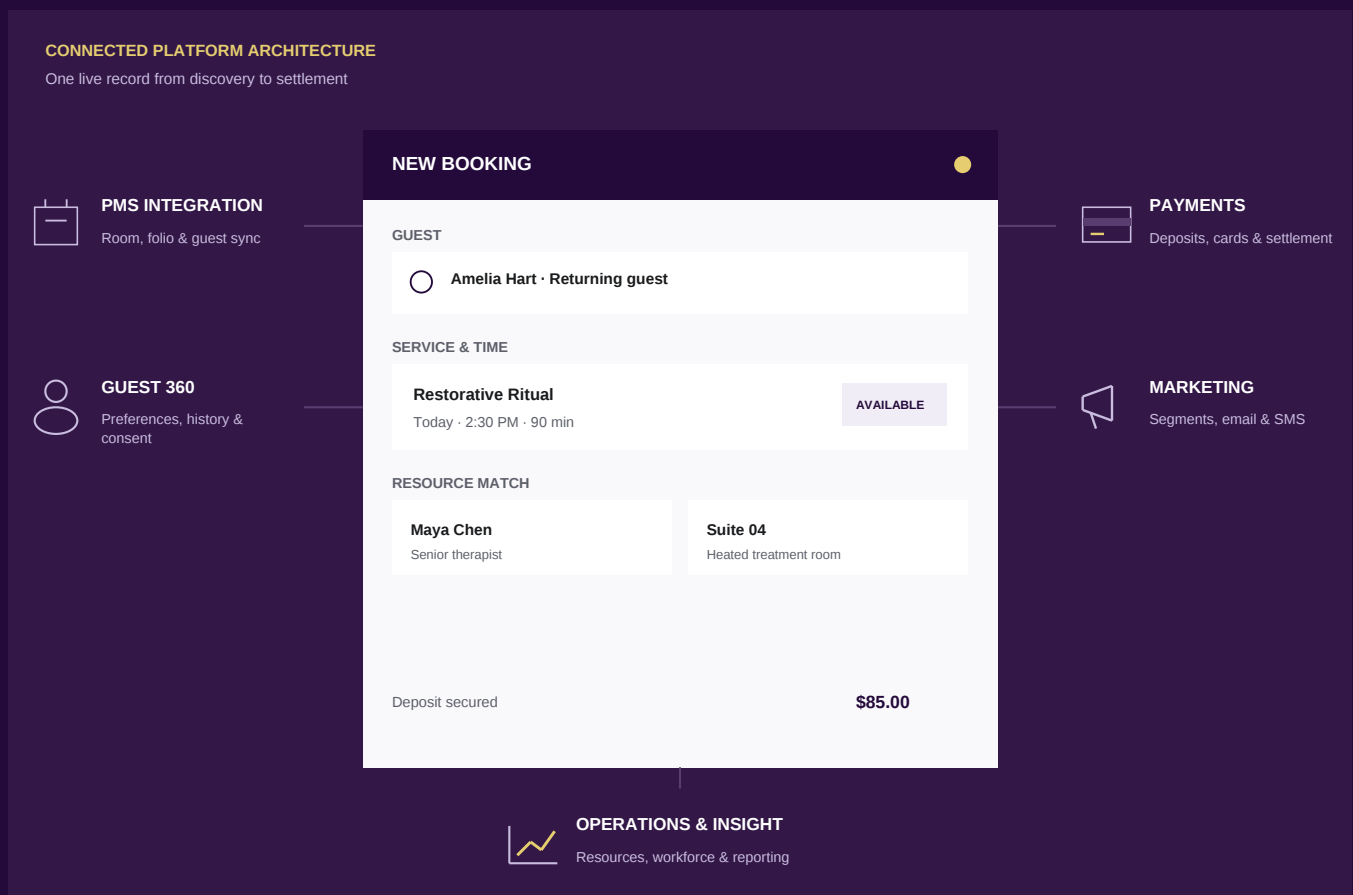




ENTERPRISE WELLNESS EDITION

One Platform to Run the Modern Spa

Scheduling, guest intelligence, payments, memberships, workforce and head-office reporting for resort spas, Nordic thermal circuits, medi-spas, premium day spas and hammams — delivered as a single cloud platform.



THE CASE FOR CHANGE

Stop running the spa on four disconnected systems

Most wellness operations are held together by a booking tool, a till, a spreadsheet of commissions and a hotel system that never quite agrees with any of them. Klickbook replaces that patchwork with one cloud platform: every appointment bound to the right therapist, room and asset, every charge posted where it belongs, and one honest view of performance for the people accountable for it.

12%

modelled peak-hour revenue lift

50+

locations governed from one login

360°

single encrypted guest profile

24/7

hospitality support on enterprise plans

Cloud native by design

No servers to maintain on property. Every venue works from the same live data, with resilient front-desk workflows when the network is not.

Connected to the hotel

Certified two-way integrations with Infor, Oracle Opera, Maestro, Cloudbeds and WebRez for real-time folio posting and one guest identity.

Built for directors

Utilisation, RevPAR, retention, payroll cost and retail performance in one executive layer — not five exports stitched together.

