

# WHY CHOOSE US?

## ❖ Complete end-to-end hotel solution

360HMS covers 20+ integrated modules including front office, restaurant POS, housekeeping, accounts, booking engine, and CRM—so you don't need multiple separate systems.

## ❖ Proven in real hotels across regions

The system is designed and deployed for SME hotels, lodges, guest houses, and restaurants in India and Africa, with workflows built from real hospitality operations and on-ground experience.

## ❖ Strong partner and support ecosystem

360 Mango actively works with channel partners, offers full training, marketing, and technical support, and continuously releases new features to keep clients competitive in the digital hospitality market.

## CONTACT

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**360 Mango Solutions Pvt. Ltd**  
**Hospitality Experts**



**TRUSTED GLOBALLY:**  
Serving 100+ hotels across India, Rwanda, Kenya, Nigeria, Somalia, Tanzania, Cameroon, Congo, and beyond.

## ABOUT US

360 Mango Solutions is a hospitality-focused IT company that builds intelligent, cloud-based software to help hotels run their operations efficiently and profitably. Headquartered in Bengaluru, India, the company specializes in hotel management solutions ranging from small guest houses to full-service hotels and resorts.

360 Mango's team of engineers, analysts, and designers works closely with hospitality businesses to understand real-world challenges and turn them into practical, scalable technology solutions. With a growing global footprint across multiple countries, the company focuses on long-term partnerships, responsive support, and continuous product innovation to keep its clients competitive in a rapidly changing hospitality market.

Grow your  
**BUSINESS**  
WITH US  
**12 YEARS**  
**OF EXCELLENCE**





# PRODUCTS

## 360 Mango is 100% user friendly

To achieve total customer satisfaction by providing high quality solutions based on cutting edge technologies at an affordable cost, and by giving timely, accurate support to all levels of users.



### 360HMS Hospitality

Our Hotel Management Software simplifies daily operations by automating reservations, check-ins, housekeeping, room availability, and financial tracking—eliminating manual paperwork and saving valuable time.



### 360POS Dining

360POS is easy to use with an intuitive interface that requires no training. Its cloud-based system helps staff manage orders and operations smoothly, reducing stress and boosting productivity across kiosk and mobile setups.



### HR-Penguin Human Resource

Our Human Resource Management Software streamlines hiring, attendance, payroll, and employee records—automating routine tasks and improving workforce efficiency with a simple, intuitive interface.



# SUMMARY

## 360HMS Competitive Advantages

360HMS represents the future of hotel management technology, providing hoteliers with the tools needed to compete in today's digital hospitality landscape while delivering exceptional guest experiences and maximizing profitability.

### 💡 Integrated Ecosystem

All 20 modules work seamlessly together, eliminating data silos and ensuring single source of truth for all hotel operations.

### ⌚ Real-Time operations

Live data synchronization across all modules enabling instant decision-making and responsive guest service.

### 🚀 Scalability

Suitable for properties of all sizes from boutique hotels to large resorts and hotel chains with multi-property management.

### 👤 User-Friendly Design

Intuitive interfaces requiring minimal training, increasing staff adoption and productivity.

### 📱 Mobile-First Approach

Mobile accessibility for all critical functions enabling staff to work efficiently from anywhere on property.

### 🤖 Comprehensive Automation

Automated workflows reducing manual work by 70% and eliminating human errors.

### 🌟 Guest Experience Focus

Every module designed to enhance guest satisfaction through personalized service and efficient operations.

### 💰 Financial Control

Complete visibility into revenue and costs with real-time financial tracking and reporting.

### 🌐 Industry Compliance

Built-in compliance features for hospitality regulations, tax laws, and data protection.

### ⏰ 24/7 Support

Round-the-clock technical support ensuring uninterrupted hotel operations.



# SUCCESS STORY

360HMS: Comprehensive Hotel Management Solution

2014  
1

## Launched

360HMS has successfully launched its first version in the market.



2016  
2

## Advancement

Following the success of Version 1, we added several new features based on market demand.



2024  
3

## Transformation

Advancing the 360HMS Interface for Better User Experience.





