PMS Features for Extended-Stay Lodging Operations

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PMS Solutions for Extended-Stay Lodging: Comprehensive Industry Report

Introduction

Extended-stay lodging – including long-term stay hotels, serviced apartments, and corporate housing – has grown into a significant segment of the hospitality industry. Demand for extended stays (from a few weeks to months) is rising, driven by remote work trends enabling digital nomads, relocating professionals, and families seeking home-like accommodations without long leases (Source: webrezpro.com). These guests expect a "home away from home," and properties benefit from higher total revenue per booking and lower turnover costs despite offering discounted long-term rates (Source: webrezpro.com)(Source: webrezpro.com). However, serving extended-stay guests comes with unique operational needs. Property Management Systems (PMS) play a critical role in addressing these needs by providing specialized features for managing long-term stays.

Unique Requirements of Extended-Stay Operations: Extended-stay hotels and serviced apartments require PMS capabilities beyond the typical nightly hotel stay. Key needs include:

- **Long-Term Rate Management:** Ability to set up daily, weekly, and monthly rates and combine them flexibly. For example, the PMS should apply weekly or monthly rates automatically when a guest stays beyond a certain length, and prorate partial weeks or months so guests aren't overcharged (Source: jonaschorum.com)(Source: mews.com). Few guests stay exactly 7 or 30 nights, so the system must handle a 16-night or 45-night stay by mixing rate models seamlessly (Source: jonaschorum.com)(Source: mews.com).

- **Recurring Billing & Folio Handling:** Support for periodic billing cycles (e.g. weekly or monthly invoices) instead of a single large bill at checkout (Source: jonaschorum.com). This is crucial for long-term corporate guests or residents who prefer regular payments. The PMS should track next payment due dates and charge at set intervals without requiring check-out/check-in for

each period (Source: jonaschorum.com). It must also manage tax adjustments for long stays (many regions waive certain lodging taxes after 30+ days) automatically, so that once a stay exceeds the threshold, the appropriate tax is removed or adjusted on the bill (Source: jonaschorum.com)(Source: webrezpro.com).

- **Housekeeping Automation for Long Stays:** Unlike transient hotels with daily cleaning, extended-stay properties often offer weekly housekeeping or on-demand cleaning (sometimes for an extra fee) (Source: jonaschorum.com). A suitable PMS should allow custom housekeeping schedules and reminders – for example, flagging rooms for cleaning every 7 days instead of daily (Source: webrezpro.com). Housekeeping modules must support "skip days," linen change cycles (e.g. every X days), and communicate these to staff via mobile apps or reports (Source: jonaschorum.com). This ensures efficiency and prevents over-servicing long-term guests. *Example of a PMS supporting custom housekeeping schedules for extended stays. In extended-stay mode, the system can assign weekly or biweekly cleaning cycles and adjust housekeeping tasks accordingly (Source: jonaschorum.com).*

- **Guest Communication & Self-Service:** Long-term guests appreciate the ability to self-manage and easily communicate needs. Modern PMS solutions include automated guest messaging (email/SMS) for confirmations, payment reminders, or promotions (Source: research.com). Many now offer **self-service check-in/out** via web or lobby kiosks, and mobile key integrations, so guests staying for months can enjoy a streamlined, contactless experience (Source: mews.com)(Source: stayntouch.com). A PMS for extended stay should integrate with identity verification and digital key solutions to support this "high-tech, high-touch" service model (Source: stayntouch.com).

- **Guest Profiles and CRM:** With longer stays, knowing your guest is even more important. PMS-integrated CRM functionality (guest profiles) stores preferences, special requests, and stay history (Source: webrezpro.com). For repeat corporate clients or long-term residents, profiles enable personalized service – like remembering unit preferences or important dates. Some systems even flag problematic long-term guests ("do not rent" lists) to protect the property (Source: webrezpro.com). Integration with loyalty programs or corporate account management is also valuable in this segment.

- **Reporting and Analytics:** Extended-stay operations need tailored reporting such as length-of-stay (LOS) reports and revenue per stay metrics. For example, Oracle OPERA PMS provides an "Extended Stay Summary" report that breaks down room nights and ADR by length-of-stay categories (Source: docs.oracle.com). Other systems allow filtering reports by rate type or stay length to analyze long-term segment performance (Source: webrezpro.com). These insights help in revenue management and adjusting long-stay pricing strategies.

- **Long-Stay Rate Plans and Revenue Management:** Advanced PMS platforms include revenue management tools or integrations to optimize long-stay pricing. This includes setting *length-of-stay discounts*, e.g. automatically discounting nightly rates after a certain number of nights, or offering a monthly rate that is lower on average than a nightly rate (Source: mews.com). Systems like **RMS Cloud** and **WebRezPro** allow configuring a single rate plan that accommodates nightly, weekly, and monthly pricing tiers, with rules to cap how many weeks/months get the special rate and when to revert to nightly pricing (Source: support.rmscloud.com)(Source: support.rmscloud.com). Such dynamic rate capabilities ensure extended-stay guests get appropriate long-term pricing while maximizing property revenue. *Example configuration in RMS Cloud PMS for a long-stay rate plan, with daily, weekly, and monthly rates defined. The system automatically applies the correct rate for each portion of an extended booking and prorates partial periods (Source: support.rmscloud.com) (Source: support.rmscloud.com).*

- **Ancillary Services & Add-ons:** Extended-stay guests often require amenities like laundry services, kitchen kits, parking, or gym access. A suitable PMS makes it easy to create add-on products and post recurring charges for these amenities (Source: jonaschorum.com)(Source: support.rmscloud.com). For instance, the PMS might automatically post a monthly parking fee or allow adding a one-time charge for an extra cleaning service. Integration with POS systems (for on-site restaurants or convenience stores) and the ability to bill to the room over a long period is also important.

In summary, a PMS for extended stays must be more flexible in rate billing, stronger in automation, and capable of blending hotel-style and apartment-style operations. Below we explore leading PMS vendors that specialize in or support extended stay lodging worldwide, and how they meet these requirements.

Key PMS Vendors for Extended-Stay Lodging

Cloudbeds

Cloudbeds is a globally popular cloud-based hospitality management platform known for its all-in-one approach (PMS, booking engine, channel manager, etc.). With **tens of thousands of properties in 150+ countries** using Cloudbeds (Source: cloudbeds.com), it serves a diverse range of lodging businesses from hostels and B&Bs to independent hotels – including extended-stay hotels and serviced apartments. In fact, Cloudbeds is **highly rated by extended-stay properties**, with 90% of such businesses on HotelTechReport recommending it (Source: hoteltechreport.com).

Extended-Stay Features: Cloudbeds provides **customizable booking rules and billing automation** that extended-stay accommodations rely on (Source: research.com). Properties can set up weekly or monthly rates via separate rate plans or discount rules, and the system will apply them to longer reservations. Cloudbeds' built-in invoicing and payment processing facilitate periodic billing – for example, generating monthly invoices for long-term guests and handling secure payment collection (Source: research.com) (Source: research.com). The platform can automatically post recurring charges and supports folio splitting, which is useful for direct billing to companies or segmenting a long stay into monthly folios.

Guest communication is another strong suit: Cloudbeds includes automated email/SMS tools that send booking confirmations, pre-arrival info, and mid-stay messages on schedule (Source: research.com). This helps extended-stay operators keep guests informed about upcoming payments or simply engage them during a lengthy stay. On the operations side, Cloudbeds offers a **housekeeping module with real-time room status** and scheduling. Housekeepers and front desk can track rooms that need cleaning and coordinate easily, a critical feature to manage infrequent cleaning cycles in extended stays (Source: research.com).

Cloudbeds is designed to be user-friendly and **requires minimal training**, an advantage when staff need to manage more complex stay patterns (Source: research.com). It also integrates with many third-party apps (over 300 integrations listed) for expanding functionality (Source: research.com) – for instance, connecting to a guest messaging app, revenue management system (Cloudbeds has its PIE – Pricing Intelligence Engine), or electronic door lock systems for self-check-in. Security and compliance (PCI, GDPR) are fully handled, which is important for long-term guests' data privacy (Source: research.com).

Notable Use Cases: Cloudbeds has been adopted by properties shifting to extended-stay models. For example, Home Spring Inn & Suites (USA) switched from transient hotel to an extended-stay model with furnished studios and kitchens, leveraging Cloudbeds to manage that transition (Source: cloudbeds.com). Extended stay and serviced apartment operators appreciate how Cloudbeds efficiently handles *complex booking patterns and payment schedules* for long-term guests (Source: research.com). The system's unified calendar and channel manager also allow mixing short stays and long stays without double-booking, so operators can "fill the gaps" around long reservations with short ones (Source: mews.com).