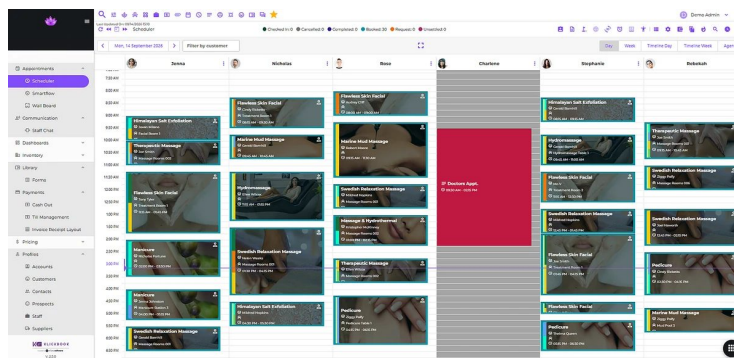
Managed migration

A dedicated account manager, structured staff onboarding and a zero-downtime plan so the booking book never stops.

The operating picture

Live scheduling binds therapist credentials, treatment rooms and equipment in a single decision, so double bookings and idle gaps stop being a daily negotiation at the front desk.

Head office sees the same data the therapist does, the moment it changes — one version of the day across the whole estate.



Daily spa scheduler across therapists, rooms and assets.



Request a Private Demo

Scan to request a private demo of the platform.

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OPERATIONS

Everything the floor needs, in one place

From the first arrival to the last cash-out, the operational core keeps the day moving without anyone re-keying information into a second system.

Booking & scheduling

Concurrent matching of skillsets, rooms and equipment, with deposits, waitlists and automated reminders.

Smart Flow board

A live Kanban of the guest journey — arrival, circuit, treatment, checkout — so bottlenecks are visible before they form.

Point of sale

Fast checkout with packages, retail, split billing, custom tax classes and automated receipts.

Payments

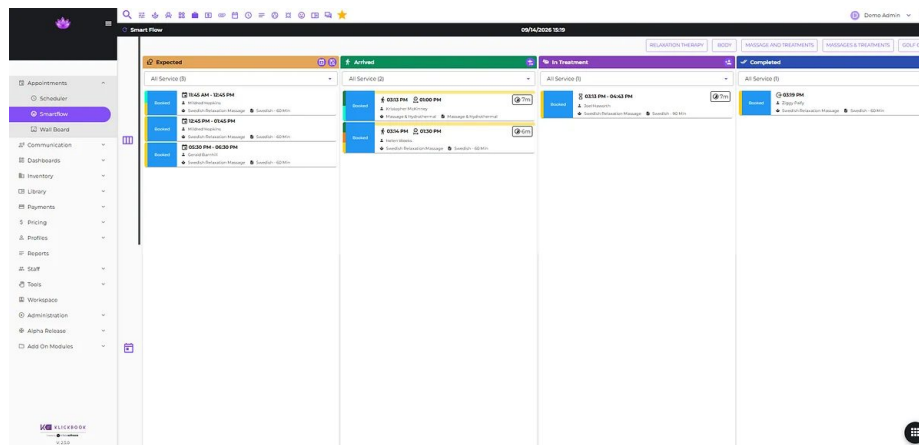
PCI-aligned tokenisation, card on file, deposits and tap-to-pay terminals across every location.

Inventory & barcode

Backbar consumables tracked to the millilitre, retail stock by unit, with automatic reorder triggers.

Staff, shifts & payroll

Multi-tier commissions, split shifts, blockouts and on-call room distribution calculated automatically.



Smart Flow board: every guest visible from arrival through circuit, treatment and checkout.

Why it matters operationally

Every transaction, note and shift lands in the same record. Front desk stops reconciling; supervisors stop chasing; and month-end reporting is a read, not a rebuild.



Request a Private Demo

Scan to see the operations tools on your own treatment menu.

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GROWTH

Turn visits into relationships, and relationships into revenue

The commercial side of the platform is built around one idea: you already know enough about your guests to fill your quiet hours — if the data lives in one place and acts on itself.

Guest 360

Treatment history, preferences, allergies, spend and retail behaviour in one encrypted profile shared across properties.

Rewards & retention

Points earned by service type, off-peak visit or product spend, redeemable anywhere in the group.

Campaigns, email & SMS

Segment by frequency, geography or spend, then automate confirmations, pre-arrival and post-care messages.

Dynamic yield, not discounting

Pricing responds to live demand and therapist availability, so peak windows stop leaking margin and quiet mid-week hours are filled with targeted offers rather than blanket promotions.

Executive analytics

Utilisation, RevPAR, product turnover, retention and payroll cost, by location and by portfolio, on dashboards designed for owners and boards.

