

CATEGORY SUMMARY

Category	Description
Back-end operations	Supports a variety of operational processes for business including accounting, tax management & payment processing; security & risk management; general operations support and human resources management.
Booking System	Includes a variety of software solutions to streamline the reservation process, allowing users to manage their booking by checking availability for desired dates. Can also include other functionality such as communications, membership management, CRM database creation, and rate management.
Communications Management	Wide variety of support to customer communications, including AI powered chatbots, audioguides, translation services, accessibility and reputation and feedback management solutions.
Property Management System	A venue management application, which is often integrated with booking and channel management systems. Can help with aspects such as front-desk operations, guest communication and support.
Content Creation	Variety of innovative solutions to help differentiate products, such as augmented reality, user-generated video creation and distribution, AI-generated content development, and immersive location modelling.
Ticketing System	Booking and capacity management software that can include sales, payment solutions, access control, self-service kiosk, logistics and rostering.
Website Creation	Self-service platform for creating websites, including page setup and templates, SEO optimisation, hosting and eCommerce; and can also include customisations for inclusive functions.
Channel Manager	Provides a way to manage the product offering across the major revenue channels, and often incorporates booking & eCommerce solutions, as well as property management solutions.
CRM System	Includes a platform to engage and grow members and customers, including content development, segmentation, contract management, email tracking and notifications.
Social media Management	Includes activities such as content curation, scheduling and publishing, analytics and social listening, approval workflows and post analytics.
Customer Service	Includes bespoke solutions, including property return service to return forgotten items back to owners; and accessibility support to ensure inclusive experiences for all individuals.

APPROVED PROVIDERS BY CATEGORY

Category	Provider type	Company Name
Back-end: Finance	Providers that help with organising your Finance.	Webexpenses
Back-end: Finance		Lightyear
Back-end: Finance		Xero Australia Pty Ltd
Back-end: Finance		Hnry
Back-end: Human Resources	Providers that help with organising your Workforce.	Employment Hero
Back-end: Human Resources		Swaggie
Back-end: Human Resources		Sentrient Pty Ltd
Back-end: Operations	Providers that help with organising your Business Operations.	Dazhboards Pty Ltd
Back-end: Operations		TourTracked
Back-end: Operations		Wherewolf
Back-end: Point of Sale	Provider that helps with Point of Sale.	Harris Data Systems
Back-end: Security & Compliance	Providers that helps with managing security.	Security Registers
Back-end: Security & Compliance		VIX VIZION PTY LTD
Booking System: Accommodation	Providers that help with Accommodation Booking Systems.	Levart
Booking System: Accommodation		Room Manager & Bookeasy
Booking System: Accommodation		DigitalRez Australia Pty Ltd
Booking System: Activities/Tours	Providers that help with Activity Booking Systems.	ResPax / LIVN
Booking System: Activities/Tours		Nabooki
Booking System: Activities/Tours		OperatorHub PTY LTD
Booking System: Guidance	Provider that helps with choosing a system.	Bookable Tourism
Booking System: Restaurant	Provider that helps with Restaurant System.	Open Table
Channel Manager	Providers that help with channel management.	SiteMinder
Channel Manager		Update247
Communications: Audio Guide	Provider that helps with Audio Guides.	Vacayit Pty Ltd
Communications: Guest Experience	Providers that help with guest communications.	Yonder HQ
Communications: Guest Experience		Orana Stay
Communications: Guest Experience		Shiji Australia (Shiji ReviewPro)
Communications: Translations	Provider that helps with translation.	AcudocX
Content Creation: Augmented Reality	Provider that helps with augmented reality.	BoostAR Pty Ltd
Content Creation: Immersive Experience	Provider that helps with immersive content.	HeadBox Australia
Content Creation: Target marketing	Provider that helps with target marketing.	RAMMP
Content Creation: Video Production	Provider that helps with video production.	Cinefly
CRM System	Providers that help with customer relationship management.	Glue Up
CRM System		HubSpot Australia Pty Ltd
Customer Engagement: AI <i>supported</i> human chat	Provider that helps with optimising comms.	Chat2
Customer Engagement: Lost property returns	Provider that helps with lost property return.	Dashback
Customer Engagement: Business Operations	Provider that helps with hospitality operations.	Cherry Hub Pty Ltd
Customer Engagement: User accessibility	Provider that helps with user accessibility.	Cérge
Property Management System		Newbook

Property Management System	Providers that help with Property Management Systems.	Resly Pty Ltd
Property Management System		RMS (Aust) Pty Ltd
Property Management System		Mews
Property Management System		Cloudbeds
Social media Management	Providers that help with social media management.	Hootsuite
Social Media Management		Loomly
Ticketing System: Activities & Venues	Providers that help with Activity Booking Systems.	ROLLER
Ticketing System: Activities & Venues		Centaman, Inc
Ticketing System: Activities & Venues		CustomLinc
Ticketing System: Events	Provider that helps with event ticketing.	Oztix powering Localix
Website: Creation & Hosting	Providers that help with website creation.	Oncord
Website: Creation & Hosting		Squarespace
Website: User Accessibility	Provider that helps with website accessibility.	Recite Me Australia Pty Ltd