

# Feature List

Proposal Creation & Customization	<ul style="list-style-type: none"><li>• Web-based, mobile-responsive proposal format</li><li>• Unlimited, branded templates with logo, fonts, and colors</li><li>• Simplified drag-and-drop content builder with loaded content library</li><li>• Reusable content sections (e.g., room types, venues, catering menus, policies, activities)</li><li>• Embedded multimedia support: videos, slideshows, virtual tours, PDFs</li><li>• Multiple brand/property support within a single account</li><li>• Print or export to PDF</li><li>• Client personalization (name, dates, rates and preferences, etc.)</li></ul>
Speed & Simplicity	<ul style="list-style-type: none"><li>• Easy-to-use interface — minimal training required</li><li>• Template-based workflows tailored to each team's sales process</li><li>• Create proposals in under 5 minutes</li><li>• One-click duplication of existing proposals</li><li>• Live editing (proposals can be updated after being sent)</li></ul>
Delivery & Distribution	<ul style="list-style-type: none"><li>• Link-based delivery — proposals are sent as clean, secure URLs</li><li>• No attachments, downloads, or embedded HTML that trigger spam filters</li><li>• More reliable inbox placement than media-heavy HTML emails</li><li>• Shareable via any digital channel — email, CRM, text, LinkedIn, Facebook, WhatsApp, etc.</li><li>• Custom branded or personalized proposal URLs for a polished, trustworthy client experience</li></ul>
Sales Content Management & Brand Governance	<ul style="list-style-type: none"><li>• Live Sections: centrally managed, reusable content blocks that auto-update across all proposals for legal, brand, and compliance content that must stay current and consistent</li><li>• Granular edit controls: lock down edit access by section, paragraph, sentence, or image</li><li>• User-level content permissions to control access while empowering sales teams with flexibility</li><li>• Admin control over shared content libraries and approved templates</li><li>• Admin controls for templates, content sections, and branding</li></ul>
CRM & Workflow Integration	<ul style="list-style-type: none"><li>• Integration with Delphi (Golden)</li><li>• Quick select bookings</li><li>• Auto-fill room blocks and event agendas using CRM data</li><li>• Choose from multiple display formats</li></ul>

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Analytics & Engagement	<ul style="list-style-type: none"><li>• Engagement tracking enables sales teams to know when a client opens a proposal, what they click or download</li><li>• Notifications for opens enable real-time response</li><li>• In-proposal messaging: planners can send questions or comments directly to the sales manager, enabling timely follow-up and richer engagement data</li><li>• Emailed analytics updates for individual users and admins</li><li>• Analytics dashboard for admins</li></ul>
Onboarding & Support	<ul style="list-style-type: none"><li>• Dedicated onboarding team (40–60 hours per account)</li><li>• Property-by-property rollout with templated onboarding plans, brand-consistent templates, and pre-loaded content libraries</li><li>• Hands-on training included virtual or in-person (+travel expenses)</li><li>• Email, phone, and live chat support (included)</li><li>• Average response times under 15 minutes</li><li>• Free ongoing training and account management</li></ul>
Security & Compliance	<ul style="list-style-type: none"><li>• HTTPS and secure link delivery</li><li>• Hosted on AWS, which is SOC 2 certified</li><li>• Infrastructure-level audit logging via AWS CloudTrail and CloudWatch</li><li>• Data encryption at rest and in transit</li><li>• Dedicated EU Hosting (Frankfurt) for data residency and privacy</li><li>• GDPR-compliant</li><li>• Global content delivery via AWS CDN for performance and reliability</li></ul>



## Key Features for Enterprise Accounts

SendSites is a digital proposal platform purpose-built for hospitality sales teams, combining intuitive technology with true hands-on service and industry expertise.

This document outlines the key features, advantages, and business benefits designed to support brand consistency, sales velocity, and client engagement across a global portfolio.

 Enterprise Accounts	 Advantages	 Benefits to the Brand
Beautiful, web-based proposals	Visually rich, immersive format supports luxury storytelling; includes multimedia (video, slideshows, virtual tours)	Helps justify premium rates and elevate the brand by selling the full experience, not just the rate and space
One source of truth (editable live pages)	Proposals can be updated after they're sent, unlike PDF or email-based tools	Avoids rework, ensures the planner always sees the most up-to-date version, and prevents costly errors or inconsistencies
Simplicity & speed	Intuitive interface with minimal training required	Sales teams can build stunning, on-brand proposals in minutes, not hours — even non-tech-savvy users look like marketing pros
User-level content permissions	Admins can assign content editing or access rights on a per-user basis	Enables corporate or property admins to manage proposal structure, strategy and brand consistency while giving sales teams the flexibility to tailor each proposal to the client
Live Sections	Centrally managed, non-editable content blocks used across proposals	Ensures legal and brand content stays current and consistent across all proposals — ideal for legal and tax compliance at scale

■ Enterprise Accounts	■ Advantages	■ Benefits to the Brand
Granular content control	Admins can lock editing access by section, paragraph, sentence, or image	Gives corporate control over sensitive content while allowing flexibility when needed
Fast, hands-on onboarding with custom templates & content library	We handle the heavy lifting — typically investing 40–60 hours per account to understand the sales process, build custom templates, load reusable content, and provide training. Many teams are fully live and selling in as little as 3 weeks.	Fast time-to-value with minimal lift from busy sales teams; drives immediate adoption, consistency, and confidence
Integrated with Delphi	Supports seamless workflows with existing CRM	Reduces manual entry, improves data accuracy, and keeps sales teams efficient
Flexible structure for multi-brand/ multi-property teams	One account can support multiple brands or locations, with custom branding and templates	Ideal for national sales teams or clusters, while maintaining brand control and consistency
Dedicated EU Hosting (Frankfurt)	Hosted in Germany to support EU data residency and compliance needs	Enables GDPR compliance, enhances performance for EU-based users, and meets strict corporate data privacy requirements
Global content delivery via AWS CDN	Leverages Amazon Web Services' global infrastructure to deliver fast, reliable proposal access	Ensures smooth performance and rapid load times for planners and sales teams across global markets
Multilingual support and browser translation	Supports international characters and browser-based translation tools	Enables sales teams to serve global clients with proposals that are accessible in their preferred language