical beach. The water is a vibrant turquoise color, transitioning from shallow near the shore to deeper further out. A sandy beach is visible, with a thatched-roof building, likely a resort or villa, situated on the left side. The building has a traditional, rustic appearance with a steeply pitched roof made of dried palm fronds or similar natural materials. The overall scene is serene and idyllic, representing a high-end vacation property.

Take your property to the next level.

## The BestTime Competitive Edge

The global pandemic is reshaping the hospitality industry and changing the way we interact with prospects and customers. BestTime Software can help you succeed and find new opportunities for growth and profitability.

Technological advances over the past decade make it possible to provide a seamless customer experience across all touchpoints. BestTime makes this possible with our single, integrated platform using the latest, cutting edge technology. You can provide fast, flexible, personalized service every time your owners interact with your team. Successful timeshare resorts, fractional ownership properties, and vacation clubs will evolve to meet the changing needs of the tourism industry. **BestTime offers unlimited customization for a fixed monthly fee.** BestTime helps you manage your budget, operate efficiently, and proactively attract and retain new owners.

**Get the BestTime competitive edge and take your property to the next level.**



## Virtual Sales Module

A safe and cost-effective option to manage the entire Pre-Sale, Sale and Post-Sale process in a virtual environment.

- **Personalized Video Conference Tool:** Interact with prospects face-to-face online.
- Record, store, and download video sessions for review and audit.
- Share sales collateral online and conduct virtual tours.
- Generate and execute contracts online in real time.
- Automatically generate sales tickets for audit and follow-up.
- Institutionalize sales content and share best practices with your Sales Team.



## Powerful Sales Module

- BestTime has the contract templates for all systems currently in the market.
- Custom configuration of all your Business Rules to support sales of nights, points, weeks, discount schemes or social memberships.
- Flexible price lists, contracts and annexes and automatic calculation of commission basis and payment provision.
- **BestTime Financing Preview:** Real-time Preview calculates Down Payment and Fees online with Prospects and Customers. Contract history available to enable automatic financing.
- Automatic calculation of equity value according to business rules.
- Requests for Cancellation includes tools to Save the Sale.
- Real-time Sales Inventory facilitates decision-making and auditing.



## Flexible Marketing Module

- Comprehensive register of prospects, tours, and gift management for unlimited marketing programs, staff, and locations.
- Detailed management of all sales personnel throughout the sales cycle by role and commission.
- **BestTime Payroll Component:** Automatic payments to OPC's and your Sales Team.
- All sales actions are recorded and interpreted creating relevant statistical reports for real-time decision making.

## Robust Reservation Module

- Automatic Inventory Management with flexible seasons and reservation rights.
- **BestTime Booking Engine:** System reads all rules and only shows appropriate Booking Rights.
- Supervisor can authorize real-time "rule break" to maximize occupancy.
- Flags and preferences easily assigned to the Client Profile to enhance CRM programs.
- Integration with any hotel management system (PMS) and exchange companies.
- Obtain and monitor ratings and referrals from current customers.

For more information, visit [www.besttimesoftware.com](http://www.besttimesoftware.com)



## Smart Collection Module

- Payments and refunds applied according to criteria set by business rules in alignment with American “no harassment” regulations.
- **Best Time Collection Wizard:** System generates automatic collection communications by category, by campaign, and by channel (email, switch, mail etc.)
- Recurring payments and annual fee collection set up as automatic campaigns.
- System automatically tracks and measures campaign effectiveness.

## Strategic Management Module

- **Best Time Customer Relationship Manager:** Custom CRM shows 360° Customer Profile online and in real-time. Easily create Service Tickets to follow-up, flag, or assign tasks.
- Security roles can be assigned by role and level and rule and user.
- **BestTime Business Intelligence:** Live Workflow Maps, Tools and Reports enable strategic decision-making and the ability to address customer pleasure and pain points in real-time.
- **BTS Key Performance Index Module:** Create custom KPI's and evaluate in real-time. Systems generates traditional Industry Reports which can be customized as needed.
- Detailed Audit Trail Log automatically created per field with date, time, and user.
- Multiple companies, multiple offices, multiple currencies and exchange rates can be defined.
- Accounting and accounting policies automatically follow the rules of host country.



# BestTime Features Included at No Additional Charge

- Unlimited, fast, and flexible customization, scalability, upgrades and new functionality
- Cloud-based platform created with cutting edge tools and techniques
- Mobile devices can access system with browser and internet connection
- Traditional and customized Business Intelligence Tools and Reporting
- Customized Website for member/owner payments, reservations and service requests
- Data Migration beginning with deep clean-up and correction
- Onsite Training for users and IT resources
- Real-time, 24/7, 365 Support via phone or online or on-site
- All required integrations (PMS, Exchange Companies, Switch etc.)
- DRP Disaster Recovery Plan



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# The BestTime Competitive Edge

We've used our years of experience in the timeshare industry to create a modular, cloud-based platform that completely aligns with your business needs.

BestTime gives you unlimited customization, installation, service and support for a fixed monthly fee -- no upfront cost, no hidden fees, no additional charges.

## BestTime Software Edge

- Virtual Sales Module
- Real-Time 360° Customer Profile
- Instant Financing Preview
- Intelligent Booking Engine
- Automatic Payroll Component
- Smart Collection Wizard
- Live Business Intelligence.

## BestTime Technology Edge

- Cutting edge, cloud-based platform
- Unlimited customization using comprehensive business rules
- Scalable across unlimited contracts, users, and properties
- Mobile device system access
- Automatic upgrades and new functionality
- Custom Business Intelligence Tools
- Customer Website for payments, reservations and service requests

## BestTime Service Edge

- Easy Data Migration with cleaning and correction
- Onsite Training for users and IT resources
- Real-time, 24/7, 365 Support via phone or online or on-site
- All required integrations with PMS and Exchanges
- Fail safe Disaster Recovery Plan

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