

Challenges top hoteliers face:

- Multiple channels → Fragmented service → Missed/delayed communications
- Various data sources → Disconnection and lack of insights → Missed sale opportunities
- Complex processes for mixed inquiries → Poor handling of high volumes → Inefficiencies
- Narrow approach and systems → Bottlenecks and human errors → Missed revenue and client base

Our **Solution**: cover all aspects of the hospitality business in a **modular** manner

Singular database

Entire dataset across all platforms in one place, ensuring efficient and accurate data flows

AI incorporation

- Reservation Chatbots on your web/social media
- Mailbot to segment your emails

Reservations and Stays

Integration with PMS for complementary, detailed info on guests' preferences

Omnichannel communications

All emails, calls, messages, activities, and agent takeover of social media & web chats with guests in one contact center interface, continual and complete past and present info

Reporting

Your data is your power Visualize it, interact with it and have it analyzed for better decision-making

360° Guest View

Loyalty Program

Up and cross-sell as you provide a personalized experience based on guest data, while expanding it

Marketing Automation

Personalize content, measure satisfaction and forge connections with dynamic and automated lists, campaigns, surveys, email and web analytics, and beyond



With the synergies of these solutions, our hotel chains and resorts achieved:

- Ramp up new + repeated business** with tailored, compelling offers and unique, personalized experiences
- Drive guest traffic**, solidifying their positions as the destinations of choice for discerning travelers
- Become less dependent on OTAs – **higher profit per sale** by virtue of direct sales
- Increase revenue** by way of leveraging on connected and insightful data
- Reduce costs** by way of clearer, automated processes – higher productivity, accuracy and less errors