# STRUCTURE

360HMS: Comprehensive Hotel Management Solution



## ADMINISTRATOR

### SUPER ADMINISTRATOR

The 360HMS Super Administrator oversees the entire system, managing all modules, user permissions, configurations, and high-level settings to ensure smooth and secure operation across the hotel management platform.



## SETTINGS

### SYSTEM SETTINGS

360HMS is fully configurable; nothing is hardcoded. All settings including taxes, accounts, modules, and system preferences can be customized easily from the Admin panel.



## SECURITY

### SYSTEM SECURITY

System secured with 3DES and AES encryption, CAPTCHA protection, and full SSL-enabled access.



## Complete Deep Analysis of All 20 Modules

360HMS represents a complete end-to-end hotel management ecosystem designed to streamline operations, enhance guest experiences, and maximize profitability across all departments of modern hospitality establishments.



### Admin

System administration and user management



### Front Office

Reception, bookings & guest services



### Room Service (F&B)

Food & beverage room service orders



### House Keeping

Room cleaning and maintenance status



### e-Document

Digital document management system



### Restaurant

Restaurant operations and POS system



### Payroll

Employee salary and payroll management



### Banquet & Event

Event planning and banquet management



### Accounts

Financial accounting and expenses



### Health Club

Fitness center and spa management



### Purchase

Procurement and vendor management



### Stock

Transfer and stock management



### Maintenance

Facility maintenance and repairs



### MIS & Reports

Analytics and business intelligence



### CRM

Customer relationship management



# ADMIN

## The Control Center

The Admin module serves as the nerve center of 360HMS, providing complete system configuration and control capabilities. This module is the foundation upon which all other modules operate, ensuring security, consistency, and proper access management.

1

**User Rights & Permission Management**

2

**Master Configuration Settings**

3

**System Security & Data Protection**

4

**Integration Hub**

5

**Reporting & Analytics Configuration**

6

**Taxation Configuration**



# FRONT-OFFICE

## Guest Lifecycle Management

The Front Office module is the operational heart of hotel management, handling the complete guest journey from initial reservation inquiry through final checkout and beyond.

**1 Advanced Reservation Management**

**2 Intelligent Room Inventory Control**

**3 Seamless Check-in Operations**

**4 Efficient Check-out Processing**

**5 Guest Folio Management**

**6 Dynamic Rate Management**

**7 Night Audit Automation**

**8 Reporting & Analytics**



# BANQUET

## Event Excellence

The Banquet module provides comprehensive tools for managing conferences, weddings, corporate events, and social gatherings, ensuring seamless coordination and profitability.

### 1 Event Booking & Reservation

### 2 Venue Configuration Management

### 3 Comprehensive Menu Planning

### 4 F&B Integration & Requirements

### 5 Event Coordination Tools

### 6 Function Prospectus & Documentation

### 7 Billing & Financial Settlement

### 8 Reporting & Analytics



# RESTAURANT

## F&B Operations Excellence

This module delivers a complete Point-of-Sale and kitchen management solution specifically designed for hospitality F&B operations, supporting multiple outlets with category-based order routing.

1

**Kitchen Order Ticket (KOT) Management**

2

**Multi-Outlet Support**

3

**Category-Based Direct KOT Printing**

4

**Cashier Panel Features**

5

**Waiter Panel Capabilities**

6

**Table & Floor Management**

7

**Menu & Recipe Management**

8

**Inventory Integration**

9

**Real-Time Reporting**



# PURCHASE & STOCK

## Procurement Intelligence

A comprehensive procurement and inventory management system with approval workflows, ensuring optimal stock levels, cost control, and elimination of shortages.

1

**Purchase Order Management with Approval System**

2

**Vendor Management**

3

**Goods Receipt & Quality Check**

4

**Stock Transfer through Internal Requisition**

5

**Real-Time Stock Management & Valuation**

6

**Minimum Stock Level Reminder System**

7

**Consumption & Recipe Management**

8

**Multi-Store Management**

9

**Analytics & Reports**



# PAYROLL

## Human Resource Management

Complete HR and payroll solution managing staff attendance, advances, EMI calculations, and salary processing with statutory compliance.

