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Best service providers: medium-sized companies also highly appreciate ehotel®

For the third time, the magazine WirtschaftsWoche, together with the analysis specialists from ServiceValue, asked Germany's medium-sized companies which service providers best meet their expectations. This year, ehotel® outperforms the competition and ranks first above all other hotel booking portals.

Almost 26,000 customers were asked to give their opinion about 376 service providers from 34 industries. Eight performance features were included in the evaluation: not only was overall customer satisfaction assessed, but also the overall quality of the provided service, the competence of the employees, information, service, the price-performance ratio and the performance in both advice and support. The mean value calculated from these categories forms the basis for the ranking, which ehotel® is pleased to have been awarded.

With its award as "Best Mid-Market Service Provider 2020", the hotel booking platform ehotel® feels validated in its belief that the highest customer satisfaction is achieved through very good service, complete clarity and clear price transparency. "Business travellers, especially, value optimal comparability and disclosure of all factors that determine the price," explains Fritz Zerweck, CEO of ehotel®. "The basis of our success has always been the good relationship of trust with our customers, which is what we continue to focus on."

The ehotel® hotel booking platform bundles the accommodation offerings of all providers worldwide on one platform through META-SEARCH technology. The Berlin-based company is focusing its business on holistic support of hotel bookings and the associated services for business customers. By integrating tools and services into the systems of the companies in question and through specially developed payment and billing solutions, ehotel® ensures optimised processes, end-to-end expenditure control, compliance and cost savings for the customer. The booking platform has been repeatedly recognised for its quality of service by the German Institute for Service Quality and the market research institute ServiceValue among others. www.ehotelag.com