

A large, stylized orange chevron pointing to the right, serving as a background for the text.

High performance. Delivered.

Innovations in Hospitality

Video Transcript

In today's mobile world, constant availability and seamless interaction is the new white glove standard.

Accenture and Avanade are opening doors to more personalized and convenient end-to-end guest service, improving loyalty and increasing value for hospitality providers with the latest mobile applications.

Anticipate the needs of guests throughout their stay. Start by making it simple for your customers to find hotels and book reservations.

On their arrival date, using flight details, you can help weary travelers have a smooth landing by providing an option for self service check in that can include upgrade or other service offers.

Provide useful information like transportation options to the hotel or local weather conditions.

Once your guests arrive, help them spend more time relaxing and less searching for a room key, with mobile keyless room access.

Guests can access hotel services or book amenities with a touch.

Seamless social network integration encourages guests to share their hotel experiences or find friends staying in the same hotel.

We also support true international flexibility with multiple language and currency options.

And behind the scenes, using information securely integrated in the cloud, our dashboard analytics can help you get to know your guests.

Uncover timely customer service and revenue opportunities tied to interests, loyalty club memberships or activities in

the area and use that information to increase your bottom line.

Since guests always control how and when you contact them, you'll be seen as helpful but not intrusive.

And when it is time to checkout, this, too, can be done at a touch and offer additional benefits to guests, like the ability to split final bills between personal and business charges.

With our mobile hospitality innovations, you can improve guest experiences, build loyalty, and deliver results.

To learn more about the Accenture and Avanade platform for hospitality innovations, please visit our websites today.

www.avanade.com

www.accenture.com