1

Attendance Tracking & Management

2

Leave Management System

3

Advance Salary & EMI Calculation

4

Salary Processing Engine

5

Statutory Compliance

6

Payroll Reports & Analytics

7

Employee Self-Service Portal

8

Tip Management



# HOUSEKEEPING

## Property Maintenance Excellence

Comprehensive room status management, task assignment, and maintenance coordination ensuring immaculate property conditions and guest satisfaction.

1

**Real-Time Room Status Management**

2

**Task Assignment & Scheduling**

3

**Housekeeping Work Management**

4

**Room Item Distribution**

5

**Maintenance Ticket Creation**

6

**Inventory & Linen Management**

7

**Housekeeping Reports & Analytics**

8

**Lost & Found Management**



# F&B ROOM SERVICE

## In-Room Dining Excellence

Dedicated module for managing food and beverage room service operations, providing guests with convenient in-room dining experiences while ensuring operational efficiency.

1

**Order Taking & Processing**

2

**Room Charge Posting Integration**

3

**Order Routing & Kitchen Communication**

4

**Delivery Management**

5

**24/7 Service Support**

6

**Special Request Handling**

7

**Room Service Analytics**



# e-DOCUMENT

## Centralized Document Management

Digital document repository providing secure storage, version control, compliance management, and seamless access to all hotel documents across departments.

1

Digital Storage & Organization

2

Document Capture & Digitization

3

Version Control & Tracking

4

Access Permissions & Security

5

Search & Retrieval Capabilities

6

Workflow Automation

7

Compliance & Retention Management

8

Reporting & Analytics



# ACCOUNTS

## Complete Financial Management

Full-featured accounting system managing vouchers, ledgers, bank reconciliation, taxation, and comprehensive financial reporting integrated with all hotel operations.

1

**Voucher Management System**

2

**Comprehensive Ledger Tracking**

3

**Bank Reconciliation Module**

4

**Tax Management & Compliance**

5

**Accounts Payable Management**

6

**Accounts Receivable Management**

7

**Financial Reporting Suite**

8

**Integration with Operational Modules**



# MAINTENANCE

## Asset & Work Order Management

Comprehensive maintenance management system for creating tickets, assigning engineers, managing requisitions, preventive maintenance scheduling, and asset tracking.

1

**Ticket Management System**

2

**Engineer Assignment & Dispatch**

3

**Work Order Execution**

4

**Requisition System for Parts & Materials**

5

**Preventive Maintenance Scheduling**

6

**Asset Management & Tracking**

7

**Inventory Management for Spare Parts**

8

**Performance Analytics & Reporting**



# HEALTH-CLUB

## Spa & Wellness Management

Dedicated system for managing spa services, health club memberships, gym operations, and wellness programs providing a complete guest wellness experience.

1

**Membership Management**

2

**Appointment Scheduling System**

3

**Service Catalog & Menu**

4

**Spa & Club Service Booking**

5

**Guest & Member Profile Management**

6

**Point of Sale & Billing**

7

**Inventory Management**

8

**Reporting & Analytics**



# CRM

## Guest Relationship Management

Powerful customer relationship management system for building guest profiles, managing sales representatives, executing marketing campaigns, and fostering guest loyalty.

1

**Guest Profile & Database Management**

2

**Sales Representative Tracking**

3

**Marketing Campaign Management**

4

**Guest Feedback & Satisfaction**

5

**Loyalty Program Management**

6

**Sales Pipeline Management**

7

**Corporate Account Management**

8

**Analytics & Reporting**



# KDS

## Kitchen Display System

Paperless kitchen operation system displaying orders on screens with real-time status updates, order routing, preparation tracking, and notification capabilities eliminating traditional paper KOT.

1

**Multi-Display Support & Routing**

2

**Real-Time Order Display**

3

**Order Status Management**

4

**Kitchen Display with "Ready" Button**

5

**Restaurant Display & Waiter Notification**

6

**Sound-Enabled Notifications Everywhere**

7

**Order Modification Handling**

8

**Paperless Operation Benefits**



# KIOSK

## Mobile Waiter Ordering System

Mobile and tablet-based ordering system empowering waiters to take orders tableside with immediate printing to designated kitchen/bar counters, enhancing speed and accuracy.