Memberships

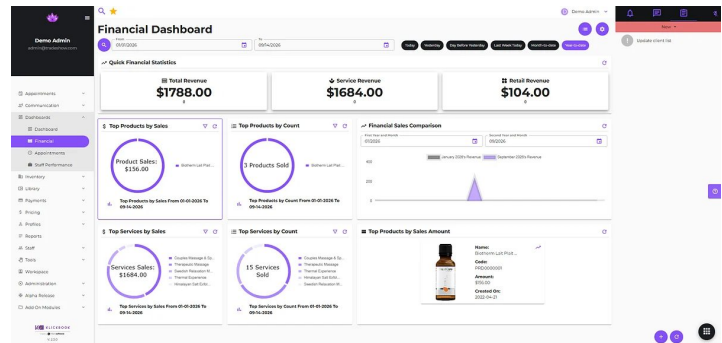
Tiered programmes, credit balances and perks with scheduled recurring billing — predictable monthly revenue.

Gift cards & vouchers

Front-desk and online sales linked to the ledger with live liability tracking.

Online booking

Real-time availability, multi-service self-scheduling, deposit capture and PMS room authorisation.



Executive financial dashboard.

Where the margin comes from

Filled off-peak hours, recurring membership income, higher retail attachment and retained guests — measured in the same place they are created.



Request a Private Demo

Scan to review the revenue tools with a consultant.

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SECTORS

Configured to how your property actually works

No two wellness operations share the same constraints — capacity, clinical obligation, ritual sequencing or folio connectivity. The platform is configured to each.



Nordic & thermal spas

Admission, circuit capacity and treatments run as one flow: RFID wristbands and cashless spend, live zone occupancy thresholds, automated SMS waitlists.



Resort & hotel spas

The spa as a first-class hotel department: certified two-way PMS integration, real-time room charging and reconciliation, multi-currency portfolio reporting.



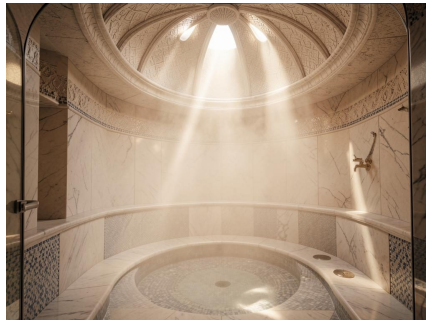
Advanced medi-spas

Clinical rigour inside a luxury experience: SOAP-aligned charting with audit trails, encrypted health histories and consent, role-based access.



Premium day spas

Utilisation and retention win the month: dynamic peak-hour pricing, therapist and room optimisation, tiered memberships with recurring billing.



Luxury hammam & bathhouses

Choreographed rituals, orchestrated precisely: multi-room heat transitions, specialist availability bound to each booking, group and couple journeys.

Connected to your hotel systems

Certified integrations with Infor, Oracle Opera, Maestro, Cloudbeds and WebRez keep treatments, retail and packages posting to the guest folio in real time, with one guest identity from check-in to checkout.

Twenty-two modules ship on one platform, so adding capability is a configuration decision rather than another vendor contract.



Request a Private Demo

Scan to discuss your property type with a specialist.

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PLANS

Compare every capability

See how each published plan supports the capabilities that matter across daily operations, guest growth and portfolio control. Check marks indicate inclusion; configured limits and service levels are shown directly.

CAPABILITY	ESSENTIALS	PROFESSIONAL	ENTERPRISE
Online booking & calendar	✓	✓	✓
Online gift card	✓	✓	✓
Commissions & payroll engine	✓	✓	✓
Inventory management	✓	✓	✓
Rewards and promotions	✓	✓	✓
Point of sale & payments	✓	✓	✓
Guest profiles and history	✓	✓	✓
Automated reminders	✓	✓	✓
Standard reporting suite	✓	✓	✓
Support	Email	Priority	24/7 + dedicated manager
Users included	5	10	Unlimited
Onboarding	✓	✓	✓
Linked and complex services	—	✓	✓
Activity management	—	✓	✓
Staff planner and Smartflow	—	✓	✓
Room, asset & resource binding	—	✓	✓
Memberships & recurring billing	—	✓	✓
Digital intake and SOAP charting	—	✓	✓
Dynamic yield pricing	—	✓	✓
Medi-spa charting & consent	—	✓	✓
Hotel PMS folio posting	—	—	✓
RFID circuit & capacity controls	—	—	✓
Head-office analytics	—	Single group	Portfolio-wide
Regional roles & permissions	—	✓	✓

MIGRATION

Four steps to go live without losing a booking

1. Discovery We audit current workflows, treatment menu, venues and integrations.	2. Configuration Menus, resources, commissions and branding are built to your operation.	3. Data & training Guest records, vouchers and balances migrate; staff train on live data.	4. Go live A managed, zero-downtime cutover with support on the floor during opening week.
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NEXT STEP

Book a private walkthrough

An enterprise hospitality consultant will map the platform to your treatment menu and venues, then produce a migration blueprint for your property or portfolio.

Telephone	905-884-4888
Email	info@milanosoftware.com
Web	milanosoftware.com
Office	40 Vogell Rd #9, Richmond Hill, Ontario, Canada
Hours	Mon–Fri 8:00 AM – 10:00 PM EST · Sat 10:00 AM – 6:00 PM EST

Scenarios and figures illustrate typical deployments. Named client case studies are shared under NDA during the demo process. Klickbook is a product of Milano Software, a division of Milano Computer Systems Inc.



Request a Private Demo

Scan to request pricing for your portfolio.
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