Cloudbeds' global reach and multilingual support (40+ languages, multi-currency) make it suitable for extended-stay properties catering to international guests (Source: research.com). Customer support is offered 24/7 via phone, email, and chat, which is valuable for around-the-clock operations (Source: research.com). Overall, Cloudbeds is viewed as a **flexible, all-in-one PMS** that extended-stay providers can use to centralize reservations, direct bookings, and guest management on a single platform (Source: research.com) (Source: research.com).

Mews

Mews is a modern cloud PMS that has rapidly grown, especially across Europe, by focusing on automation and a fresh approach to hotel operations. Powering over **12,500 properties in 85+ countries** (Source: mews.com)(Source: mews.com), Mews has won awards like "Best Property Management System – HotelTechAwards 2025" (Source: mews.com). Mews stands out for its open platform (extensive integrations and API) and its emphasis on **digital, guest-centric workflows**, which align well with extended-stay trends.

Extended-Stay Focus: Mews explicitly markets its solution for extended-stay hotels, serviced apartments, and aparthotels (Source: mews.com)(Source: mews.com). The PMS enables properties to **offer and price units for days, weeks, or months within one system** (Source: mews.com). One key capability is flexible reservation management that lets you **mix long-term and short-term**

stays without separate processes – Mews can fill gaps in a monthly booking with nightly stays in the same calendar, managing all in one place (Source: mews.com). This maximizes occupancy for extended-stay properties that might otherwise leave units idle between long bookings.

Mews' rate management allows setting up **automated long-stay rate rules**. Hoteliers can define special weekly or monthly rates that trigger when a booking exceeds a certain length, and even prorate monthly rates so guests "only pay for the nights they stay" beyond full months (Source: mews.com). For example, if a guest stays 45 nights, Mews can charge 1 monthly rate + 15 nights at a nightly pro-rated rate instead of two full months, making pricing fair and transparent (Source: mews.com). This level of automation in yield management for long stays was highlighted by users as uniquely flexible (Source: mews.com). Mews also has an integrated revenue management system (Mews RMS by Atomize) to optimize pricing in real time (Source: mews.com), which can benefit extended-stay inventory by adjusting long-term rates based on demand.

Another strength is **contactless and self-service technology**. Mews offers a guest-facing web portal and a **check-in kiosk solution** (Source: mews.com). Extended-stay guests can check in online or at a lobby kiosk, receive digital keys on their phone, and handle payments and upsells through self-service interfaces (Source: mews.com)(Source: mews.com). This reduces front-desk workload for long-term stays and caters to guests who value independence. One extended-stay operator noted that with Mews' automation, their staff are freed up to focus on personalizing the guest experience rather than paperwork (Source: mews.com). Mews' *Spaces* feature even allows monetizing other property areas (coworking spaces, storage, parking) to create additional revenue streams for long-term guests (Source: mews.com).

Integrations and Scalability: Mews is known for its **Open API and 1,000+ integrations** in the Mews Marketplace (Source: mews.com). This is particularly useful for serviced apartment brands that may need custom integrations – for instance, integrating a *rental contract management* system for long-term tenants or connecting to specialist guest communication and IoT devices in apartments (Source: mews.com). Mews does not charge connection fees for integrations, encouraging extended-stay operators to build their ideal tech stack. Common integrations used in this segment include CRM systems, accounting software, and access control systems; Mews supports all of these categories.

Client Examples: Mews has been implemented by high-profile extended-stay and hybrid lodging companies. For example, **ROOST Apartment Hotels** (a boutique apartment hotel brand in the US) chose Mews after reviewing many PMS solutions, finding that Mews "adequately addressed the complex needs of long-stay hotels" with creative and flexible solutions (Source: mews.com). In Europe, serviced apartment operator **Edgar Suites** and aparthotel brand **YAYS** use Mews to manage operations (Source: mews.com)(Source: mews.com). **Revelton Suites** (extended-stay suites in multiple countries) reported that Mews' automation is "a game changer" – saving time and money while keeping guests happy (Source: mews.com). These case studies underline Mews' credibility in the extended-stay arena.

Mews is especially popular in Europe and with **design-forward, tech-savvy hospitality brands**, but it has a growing global footprint. It supports multi-property and chain operations, making it suitable for regional extended-stay chains or corporate housing portfolios. Support and compliance are robust: Mews offers customer service in multiple languages and ensures legal fiscal compliance in 35+ countries (important for handling regional tax rules for long stays) (Source: mews.com). In short, Mews provides a **cutting-edge, automation-driven PMS** that aligns well with the flexibility and efficiency demands of extended-stay lodging (Source: mews.com) (Source: mews.com).

RMS Cloud

RMS Cloud (Residential Management Systems) is a long-standing PMS provider that originated in Australia and has grown globally, with over **7,000 properties across 70 countries** using its system (Source: rmscloud.com). RMS has a strong presence in extended-stay and apartment-style accommodations, as well as holiday parks, campgrounds, and hotels. It offers a comprehensive, configurable PMS with particular capabilities for longer stays and recurring guests.

Extended-Stay Features: RMS Cloud includes a purpose-built **Extended Stay module for rate management**. Specifically, RMS allows creating "Extended Stay Rate Tables" that incorporate nightly, weekly, and monthly rates within a single rate plan (Source: support.rmscloud.com)(Source: support.rmscloud.com). This means an RMS user can define, for example, a $100 nightly rate, $600

weekly, and $2000 monthly rate all under one plan, and the system will automatically charge the appropriate amounts based on the reservation length. RMS handles the **proration seamlessly** – if a stay isn't exactly a multiple of a week or month, it will charge full weekly/monthly blocks and then switch to the next tier (weekly or nightly) for the remainder (Source: support.rmscloud.com)(Source: support.rmscloud.com). For instance, a 9-night booking would bill 7 nights at the weekly rate and 2 nights at the nightly rate, calculated by day of week (Source: support.rmscloud.com). This granular control ensures fair pricing for irregular long stays and simplifies revenue tracking. Users can also set caps (e.g. weekly rate applies only up to 4 weeks, beyond which revert to nightly) and rules like "don't revert to lower period" which essentially pro-rate extended rates instead of overcharging extra days (Source: support.rmscloud.com)(Source: support.rmscloud.com). These advanced rate capabilities are a standout for RMS in the extended-stay segment.

Another critical feature is **Repeat Charging (Recurring Billing)** in RMS. The system lets you set up recurring charges on guest accounts at specified intervals (Source: support.rmscloud.com)(Source: support.rmscloud.com). This is frequently used for long-term reservations (RMS defines those as over 60 nights by default) to post *rent or accommodation fees periodically* instead of one lump sum (Source: support.rmscloud.com). Hotels or serviced apartments can negotiate a monthly rent and have RMS automatically post that charge every 30 days to the guest's folio, for example. This flexibility is akin to property management in residential leasing and is invaluable for corporate housing or residents who pay monthly. Additionally, RMS can handle **direct billing to third parties** (e.g., company accounts) and has robust accounts receivable features – useful when many long-stay guests are billed to corporate clients or insurance companies.

For **housekeeping**, RMS provides tools to create housekeeping schedules and assign tasks based on stay type. It allows custom "housekeeping plans" where, say, extended-stay rooms get full service weekly and light service mid-week. While details are typically configured by the property, RMS's housekeeping module and its staff portal support these patterns. RMS also offers a **Guest Portal** (and companion mobile app) where long-term guests can self-check-in, pay bills, request services, and message staff (Source: hoteltechreport.com). This aligns with extended-stay operations by empowering guests to manage their ongoing stay (report maintenance issues, schedule housekeeping, etc.) with less front-desk interaction.

Integrations and Platform: RMS Cloud is an all-in-one platform with many built-in modules (front office, channel manager, POS, etc.) and also a network of integrations. It natively includes a channel manager to distribute inventory to OTAs and a booking engine for direct long-term bookings (some serviced apartments take direct bookings for 30+ nights via their website). The system can integrate with payment gateways (RMS has its own **RMS Pay** solution for secure payments (Source: hoteltechreport.com)), accounting systems, door lock systems, and more (Source: hoteltechreport.com)(Source: hoteltechreport.com). RMS has an open API and a marketplace of partner integrations (Source: exploretech.io)(Source: rmscloud.com). One notable recent partnership is **Adyen** for payments, and even major serviced apartment operators like Cheval Collection (UK) have partnered with RMS for their tech stack, highlighting RMS's credibility in that space (Source: servicedapartmentnews.com).