1

**Mobile/Tablet Ordering Interface**

2

**Tableside Order Taking**

3

**Direct Printing to Assigned Printers**

4

**Order Routing Intelligence**

5

**Real-Time Menu Management**

6

**Table Management Features**

7

**Table Management Features**

8

**Bill Management on Mobile**



# MIS

## Business Intelligence Hub

Comprehensive reporting and analytics suite providing real-time dashboards, KPI tracking, and in-depth analysis across all hotel operations from a unified interface.

1

**Comprehensive Dashboard System**

2

**Front Office Analytics**

3

**Revenue Management Reports**

4

**Food & Beverage Reports**

5

**Financial Performance Reports**

6

**Housekeeping Performance**

7

**Guest Analytics**

8

**Marketing Effectiveness**

9

**Real-Time Analytics Engine**



# CLIENTS

Some valuable clients  
list countries wise

## I INDIA

Amit Hotel  
Aranya Vihar  
Ashoka Jungle Resort  
Hotel Indralok Tower  
Chocolate INN Rainforerst  
Hotel Aditi  
Hotel Aryavart  
Hotel Ashoka Residency  
Hotel Chocolate Inn  
Hotel Cloud 9  
Hotel Executive Inn  
Hotel Ganga Residency  
Hotel Grand INN  
Hotel Mahakala  
Hotel Rajadeepam  
Hotel Sea La Vie  
Hotel Vicky's plaza  
One Town Prime  
Park Pride INN  
ParkView Inn  
Rajadeepam Residency  
SVR Hotel & Banquet  
The Landmark Hotel  
The Park Pride  
WoodStock Villa  
Hotel Sukhdeo Palace

## R RWANDA

Champion Hotel  
Classic Hotel  
Devo Hotel  
Free Hotel  
Home Sweet Home  
Hotel Cozy Safari  
Hotel Fatima  
Hotel Hallmark Homes  
Hotel Heaven  
Hotel Highlands  
Hotel Nobleza  
Kacyiru Executive Apartments  
Kigali Delights Hotel  
Kim Hotel  
La palm hotel  
Landmark Suites  
Lemigo Hotel  
NDARU LUXURY SUITE By le  
Muguet  
Olympic Hotel

## S SOMALIA

Caduun Hotel  
Cawaale Blue Hotel  
Dreampoint Hotel  
Emeral Hotel  
Martisoor Hotel  
Mubarak Hotel  
Nugaal Hotel  
RUGSAN HOTEL  
Same Hotel  
Taleex Hotel  
Jubba Hotel  
SKY Hotel  
New Rays Hotel  
Safari Hotel  
Tawfiq Hotel

## N NIGERIA

Grand Session Hotel  
Grand Swiss Hotel  
Hotel Romeneo  
Matho Crystal Hotel  
Sawalino Hotel & Suites  
Shores Hotel  
SWEET PEACE SUITES  
White Court View Hotel  
Vegas Astoria  
QUEEN SOBALI ROYAL HOTEL

## T TANZANIA

Kibo Palace

## K KENYA

Athi Holiday Resort  
Epashikino Resort Spa  
Grand turaco hotel  
Walabi Mara Hotel

## C CAMEROON

Pinorichvilla



**360HMS** – Online and Offline Seamlessly

# HOTEL MANAGEMENT SOFTWARE



A FREE DEMO TRY IT YOURSELF!  
<https://360hms.com>

User : demo  
Password : demo

## Key Features

- ✓ Front Office
- ✓ Restaurant and Bar
- ✓ F & B Room Services
- ✓ Housekeeping
- ✓ Banquet & Events
- ✓ Financial Accounting
- ✓ Health Club
- ✓ Inventory & Purchase
- ✓ Stock Management
- ✓ E-Documents
- ✓ Salary & Payroll
- ✓ MIS & Reporting
- ✓ CRM
- ✓ Maintenance
- ✓ KIOSK

## TRUSTED GLOBALLY

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