HotSOS 3.0 vs SOSuite

FEATURE COMPARISON

Scope

The purpose of this document is to focus on the differentiating features and functionalities between HotSOS 3.0 and SOSuite. It is important to note that this is not an overall feature document for either of the two applications. There are many features and functions that remain the same for both applications and as such are not mentioned below. In order to provide more clarity for REX and HotSOS users this article will be divided into four sections:

- General
- Work Orders
- Housekeeping
- Room Attendant

Amadeus

75 New Hampshire Avenue
Portsmouth 03801
New Hampshire USA

Worldwide: +1 603.436.7500
US Toll Free: 888.829.8871

Amadeus-Hospitality.com

AMADEUS

General

Feature	Description	HotSOS Mobile	SOSuite
Usability	• Optimized for any device • Enhanced icon and description • Accent colors and fonts for key details	X	
Two Way Messaging	User can send two messages between different devices	X	
Search Function	Users can use search feature to find an issue, guest name, team member, locations etc.	X	
Reset Password	Allows user to reset password	X	
Dashboard	Offers Dashboard functionality outlining information such as guest vs non guest orders, top issues, breakdown by department etc.	X	
Amenity Module	Offers module for amenity tracking with integration to housekeeping	X	
Personnel Module	Full access to personnel module with full editing capabilities including unsuspending users and resetting passwords		

Amadeus

75 New Hampshire Avenue
Portsmouth 03801
New Hampshire USA

Worldwide: +1 603.436.7500
US Toll Free: 888.829.8871

Amadeus-Hospitality.com

Work Orders

Feature	Description	HotSOS Mobile	SOSuite
Notifications	New notification center provides user with updates on work orders and assignments	X	X
Streamlined Work Order View	Service order information displayed into single tab	X	
Work Order Ranking	Ability to dictate how work orders are presented for each workspace based on criteria such as ☐ Reservation Status ☐ Guest vs Non Guest ☐ Previous work orders ☐ Standard ☐ Requestor Department	X	
Push Work Orders	Ability to push work orders out to users, teams or devices	X	X
Work Spaces	Ability to assign work manually or automatically to a workspace/assign to team allowing for more efficient grouping of work and ability to pull work from workspace and release it back.	X	
Pull & Release Work Orders	Ability for a user to pull work orders into my work from a workspace and release it back to the work space if needed.	X	
View Assigned Work	Offer user the ability to see who is assigned to what work order	X	
Assign/Remove Work	Ability to assign and remove work orders	X	
Dynamic Filtering	Ability to set a combination of filters such as	X	

Amadeus

75 New Hampshire Avenue
Portsmouth 03801
New Hampshire USA

Worldwide: +1 603.436.7500
US Toll Free: 888.829.8871

Amadeus-Hospitality.com

- ☐ Issue Type
- ☐ Status
- ☐ Priority
- ☐ Date Range
- ☐ Guest vs Non Guest
- ☐ Work Space

Feature	Description		
Add Parts	Allows user to reset password	X	
Add Labor		X	X
Add Recoveries		X	
Add Images	Allows user to associate images to work orders	Up to 6 images	1 image
Add documents	Allows user to associate documents to work orders	Up to 6 documents	N/A
View Memos	Ability to view memos, actions and system tab	X	
Progress Screen	Ability to see who is on duty, where they are located and what they are working on.	X	
Cluster Functionality	Ability to login to one session and access work order at more than one hotel	X	

Amadeus

75 New Hampshire Avenue
Portsmouth 03801
New Hampshire USA

Worldwide: +1 603.436.7500
US Toll Free: 888.829.8871

Amadeus-Hospitality.com

AMADEUS

Housekeeping

Feature	Description	HotSOS Mobile	SOSuite
Work Order and Inspection History per Room	Supervisor and user can view additional details about a room when assigning and servicing	X	
Dashboard/Stats	User can send two messages between different devices	X	
Search Function	Users can use search feature to find an issue, guest name, team member, location	X	
Dynamic Filtering	Guest module provides insight to in house guest, who has experienced an incident or work order and in depth detail about the guest	X	
Enhanced Display	Ability to login to one session and access work order at more than one hotel	X	
Ability to Customize Supervisor Work Space	Allows user to reset password	X	
Progress Screen	Allows user to see where room attendants are located, how they are progressing through their day and how many DNDs, Refuse service etc. have been recorded.	X	
Show Arrival/Departure Time	When available will show arrival and departure time on day of arrival and departure	X	

Amadeus

75 New Hampshire Avenue
Portsmouth 03801
New Hampshire USA

Worldwide: +1 603.436.7500
US Toll Free: 888.829.8871

Amadeus-Hospitality.com

Room Attendant

Feature	Description	HotSOS Mobile	SOSuite
Notifications	New notification center provides user with updates on work orders and assignments	X	
Enhanced View	User can send two messages between different devices	X	
Icon and Label Driven User Interface	Users can use search feature to find an issue, guest name, team member, location	X	
Display Priority Points	Guest module provides insight to in house guest, who has experienced an incident or work order and in depth detail about the guest	X	
View Room Work Order History	Ability to view pending work for a guest room	X	
View previous inspection scores	Allow user to view his/her QIC inspection score when sent back to room	X	
Create work order from icon or search	Ability for user to use either icon driven work order reporting or wildcard search work order reporting.	X	
Select from multiple rooms	Ability to allow user to select from multiple rooms of same priority point value.	X	
Badges and Recognition	Ability to earn badges and recognition status for achievements in areas such as inspections scores, reporting work orders, cleaning set number of goal, credits etc.	X	
Shows Arrival/Departure Dates and Times	When available will showcase arrival and departure date and time	X	
Guest left with Bags	Allow attendant to flag a room as ready for service when guest leaves with luggage		

Amadeus

75 New Hampshire Avenue
Portsmouth 03801
New Hampshire USA

Worldwide: +1 603.436.7500
US Toll Free: 888.829.8871

Amadeus-Hospitality.com