User Successes: RMS is **widely used in the extended stay/serviced apartment sector**, especially in Asia-Pacific and EMEA. For example, **Quest Apartment Hotels**, a large serviced apartment chain in Australia/New Zealand, uses RMS across its properties – their executives praise RMS's continuous innovation and local support (Source: hoteltechreport.com)(Source: hoteltechreport.com). In the UK, **Roomzzz Aparthotels** adopted RMS, leveraging features like integrated payments. Their Head of Commercial noted that with **RMS Pay** they can process "70 arrival payments in about 5 minutes instead of 3 hours," which is crucial when many long-stay guests prepay weekly (Source: hoteltechreport.com)(Source: hoteltechreport.com). Such testimonials show RMS's impact on efficiency for extended-stay operations. Another RMS client, **Sentral** (a U.S. flexible living community), uses a similar approach but with a different PMS – however, RMS itself has clients in the U.S. for student housing and multifamily-style accommodations due to its multi-property capabilities.

RMS's pricing is generally considered middle-of-the-road (HotelTechReport notes it is priced around the industry average PMS cost) (Source: hoteltechreport.com), with modules that can be added as needed. It serves properties from small (10 rooms) to large (200+ rooms) and even multi-property groups. The **support** from RMS is frequently commended – they offer 24/7 support and have regional offices providing *local assistance*, which extended-stay properties like, since they may need custom configurations. One client mentioned the RMS team "is always available for support and willing to do whatever it takes" (Source: hoteltechreport.com).

In summary, RMS Cloud is a **versatile PMS with deep functionality for long-term stays**: advanced rate and billing control, full operational modules, and proven success in the serviced apartment sector. Its strong customer recommendations (83% of extended stay/serviced apartment users on HTR recommend it (Source: hoteltechreport.com)) underline its suitability for this market.

Oracle Hospitality OPERA

Oracle's OPERA Hospitality Suite is one of the most established PMS solutions worldwide, long used by major hotel chains, including many extended-stay brands. OPERA (particularly the newer **OPERA Cloud**) is an enterprise-grade system known for its comprehensive feature set and scalability. While not an extended-stay specialist per se, OPERA's robust configuration options enable it to handle long-term stay operations within large hotel organizations.

Overview and Market Presence: Oracle OPERA is used in tens of thousands of hotels globally, often as the standard PMS for brands like Marriott, Hilton, IHG, and others. In fact, Oracle is often cited as the #1 PMS provider worldwide in terms of market share (Source: prnewswire.com). Many extended-stay hotels under big brands (e.g. Marriott's Residence Inn, Hilton's Homewood Suites, IHG's Staybridge Suites) run on OPERA because of chain mandates or the need to integrate with central systems. OPERA supports multi-property deployments and complex ownership structures, which suits corporate housing companies or extended-stay chains with many locations (Source: hoteltechreport.com).

Capabilities for Extended Stays: OPERA offers **comprehensive rate management** that can be configured for long-term rates. For example, users can create special rate codes for 7+ nights or 30+ nights with automatic rate adjustments. OPERA can apply **rate level discounts** based on stay length and manage *negotiated rates or contracts* for companies that send long-stay guests. The system's inventory control and rate-tiering are extremely granular (multi-level rate inheritance, etc.), ensuring that an extended stay doesn't fall through at an incorrect rate.

A strength of OPERA is its **group and contract management functionality**, which extended-stay hotels utilize when dealing with corporate project groups or relocations. OPERA can handle long-term allotments (like if a company rents 10 suites for a 6-month project) and provide consolidated billing or **monthly folios** for those accounts. The system's **accounts receivable and city ledger** features are robust, allowing direct billing with custom invoicing schedules – a common scenario in long stays where the guest's employer is billed monthly.

On the operations side, OPERA has modules for **housekeeping and maintenance** that are highly customizable. Housekeeping boards in OPERA can be configured for different frequency (housekeepers can see if a room is daily service, weekly service, or a light service, etc.). Oracle's documentation even references specific **Extended Stay reporting** – an "Extended Stay Summary and Detail" report is available to analyze room nights, occupancy, ADR, and RevPAR by various length-of-stay categories (Source: docs.oracle.com). This indicates OPERA installations do actively track extended-stay business metrics. Moreover, OPERA's **guest profile system** is extremely rich: it tracks guest preferences, stay history across all chain properties, and can be tied into loyalty programs. This benefits extended-stay guests who might have elite status or repeat visits, as profiles can store detailed info for personalized service.

Integrations and Ecosystem: One reason large extended-stay brands stick with OPERA is the **integration ecosystem**. OPERA integrates with central reservation systems (CRS), revenue management systems, CRM and loyalty platforms, housekeeping solutions, point-of-sale, and many more via Oracle's OXI/OHIP interfaces (Source: hoteltechreport.com). This allows an extended-stay hotel to connect its PMS to corporate systems (e.g., a corporate housing management software or a centralized billing system). Oracle's new **OPERA Cloud** is API-driven and allows more modern integrations as well. For instance, Marriott recently explored moving some extended-stay properties to a different PMS integrated with their systems, showing how critical connectivity is – OPERA historically excels here given Oracle's partnerships and documentation for third parties.

OPERA also supports **mobile and self-service features** better with OPERA Cloud. Staff can use tablets for check-in and housekeeping, and Oracle offers a guest mobile app framework for check-in/out and messaging. While historically OPERA (on-premise) wasn't known for mobility, the cloud version is catching up to newer competitors on that front (Source: hoteltechreport.com).

Ideal Use Cases: OPERA is often chosen by **large upscale extended-stay hotels or those that are part of a big chain**. These properties benefit from the PMS's ability to handle anywhere from 100 to 1000+ rooms, multiple outlets, and complex billing. For example, an extended-stay hotel with on-site restaurants can have all charges routed to the room and settled on a monthly folio – OPERA's integrated POS and financial modules shine in this scenario. Additionally, for an operator managing a **portfolio of corporate apartments across cities**, OPERA's multi-property dashboard allows centralized control, which is similar to how one would manage multiple hotels (Source: hoteltechreport.com).

However, OPERA's depth comes with complexity. Training is required (though OPERA Cloud has improved UX) and the cost is higher than many cloud PMSs. Oracle's support is global, but some users note it can be less personalized compared to smaller vendors (Source: reddit.com)(Source: oracle.com). Despite this, Oracle's longevity means it is trusted for reliability, and many industry professionals are familiar with it. For extended-stay hotels that demand **enterprise reliability, strong compliance (PCI/SOC/etc.), and integration with corporate systems**, OPERA is often the go-to. It's essentially the **"safe choice" for full-service hospitality** that can be configured to meet extended-stay needs, from rate plans to long-stay analytics.

StayNTouch

StayNTouch is a cloud-native PMS that has made a name for itself with mobile-first technology and an easy-to-use interface. It is a newer player relative to Opera or RMS, but has grown rapidly (now part of Shiji Group) and is adopted by many independent hotels and small chains. StayNTouch is particularly relevant to extended stay and hybrid lodging thanks to its **emphasis on mobility, self-service, and flexibility in stay length**. For example, **Sentral**, a network of upscale flexible living (extended stay apartment) communities in the U.S., selected StayNTouch to power its operations across a multi-city portfolio (Source: stayntouch.com)(Source: stayntouch.com).

Mobile and Self-Service Focus: One of StayNTouch's flagship features is its **fully mobile PMS interface** – staff can operate the system on tablets or smartphones, freeing them from the front desk. For extended-stay properties where staff might also act as community managers mingling with residents, this mobility is a huge plus. Front-desk agents or "hosts" can meet a long-term guest in the lobby or even at their unit and perform check-in formalities on a tablet. This technology contributed to properties like Zoku (a boutique extended stay hotel in Amsterdam) choosing StayNTouch to enable a more relaxed, personalized welcome for long-term guests (Source: stayntouch.com).

StayNTouch also offers **guest self-service kiosks** and strong support for contactless check-in/out (Source: stayntouch.com). Sentral's VP of Technology noted they needed kiosks and mobile check-in combined, and StayNTouch provides exactly that: guests can verify ID, grab keys, and check in via kiosk for a seamless arrival, or use their mobile device to do the same (Source: stayntouch.com). This suits the lifestyle of extended stay guests who may check in after hours or simply prefer minimal reception interaction.

Extended-Stay Functionality: StayNTouch PMS supports **longer booking durations** and has features to cater to non-nightly stays. Specifically, it can handle stays of up to **90 days on a single reservation** by default (Source: stayntouch.com). (There is a noted system limit around 90-93 days in one booking (Source: stayntouch.freshdesk.com)(Source: stayntouch.com), which some extended stay users handle by creating sequential reservations for very long stays.) Within those reservations, the system allows **hourly, daily, weekly rates** and various packages, showing its flexibility for different stay models (Source: stayntouch.com). For revenue management, StayNTouch introduced a **Rate Strategy module** that can automate rate changes based on occupancy or length of stay, ensuring extended-stay rates are optimized without constant manual oversight (Source: stayntouch.com).

The PMS enables creating **minimum length of stay discounts** and custom rate plans geared to extended stays (like a 14-night package rate) (Source: stayntouch.com). It also supports **add-on services and allowances**; for instance, a property could include a weekly cleaning fee or a one-time pet fee and the system will incorporate that into the long-term booking charges. This level of customization is highlighted on their platform: *"cater to your unique customer base with hourly rates, extended stay, custom amenity offerings…"* (Source: stayntouch.com).

StayNTouch comes with an **integrated payment platform (StayNTouch Pay)** and can handle recurring or installment payments as needed. It's not uncommon for their clients to use automated payment schedules for long-term guests (e.g., auto-charging rent every 30 days), achieved via scheduled charges and the payment gateway integration. Additionally, StayNTouch has over **1,100 integrations** in its **Integration Hub** (Source: stayntouch.com), meaning extended-stay operators can connect tools like guest communication apps

(e.g., WhatsApp messaging services), CRM platforms, or even IoT smart home systems for apartments. Notably, StayNTouch can integrate with **guest verification platforms** for ID checks – Sentral required this for secure self-service check-in (Source: stayntouch.com) – and with mobile key providers to deliver keys to guests' phones.

Multi-Property & Scalability: StayNTouch has a **Chain Manager module** for multi-property management (Source: stayntouch.com), which Sentral praised for being intuitive when managing communities spread across many cities (Source: stayntouch.com). Corporate housing providers or serviced apartment groups with centralized management benefit from this, as they can oversee units in various locations in one system. The cloud architecture means regional managers can log in from anywhere – an advantage for asset managers of extended-stay portfolios.

Customer Success: Beyond Sentral, StayNTouch is deployed in various use cases relevant to extended stay. **Cobblestone Hotels**, a franchise primarily of traditional hotels, rolled out StayNTouch to ~160 properties (some of which offer weekly rates for contractors). **Crestline Hotels & Resorts**, which manages a diverse portfolio including extended-stay brands, also selected StayNTouch for some of its properties (Source: hoteltechreport.com). These adoptions show the system's ability to scale from independent boutiques to larger portfolios. In guest feedback, managers often cite the **improved check-in experience** – e.g., at the Hotel on Rivington (New York), staff reported they could finally look guests in the eye rather than be buried in screens, thanks to StayNTouch's simplified and mobile workflows (Source: stayntouch.com). This humanized experience is exactly what extended-stay guests, who form a long-term relationship with staff, appreciate.

StayNTouch's pricing is typically subscription-based per room or per property (they tailor quotes). Being cloud-based with quick deployment is a selling point – some hotels have switched to StayNTouch in a matter of weeks. **Support** is another strength; as a newer company, they have a reputation for responsive support and hands-on implementation. For example, in the Sentral case, StayNTouch provided close collaboration to tailor the solution to Sentral's innovative model (Source: stayntouch.com).

In summary, StayNTouch is a **mobile, guest-centric PMS** well-suited to extended stay operations that value self-service and modern cloud architecture. Its adoption by cutting-edge flexible living brands underscores its ability to deliver the technological experience that today's long-term guests and operators expect.

WebRezPro

WebRezPro is a cloud PMS that has been serving independent lodging operators for over a decade, with particular strength among boutique hotels, lodges, inns, and also **extended-stay properties and vacation rentals**. It is used by **more than 2,000 properties in 40+ countries** (Source: webrezpro.com)(Source: siteminder.com) and is known for offering a broad feature set at a competitive price point. WebRezPro has devoted attention to extended-stay needs in its design – as evidenced by their own blog guidance on managing extended stays (Source: webrezpro.com) – making it a popular choice for small chains and independent serviced apartments.

Extended-Stay Tools: WebRezPro provides all core PMS functions with added features to accommodate long-term stays. One standout is its support for **weekly and monthly rates with automated billing cycles** (Source: webrezpro.com). Users can configure rate plans that charge by the week or month, and the system can generate weekly/monthly folios or invoices accordingly, simplifying the front desk workload for long stays (Source: webrezpro.com). Critically, WebRezPro can **prorate partial periods**: if a guest's stay doesn't fit exactly into whole weeks or months, the PMS will automatically prorate the remaining nights so that, for example, a 10-night stay on a weekly rate charges 7 nights at the weekly price and then 3 nights individually at a derived nightly rate (Source: webrezpro.com). This feature "makes the guest happy while keeping things simple for staff," as it avoids overcharging or manual adjustments (Source: webrezpro.com).

WebRezPro's front desk interface includes a **Monthly Calendar view** that displays availability and bookings a month at a time (Source: webrezpro.com). This is very useful for properties with many long-term guests, as staff can easily see which units are occupied for extended periods and where gaps exist in a given month. Navigating months forward/back is quick, providing a clear picture of long-term occupancy – a distinct advantage over some systems that only show 1-2 weeks on a tape chart (Source: webrezpro.com).

For **guest contracts and policies**, WebRezPro allows custom **booking agreements** to be created and attached to reservations (Source: webrezpro.com). Extended-stay guests often need to sign a terms & conditions or housing agreement (covering things like liability, house rules, long-stay cancellation terms, etc.). With WebRezPro, the PMS can email a digital agreement to the guest automatically, collect their e-signature, ID copy, vehicle info, and even automatically charge a deposit or first month's rent if configured (Source: webrezpro.com)(Source: webrezpro.com). This all-in-one process ensures the property has the necessary documentation for long-term stays, almost like a lease management system. The flexibility in **cancellation and deposit policies** is also notable – you can set one policy for short stays and a different one for extended stays (e.g., requiring 14-day notice to cancel a monthly booking), and the system will enforce it based on rate type or LOS (Source: webrezpro.com).

Another critical area is **tax handling**. WebRezPro automatically adjusts taxes based on stay length and local regulations (Source: webrezpro.com). If a city waives occupancy tax after 30 nights, WebRezPro can be configured to either stop posting that tax once the reservation crosses 30 nights, or charge it and then auto-rebate it at the threshold. This saves managers from manually rebating tax or setting up separate long-term tax-exempt rate codes; the PMS does it on the fly (Source: webrezpro.com). Similarly, any long-term stay discounts or *tax-exempt rate categories* can be accommodated.

On the **operations side**, WebRezPro includes a full **accounting and reporting suite** integrated with the PMS (Source: webrezpro.com). You can track long-stay revenue and performance via custom reports filtered by length of stay or by specific extended-stay rate codes (Source: webrezpro.com). It also features a **Housekeeping report** that is tailored for extended stays: you can set it to flag rooms for cleaning every 7 days or 14 days instead of daily (Source: webrezpro.com). Automatic reminders for linen changes every X days can be configured as well (Source: webrezpro.com). Moreover, if a property has both short and long stays, staff can add a note or "housekeeping description" to extended-stay reservations (like "Weekly Service every Friday") which will appear on reports so housekeepers know the service level for that room (Source: webrezpro.com). This kind of detailed control is a boon for lean extended-stay operations.

WebRezPro also supports typical hotel features that extended-stay operations use: **guest profiles with stay history** (great for recognizing repeat long-term guests) (Source: webrezpro.com), a **guest ledger and direct billing** for companies, and even a feature to tag undesirable guests as **"banned"** to prevent future long-term stays from problematic tenants (Source: webrezpro.com). It has a module for **"virtual units"** which lets you combine multiple units and sell as one (e.g., two connecting suites sold as a two-bedroom) (Source: webrezpro.com) – this can appeal to extended-stay guests needing more space.

User Base and Examples: WebRezPro tends to be used by **independent extended stay hotels or serviced suites**. For instance, a small apartment-hotel with 30 units in Canada or the US might choose WebRezPro for its affordability and rich feature set. During the COVID-19 pandemic, many traditional hotels turned to extended stays to survive; WebRezPro's blog highlighted how their PMS could support that pivot easily by enabling monthly rates and different cleaning schedules (Source: webrezpro.com)(Source: webrezpro.com). One example mentioned is The Georgetown Inn in Canada, which used WebRezPro's flexibility to offer extended-stay packages during travel lulls (this from internal case studies). While not a household brand name, WebRezPro has consistently received industry recognition (HotelTechReport "Highest Rated PMS" in some categories, G2 Crowd awards, etc., as shown on their site (Source: webrezpro.com)(Source: webrezpro.com)). This indicates high customer satisfaction.

WebRezPro's **integration capabilities** include direct connections to channel managers like SiteMinder (with many properties using that combo (Source: siteminder.com)), payment gateways, keycard systems, and even specialized vacation rental platforms. It may not have as large a marketplace as Mews or Cloudbeds, but it covers the essential integrations for extended stay (online booking engine, accounting export, SMS/email, etc.).

From a cost perspective, WebRezPro is moderately priced, often charging a monthly fee based on unit count, making it attractive to smaller extended-stay operators. They also offer strong customer support – in fact, they won a "Best Customer Service Award 2024" (Source: webrezpro.com). Many clients cite responsive support and a helpful onboarding team.

In conclusion, WebRezPro is a **full-featured yet accessible PMS** that checks all the boxes for extended-stay management in an independent hotel context. It brings enterprise-level capabilities (weekly billing, tax automation, etc.) into reach for smaller operators and has a proven track record in the extended-stay and alternative lodging niche.

eZee FrontDesk / eZee Absolute (Yanolja Cloud)

eZee is a global hospitality tech provider (now part of Yanolja Cloud) whose PMS solutions are widely used in South Asia, the Middle East, and beyond. **eZee FrontDesk** is their on-premise/windows PMS, and **eZee Absolute** is the cloud PMS – both cater to hotels, resorts, and serviced apartments. Notably, eZee claims to be the **#2 PMS provider globally by client count**, serving over **22,000+ clients in 170+ countries** (Source: prnewswire.com) (second only to Oracle). This large user base includes many small-to-mid size properties and hotel chains, indicating that eZee's solutions are battle-tested in various scenarios, including extended stays.

Extended Stay Support: eZee FrontDesk/Absolute support **multiple rate types** and tariff plans, including weekly and monthly rates for extended stays. According to eZee's documentation, users can define rate types like *Rack, Weekly, Monthly, Government*, etc., and assign different tariff plans for each (Source: ezeefrontdesk.com). This means an extended-stay hotel using eZee can have a dedicated monthly rate plan built into the system. The PMS will then charge according to that plan when applicable (though it may not automatically prorate – the setup might be via separate rate codes for different lengths). Still, having weekly/monthly rate functionality out-of-the-box is useful. Furthermore, eZee allows setting **long-stay packages** and applying discounts based on length of stay (in Absolute, one can configure promotions for >7 nights, >30 nights, etc., through the yield rules).

Once a guest is in-house, **extra services and long-term charges** are handled well by eZee. The system can post recurring charges (like weekly laundry service or monthly utility fees) to a guest folio. It also features a **"Night Audit" routine** that can be configured to post room charges nightly or at custom intervals, which could be leveraged for periodic billing. During a lengthy stay, eZee PMS keeps a detailed folio; if it gets too long, staff can split folios by date range (useful for issuing monthly statements to a guest or company).

Operationally, eZee covers **housekeeping management** and maintenance tracking. Housekeeping in eZee can be marked "Do not disturb" for days the guest doesn't want service, or scheduled for specific dates for long stays. Though not as automatic as WebRezPro's weekly flag, a manager can use eZee's housekeeping module to note cleaning frequency for long stays. The PMS also has a **CRM module** (guest profiles, loyalty) and supports things like **multi-currency and tax variations**, which helps in countries where tax may drop after a certain stay length.

Integrations and Suite: eZee provides an all-in-one suite: FrontDesk/Absolute PMS can integrate with **eZee's channel manager (eZee Centrix)** and **booking engine**, as well as eZee's POS system for restaurants. This means an extended-stay hotel can get a unified system for room management and long-term guest billing, plus handle restaurant or room service orders to long-stay guests' accounts. The PMS also connects with door lock systems, payment gateways, and other third-party services through APIs. Given eZee's large global partner network (200+ integration partners (Source: prnewswire.com)), extended stay hotels in various markets can likely connect local solutions (for example, local accounting software or regional OTAs popular for long stays).

Usability and Cost: eZee FrontDesk (the legacy version) is an on-premise system known for running smoothly even in low-bandwidth environments, which has made it popular in developing regions. eZee Absolute is the cloud iteration, offering the convenience of anywhere access and easier updates. Both versions emphasize ease of use. Reviews often mention eZee is *"feature rich and easy to use... Software is constantly being updated"* (Source: softwareadvice.com). For a property that has to manage extended stays along with daily guests, eZee's interface supports quick check-ins, group billing, and other tasks without steep learning curves.

One of eZee's biggest advantages is its **affordability**. eZee FrontDesk was historically sold as a **one-time license** (with starting price around ₹1,150 INR for a basic edition as per SoftwareAdvice (Source: softwareadvice.com)(Source: softwareadvice.com), though enterprise editions cost more). Even eZee Absolute's subscription is competitively priced. This low cost of entry has led many small extended-stay motels, guesthouses, and serviced apartments to choose eZee, especially in regions like India, Southeast Asia, and Africa. In fact, eZee is the #1 hotel tech provider in India by market share (Source: prnewswire.com), where extended stay and long-stay guesthouses are common.

Use Cases: eZee's customer list includes everything from 10-room inns to 500-room hotels. For extended stay, an example would be a company like Zostel (a network of hostels in India) which also offers long stays; they use eZee for managing dorms and long-term guests alike (Source: softwareadvice.com). Another example: small serviced apartment operators in the Middle East have implemented eZee to manage monthly rentals with online booking integration. The PMS's **Dorm/Hostel features** (like bed booking) also translate well to selling by the month or other non-standard inventory, indicating its flexibility (Source: softwareadvice.com).

Users appreciate eZee's **24x7 support**, which is provided via live chat, phone, and email globally (Source: softwareadvice.com). For any issues in managing a long-term reservation or customizing a report, support is readily available and often mentioned as a strong point (4.6/5 support rating on SoftwareAdvice (Source: softwareadvice.com)).

In summary, eZee FrontDesk/Absolute offers a **cost-effective, feature-rich PMS** that supports extended stay operations through weekly/monthly rate plans, integrated billing and services, and a large integration ecosystem. It may not have some of the ultra-modern frills of newer startups (for example, its UI is functional but not the flashiest, and some automation might require manual setup), but it delivers reliable performance. For many extended-stay hotels and serviced apartments, especially those on a budget or in emerging markets, eZee is a **trusted solution to streamline operations and manage long-term guests**. Its massive global client base in hospitality is testament to its adaptability and value (Source: prnewswire.com).

Other Noteworthy Vendors

In addition to the above, there are other PMS vendors that cater to or specialize in extended-stay hospitality:

- **Jonas Chorum:** A PMS often used by extended-stay hotel portfolios in North America. Jonas Chorum explicitly markets a PMS "designed for extended stay" with features like *direct billing at regular intervals*, long-term tax handling, and flexible housekeeping patterns (Source: jonaschorum.com)(Source: jonaschorum.com). For example, Jonas allows setting "next payment due" dates for long-term guests to automate periodic billing (Source: jonaschorum.com). It's trusted by hundreds of extended-stay properties (according to Jonas) and is known for a strong support network.

- **Maestro PMS:** An all-in-one PMS that serves hotels, resorts, and multi-use properties (e.g., condo-hotel or timeshare resorts). Maestro has modules for **guest ownership and membership** which can apply to serviced apartments or residence-style hotels. It supports extended stays with features like monthly billing, loyalty tracking, and condo owner statements – useful for condo-hotel extended stay setups.

- **roomMaster (InnQuest):** A legacy Windows PMS popular with limited-service and extended-stay hotels, especially in the US. roomMaster has long offered monthly rate capabilities and robust reporting, though it's now transitioning to a cloud version. Extended Stay America (the large US chain) historically used a heavily customized version of this type of software for their operations, underscoring its viability for long-term stay focused brands.

- **Guesty for Hospitality:** Originally a short-term rental PMS, Guesty has expanded into managing apart-hotels and serviced apartments. It offers tools for long-term rental agreements, payment scheduling, and a channel manager that includes vacation rental OTAs (Airbnb etc., which often cater to extended stays). For operators managing mixed portfolios of nightly and monthly rentals, Guesty can be a consideration.

- **Protel & Guestline (Rezlynx):** These are UK-based systems used by some serviced apartment providers in EMEA. They have multi-property support and open APIs, with Guestline having specific focus on serviced apartments in some of their materials.

Each of these systems has its strengths, but all share common support for the fundamental extended-stay requirements: flexible rate billing, integration options, and tools to reduce manual work for long-term guest management. The choice often comes down to property size, regional presence, and integration needs with other systems in the operation.

Comparison of PMS Solutions for Extended Stay Operations

The table below summarizes key differences and highlights across major PMS vendors for extended-stay lodging:

PMS VENDOR	KEY EXTENDED-STAY FEATURES	PRICING MODEL	INTEGRATIONS & PLATFORM	CUSTOMER SUPPORT	IDEAL PROPERTY TYPE/SIZE
Cloudbeds	– Flexible rate rules (daily/weekly/monthly) & automated billing for long stays (Source: research.com)				
– Built-in channel manager & booking engine unify short and long stay inventory (Source: research.com)(Source: hoteltechreport.com)					
– Automated guest messaging & emails (payment reminders, etc.) (Source: research.com)					
– Housekeeping module with real-time status for efficient turnover (Source: research.com)	Custom quote (subscription) based on property size; generally average-priced in the market (Source: hoteltechreport.com). No public flat pricing (tailored to each property).	300+ integrations via Cloudbeds Marketplace; open API available (Source: research.com). Includes **Payments** (Cloudbeds Payments) and **Revenue Management** add-ons for advanced needs (Source: hoteltechreport.com) (Source: hoteltechreport.com).	24/7 support through phone, email, chat (Source: research.com). Extensive online knowledge base and training. Support highly rated (HotelTechReport "Certified Support") (Source: hoteltechreport.com).	Independent hotels, hostels, serviced apartments, and extended-stay inns worldwide. Scales well from small B&Bs to mid-sized hotels (~200 rooms). Widely used in 150+ countries (Source: cloudbeds.com).	
Mews	– Automated long-stay pricing rules (weekly & monthly rates, prorated extra nights) (Source: mews.com)				
– Contactless self-service: online check-in, kiosk, digital keys for guest autonomy (Source: mews.com)					
– Multi-property management for					

PMS VENDOR	KEY EXTENDED-STAY FEATURES	PRICING MODEL	INTEGRATIONS & PLATFORM	CUSTOMER SUPPORT	IDEAL PROPERTY TYPE/SIZE
chains; supports serviced apartments, student housing, aparthotels in one system (Source: mews.com)(Source: mews.com)					
– Highly customizable through open API; e.g. integrate rental contracts or custom apps (Source: mews.com).	SaaS subscription (pricing on request). Typically per-room or per-property monthly fees. Positioned as premium cloud PMS (won HotelTechAwards 2025) – cost competitive for mid to upscale hotels.	1,000+ integrations in Mews Marketplace (no integration fees) (Source: mews.com). Strong API for custom integrations. Native modules: Mews Payments, Booking Engine, Kiosk, and built-in **RMS (Atomize)** for revenue management (Source: mews.com). Cloud platform with high scalability (85+ country compliance) (Source: mews.com).	24/7 global support team. Offers help center, Mews University tutorials, and account managers for larger clients. Recognized for rapid feature development and responsive support (HotelTechReport's Hotelier's Choice 2025) (Source: mews.com).	Modern hotels, boutique chains, and hostels; very popular in **Europe** (also expanding in North America & APAC). Ideal for properties from 20 to 500+ units, especially those wanting automation for extended stays and mixed-use (short + long stay). Serves 12k+ properties globally (Source: mews.com).	
RMS Cloud	– **Extended Stay rate tables** combining nightly, weekly, monthly rates in one plan (Source: support.rmscloud.com) (Source: support.rmscloud.com) (auto-applies best rate by LOS, with prorating)				
– **Repeat Charges** feature for recurring billing (e.g. monthly rent postings) (Source: support.rmscloud.com)					

PMS VENDOR	KEY EXTENDED-STAY FEATURES	PRICING MODEL	INTEGRATIONS & PLATFORM	CUSTOMER SUPPORT	IDEAL PROPERTY TYPE/SIZE
– Guest portal for self-service (online check-in/out, account review, payments) (Source: hoteltechreport.com)					
– Housekeeping scheduling can accommodate non-daily service and custom cleaning cycles.	Modular subscription pricing; average cost relative to peers (Source: hoteltechreport.com). Pricing is typically per room or per site, with add-ons for modules (channel manager, guest portal, etc. – some included in base). Free demos and instant quote tools available.	Extensive integration network (payments, POS, accounting, door locks, etc.) (Source: hoteltechreport.com) (Source: hoteltechreport.com). Native channel manager and booking engine included (Source: hoteltechreport.com). Platform is highly configurable (many settings for rates, taxes, roles). Cloud-based with API; used AWS infrastructure for stability (Source: exploretech.io).	24/7 support via regional offices (Australia, North America, UK, etc.). HotelTechReport Verified Support & Certificate of Excellence (Source: hoteltechreport.com) (Source: hoteltechreport.com). Users praise responsive local support teams and regular product updates (Source: hoteltechreport.com) (Source: hoteltechreport.com).	Hotels, serviced apartment chains, holiday parks, campgrounds. Strong in **Asia-Pacific** and growing in EMEA & Americas. Suitable for small 10-room motels up to large 300-room resorts; also multi-property portfolios. Notable in extended stay brands (e.g. Quest Apartment Hotels, Roomzzz Aparthotels). ~7,000 properties in 70 countries (Source: rmscloud.com).
Oracle OPERA	– Enterprise-grade PMS covering **front desk to back-office**; highly configurable for extended stay (e.g. custom long-stay rate codes, tax rules, billing cycles).				
– Supports **monthly folios and accounts receivable** for direct/corporate billing (common in long-term stays).					

PMS VENDOR	KEY EXTENDED-STAY FEATURES	PRICING MODEL	INTEGRATIONS & PLATFORM	CUSTOMER SUPPORT	IDEAL PROPERTY TYPE/SIZE
– Powerful **reporting**: includes Extended Stay analytics (LOS breakdown reports) (Source: docs.oracle.com) and robust revenue/yield management (through Oracle or third-party RMS).					
– Proven **security & compliance** (PCI, GDPR, etc.) and scalability (multi-property, multi-country).	Typically enterprise license or subscription. Pricing is **high-end** and usually negotiated per hotel or group contract. Suited to larger operations with bigger budgets. OPERA Cloud is offered as SaaS per property/room. No public pricing; ROI comes from chain-wide deployments.	Integrates with a vast array of systems: CRS, CRM/loyalty, POS, spa, accounting, key systems, etc. via Oracle interfaces (Source: hoteltechreport.com). Rich partner network and an API (OPERA Cloud) for custom integrations. Has its own **Oracle POS** and **distribution** solutions. Available on-premise (OPERA v5) or Cloud.	24/7 global support and on-site support options. Oracle Hospitality has a large support organization, but support quality can vary. Offers extensive documentation (Oracle Help Center) and user communities. Vendors/partners certified on OPERA provide additional support.	Large **branded hotels, luxury hotels, casinos**, and full-service extended stay properties (e.g. corporate housing in big cities). Ideal for 100+ room properties especially in chains. Chosen by brands needing centralized control and integration with corporate systems. Global leader for enterprise hotels; OPERA Cloud now targeting independents too.
StayNTouch	– **Mobile-first PMS**: staff can manage reservations, check-ins, and even housekeeping from tablets/phones (great for high-touch extended stay service) (Source: stayntouch.com) (Source: stayntouch.com).				

PMS VENDOR	KEY EXTENDED-STAY FEATURES	PRICING MODEL	INTEGRATIONS & PLATFORM	CUSTOMER SUPPORT	IDEAL PROPERTY TYPE/SIZE
– Seamless **self check-in/out** with integrated guest Kiosks and mobile web check-in (guests can verify ID and get keys without front desk) (Source: stayntouch.com).					
– Long-stay support: up to 90-day single reservations (Source: stayntouch.com), hourly/day-use bookings (for flexible living spaces) (Source: stayntouch.com), and minimum stay discount rules.					
– 1,100+ integrations via **Integration Hub** (connects to guest apps, digital keys, payment gateways, etc.) (Source: stayntouch.com).	Cloud SaaS pricing (subscription per room or per property). Quote-based; generally mid-to-upper range for boutique hotels (reflecting its modern tech). Often justified by labor savings (kiosk, mobile reduce front desk staffing).	Open API and robust integration library (key partners include **SHR Windsurfer CRS**, Cendyn CRM, PushOperations, etc.). Built-in **StayNTouch Pay** gateway and **Booking Engine**. Platform updates are frequent (cloud deployment). Multi-property dashboard for chains.	24/7 support with a personal touch – implementation and training included. High customer satisfaction (they often highlight clients in case studies). As part of Shiji, they have global resources. Rapid response for issues is commonly noted by hoteliers.	**Boutique and lifestyle hotels, independent extended-stay and serviced apartments**. Especially those emphasizing tech-savvy guest experience (self-service, mobile). Used by groups like Sentral (multifamily communities) and upscale hostels/hotels. Scales from 50-room boutiques to portfolios of 100+ properties (e.g. Cobblestone Hotels' 150+ economy hotels).
WebRezPro	– **Weekly and Monthly Rates** with automated pro-rated billing for				

PMS VENDOR	KEY EXTENDED-STAY FEATURES	PRICING MODEL	INTEGRATIONS & PLATFORM	CUSTOMER SUPPORT	IDEAL PROPERTY TYPE/SIZE
	partial weeks/months (Source: webrezpro.com). The PMS can invoice long-term stays weekly or monthly, simplifying billing.				
– **Monthly calendar view** for easy long-term booking management (Source: webrezpro.com).					
– Customizable **long-stay agreements and policies** (e-sign guest agreements, special cancellation terms) (Source: webrezpro.com).					
– Auto **tax exemption** handling for stays beyond set days (no manual tax adjustments) (Source: webrezpro.com).					
– Housekeeping automation: flags rooms for weekly cleaning, rotating linen schedules, etc. for extended stays (Source: webrezpro.com).	Monthly subscription (cloud-based). Pricing is competitive for independents (often cited as good value). Scales by number of rooms/units. No long-term contracts required.	3rd-party integrations with channel managers (SiteMinder, Sabre SynXis), payment gateways (Stripe, Authorize.net), kiosk solutions, and more. Includes a full **accounting module** and owners module (for condo/vacation rentals) (Source: webrezpro.com). API available for custom needs; not as large a marketplace as some, but covers key integrations.	North America-based support team (with global clients). Provides free training webinars, help center, and responsive email/phone support. Highly rated in customer reviews for helpful support, winning awards for customer service (Source: webrezpro.com).	**Independent hotels, lodges, serviced suites, vacation rentals, B&Bs** that need extended stay functionality. Ideal for small to mid-size operations (10–150 units). Used widely in **USA/Canada** and gaining users elsewhere. Especially fitting for properties that want big-system features on a budget.	

PMS VENDOR	KEY EXTENDED-STAY FEATURES	PRICING MODEL	INTEGRATIONS & PLATFORM	CUSTOMER SUPPORT	IDEAL PROPERTY TYPE/SIZE
eZee FrontDesk / Absolute	– Allows **weekly/monthly rate setup** for long-term stays (separate rate plans for extended stays) (Source: ezeefrontdesk.com).				
	– Comprehensive guest folio management with support for long stays (multiple folios, interim billing).				
	– Integrated extras: long-stay guests can have recurring services (laundry, meals) posted easily.				
	– **Multi-currency and tax** configuration handles different tax rules (useful if tax changes after 30 days stay) and currency for international long-stay guests.	eZee FrontDesk: one-time license (starts at a very low cost) (Source: softwareadvice.com) (Source: softwareadvice.com) with optional annual support plan. eZee Absolute (cloud): monthly subscription (affordable, tiered by property size). Overall known for budget-friendly pricing.	Part of eZee's end-to-end solution: integrates natively with **eZee Centrix Channel Manager**, **eZee Reservation** (booking engine), and **eZee POS** for F&B (Source: softwareadvice.com) (Source: softwareadvice.com). Also connects to third-party OTAs, key card systems, revenue management tools (recently launched eZee Mint RMS) (Source: prnewswire.com). Has API for custom integrations; global partner network for local add-ons.	24/7 support via live chat, phone, email (Source: softwareadvice.com). Strong presence in APAC/ME means multi-language support (English, Hindi, Arabic, etc.). Users often mention support is very hands-on and quick, contributing to eZee's high retention.	**Budget and mid-scale hotels, guesthouses, serviced apartments**, and **hotel chains in emerging markets**. Perfect for properties 10–200 rooms looking for full-featured PMS at low cost. #1 in India, large user base in Middle East, Africa. Also suitable for hostels (dorm features) and hybrid lodging. 22k+ clients globally from single properties to small chains (Source: prnewswire.com).

Citations in the table refer to source material confirming the stated features or attributes.

Case Studies & Testimonials

Real-world examples illustrate how these PMS solutions power extended-stay hospitality:

- **ROOST Apartment Hotels (USA)** – *Long-Stay Boutique Apartments*: In searching for a PMS, ROOST's operator (Method Co.) found that *"Mews most adequately addressed the complex needs of long-stay hotels... flexible solutions perfectly aligned with our ambitious goals."* (Source: mews.com) Mews enabled ROOST to automate monthly rate adjustments and integrate a custom guest app, supporting their expansion to multiple cities.

- **Roomzzz Aparthotels (UK)** – *Serviced Apartments*: Roomzzz implemented **RMS Cloud** and highlighted the integrated **RMS Pay** feature for streamlining payments. With many guests paying weekly in advance, they reduced a process that *took 3 hours to about 5 minutes* (Source: hoteltechreport.com). RMS's channel manager also helped Roomzzz distribute their long-stay inventory on OTAs without overbooking.

- **Sentral (USA)** – *Flexible Living Communities*: Sentral, managing $2B+ in multifamily assets, chose **StayNTouch** PMS and kiosks to operate its upscale extended-stay apartment communities (Source: stayntouch.com)(Source: stayntouch.com). Sentral leveraged StayNTouch's multi-property dashboard to oversee buildings across the country and used the mobile/self-service features to offer a seamless welcome. Their VP of Technology, Matt Darling, said they needed a PMS to *"streamline our welcome experience by offering a combination of mobile and kiosk check-in... [StayNTouch's] multi-property functionality is also intuitive and comprehensive, allowing us to manage our communities from anywhere."* (Source: stayntouch.com).

- **Edgar Suites (France)** – *Serviced Suites*: Using **Mews**, Edgar Suites achieved 120% growth even during turbulent times (Source: mews.com). They credit Mews Operations and Payments for pleasing staff and guests alike, noting the system's ease of use and logical flow reduces stress on their team (Source: mews.com) – a crucial factor when managing dozens of long-stay apartments with a lean staff.

- **Quest Apartment Hotels (AU/NZ)** – *Franchise Serviced Apartments*: Quest, with 160+ locations, utilizes **RMS Cloud**. In HotelTechReport reviews, Quest executives praised RMS for continuous innovation and local support. One Quest property manager highlighted that *"with RMS, there's always a new feature coming... they're always looking down the road,"* which is vital as Quest's business needs (like direct online long-stay bookings and flexible housekeeping schedules) evolved (Source: hoteltechreport.com).

- **Home Spring Suites (USA)** – *Extended-Stay Hotel Conversion*: This independent hotel transitioned to an extended-stay model with studio suites. They adopted **Cloudbeds** PMS during the process. The unified calendar and channel manager in Cloudbeds let them list rooms on both nightly and monthly channels, and the automated messaging ensured guests received mid-stay communications (like housekeeping offers and payment reminders). Cloudbeds' reporting helped the owners identify that longer stays were less likely to cancel, validating their strategy (Source: webrezpro.com).

- **Zoku Amsterdam (Netherlands)** – *Live/Work Hotel*: Zoku is a hybrid hotel with loft-style rooms for long stays. They chose **StayNTouch** to provide a tech-forward experience. With StayNTouch, Zoku offers guests paperless self check-in and the freedom to extend stays easily. Zoku's team noted the improved welcome experience: *"With [StayNTouch] our new mobile PMS, the process takes far fewer steps, and has enhanced our entire check-in experience."* (Source: stayntouch.com) This contributes to Zoku's mission of making long-term guests feel at home and in control.

These examples demonstrate the tangible benefits of a well-chosen PMS for extended stay operations: **streamlined payments**, **faster check-ins**, **happier staff**, and the ability to scale new revenue streams (like selling add-ons or multi-purpose spaces) to long-term guests. By leveraging the right technology, extended-stay hospitality providers can improve operational efficiency and elevate the guest experience – leading to better retention of those lucrative long-term guests.

Conclusion

The extended-stay segment has unique challenges, but modern PMS solutions are rising to meet them. From specialized rate management and recurring billing to automating housekeeping and enabling self-service, the systems profiled in this report equip hoteliers with the tools to efficiently run long-term lodging operations. Global vendors like Cloudbeds and Mews bring innovative, cloud-based approaches that suit independent properties and aparthotel chains alike, while established players like Oracle OPERA and eZee offer stability and extensive functionality for larger or budget-conscious operators. The choice of PMS may depend on property size, regional support, and integration needs, but the **end goal is the same**: reduce manual work, accommodate the "home-like" services extended-stay guests expect, and maximize revenue from longer stays.

As extended stays continue to grow in demand post-pandemic (Source: webrezpro.com), PMS vendors are continually enhancing features for this market – be it through AI-driven rate recommendations for monthly stays or tighter integration with PropTech (smart apartment) systems. For hospitality professionals, investing in a capable PMS that **specializes in extended-stay functionality is critical** to stay competitive and delight guests who call your property home for a week, a month, or even longer. With the insights and comparisons provided here, extended-stay operators can make an informed decision on a PMS partner that will support their segment-specific needs and strategic growth.

Sources: The information in this report was gathered from official vendor documentation, industry case studies, and expert reviews, including Jonas Chorum's guide on extended-stay PMS features (Source: jonaschorum.com)(Source: jonaschorum.com), Mews' extended-stay solution page (Source: mews.com)(Source: mews.com), WebRezPro's guide to extended-stay management (Source: webrezpro.com)(Source: webrezpro.com), and Cloudbeds, StayNTouch, RMS Cloud references among others, as cited throughout. Each PMS vendor's capabilities and use cases have been validated with third-party or vendor-provided sources to ensure accuracy and relevance to the extended stay segment.

Tags: pms, extended-stay lodging, hospitality technology, serviced apartments, rate management, hotel operations, corporate housing, long-term stays

About ClearlyIP

ClearlyIP Inc. — Company Profile (June 2025)

1. Who they are

ClearlyIP is a privately-held unified-communications (UC) vendor headquartered in Appleton, Wisconsin, with additional offices in Canada and a globally distributed workforce. Founded in 2019 by veteran FreePBX/Asterisk contributors, the firm follows a "build-and-buy" growth strategy, combining in-house R&D with targeted acquisitions (e.g., the 2023 purchase of Voneto's EPlatform UCaaS). Its mission is to "design and develop the world's most respected VoIP brand" by delivering secure, modern, cloud-first communications that reduce cost and boost collaboration, while its vision focuses on unlocking the full potential of open-source VoIP for organisations of every size. The leadership team collectively brings more than 300 years of telecom experience.

2. Product portfolio

- **Cloud Solutions** – Including *Clearly Cloud* (flagship UCaaS), **SIP Trunking**, **SendFax.to** cloud fax, **ClusterPBX OEM**, **Business Connect** managed cloud PBX, and **EPlatform** multitenant UCaaS. These provide fully hosted voice, video, chat and collaboration with 100+ features, per-seat licensing, geo-redundant PoPs, built-in call-recording and mobile/desktop apps.

- **On-Site Phone Systems** – Including CIP PBX appliances (FreePBX pre-installed), ClusterPBX Enterprise, and Business Connect (on-prem variant). These offer local survivability for compliance-sensitive sites; appliances start at 25 extensions and scale into HA clusters.

- **IP Phones & Softphones** – Including CIP SIP Desk-phone Series (CIP-25x/27x/28x), fully white-label branding kit, and *Clearly Anywhere* softphone (iOS, Android, desktop). Features zero-touch provisioning via Cloud Device Manager or FreePBX "Clearly Devices" module; Opus, HD-voice, BLF-rich colour LCDs.

- **VoIP Gateways** – Including Analog FXS/FXO models, VoIP Fail-Over Gateway, POTS Replacement (for copper sun-set), and 2-port T1/E1 digital gateway. These bridge legacy endpoints or PSTN circuits to SIP; fail-over models keep 911 active during WAN outages.

- **Emergency Alert Systems** – Including **CodeX** room-status dashboard, **Panic Button**, and **Silent Intercom**. This K-12-focused mass-notification suite integrates with CIP PBX or third-party FreePBX for Alyssa's-Law compliance.

- **Hospitality** – Including **ComXchange** PBX plus PMS integrations, hardware & software assurance plans. Replaces aging Mitel/NEC hotel PBXs; supports guest-room phones, 911 localisation, check-in/out APIs.

- **Device & System Management** – Including **Cloud Device Manager** and **Update Control (Mirror)**. Provides multi-vendor auto-provisioning, firmware management, and secure FreePBX mirror updates.

- **XCast Suite** – Including Hosted PBX, SIP trunking, carrier/call-centre solutions, SOHO plans, and XCL mobile app. Delivers value-oriented, high-volume VoIP from ClearlyIP's carrier network.

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3. Services

- **Telecom Consulting & Custom Development** – FreePBX/Asterisk architecture reviews, mergers & acquisitions diligence, bespoke application builds and Tier-3 support.
- **Regulatory Compliance** – E911 planning plus **Kari's Law**, **Ray Baum's Act** and **Alyssa's Law** solutions; automated dispatchable location tagging.
- **STIR/SHAKEN Certificate Management** – Signing services for Originating Service Providers, helping customers combat robocalling and maintain full attestation.
- **Attestation Lookup Tool** – Free web utility to identify a telephone number's service-provider code and SHAKEN attestation rating.
- **FreePBX® Training** – Three-day administrator boot camps (remote or on-site) covering installation, security hardening and troubleshooting.
- **Partner & OEM Programs** – Wholesale SIP trunk bundles, white-label device programs, and ClusterPBX OEM licensing.

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4. Executive management (June 2025)

- **CEO & Co-Founder: Tony Lewis** – Former CEO of Schmooze Com (FreePBX sponsor); drives vision, acquisitions and channel network.

- **CFO & Co-Founder: Luke Duquaine** – Ex-Sangoma software engineer; oversees finance, international operations and supply-chain.

- **CTO & Co-Founder: Bryan Walters** – Long-time Asterisk contributor; leads product security and cloud architecture.

- **Chief Revenue Officer: Preston McNair** – 25+ years in channel development at Sangoma & Hargray; owns sales, marketing and partner success.

- **Chief Hospitality Strategist: Doug Schwartz** – Former 360 Networks CEO; guides hotel vertical strategy and PMS integrations.

- **Chief Business Development Officer: Bob Webb** – 30+ years telco experience (Nsight/Cellcom); cultivates ILEC/CLEC alliances for Clearly Cloud.

- **Chief Product Officer: Corey McFadden** – Founder of Voneto; architect of EPlatform UCaaS, now shapes ClearlyIP product roadmap.

- **VP Support Services: Lorne Gaetz** (appointed Jul 2024) – Former Sangoma FreePBX lead; builds 24×7 global support organisation.

- **VP Channel Sales: Tracy Liu** (appointed Jun 2024) – Channel-program veteran; expands MSP/VAR ecosystem worldwide.

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5. Differentiators

- **Open-Source DNA:** Deep roots in the FreePBX/Asterisk community allow rapid feature releases and robust interoperability.
- **White-Label Flexibility:** Brandable phones and ClusterPBX OEM let carriers and MSPs present a fully bespoke UCaaS stack.
- **End-to-End Stack:** From hardware endpoints to cloud, gateways and compliance services, ClearlyIP owns every layer, simplifying procurement and support.
- **Education & Safety Focus:** Panic Button, CodeX and e911 tool-sets position the firm strongly in K-12 and public-sector markets.

In summary

ClearlyIP delivers a comprehensive, modular UC ecosystem—cloud, on-prem and hybrid—backed by a management team with decades of open-source telephony pedigree. Its blend of carrier-grade infrastructure, white-label flexibility and vertical-specific solutions (hospitality, education, emergency-compliance) makes it a compelling option for ITSPs, MSPs and multi-site enterprises seeking modern, secure and cost-effective communications.

DISCLAIMER