



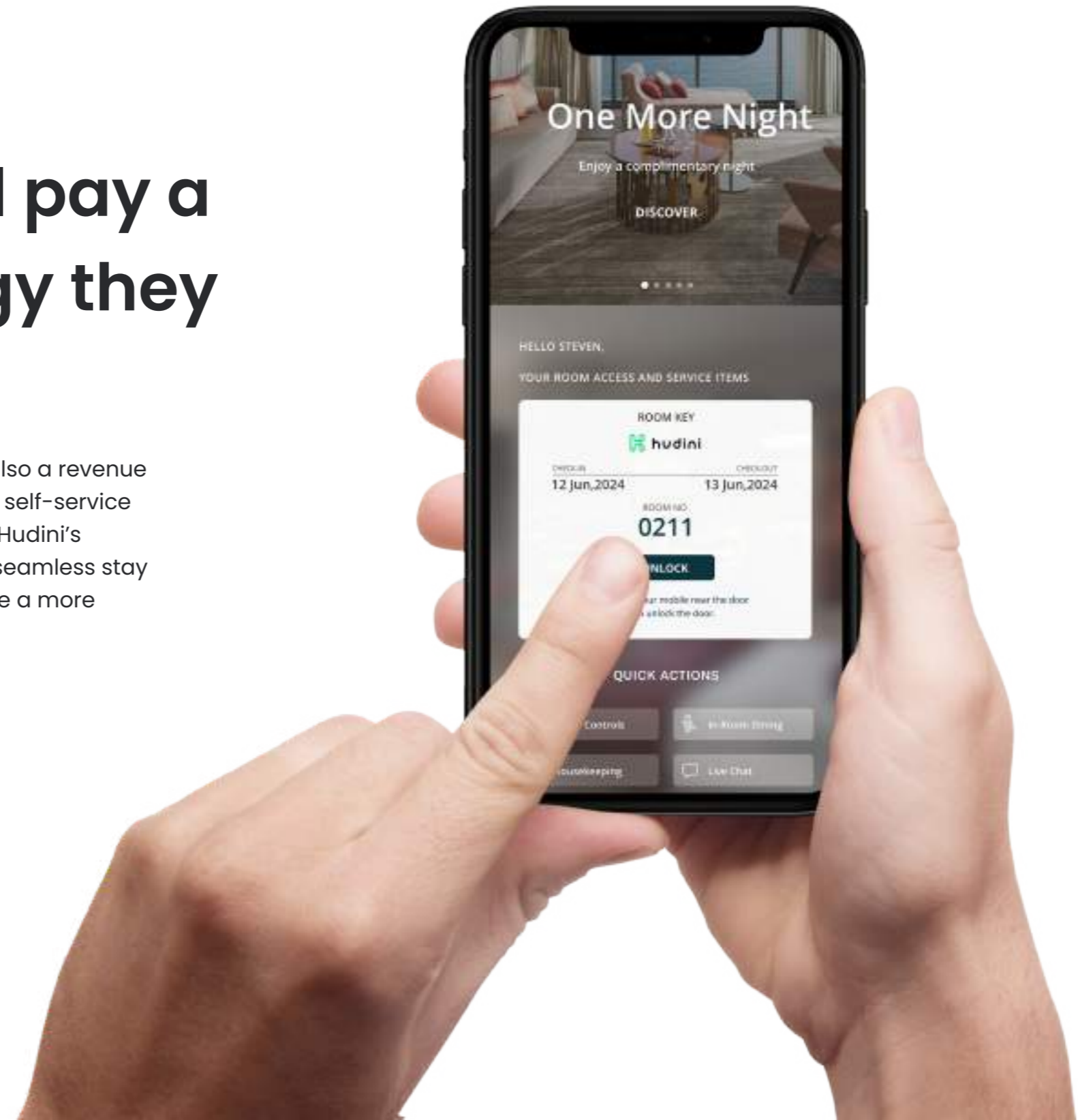
Hudini Guest Experience App for Hotels

Build deeper engagement,
earn higher revenues



76% of hotel guests will pay a premium for technology they consider important*

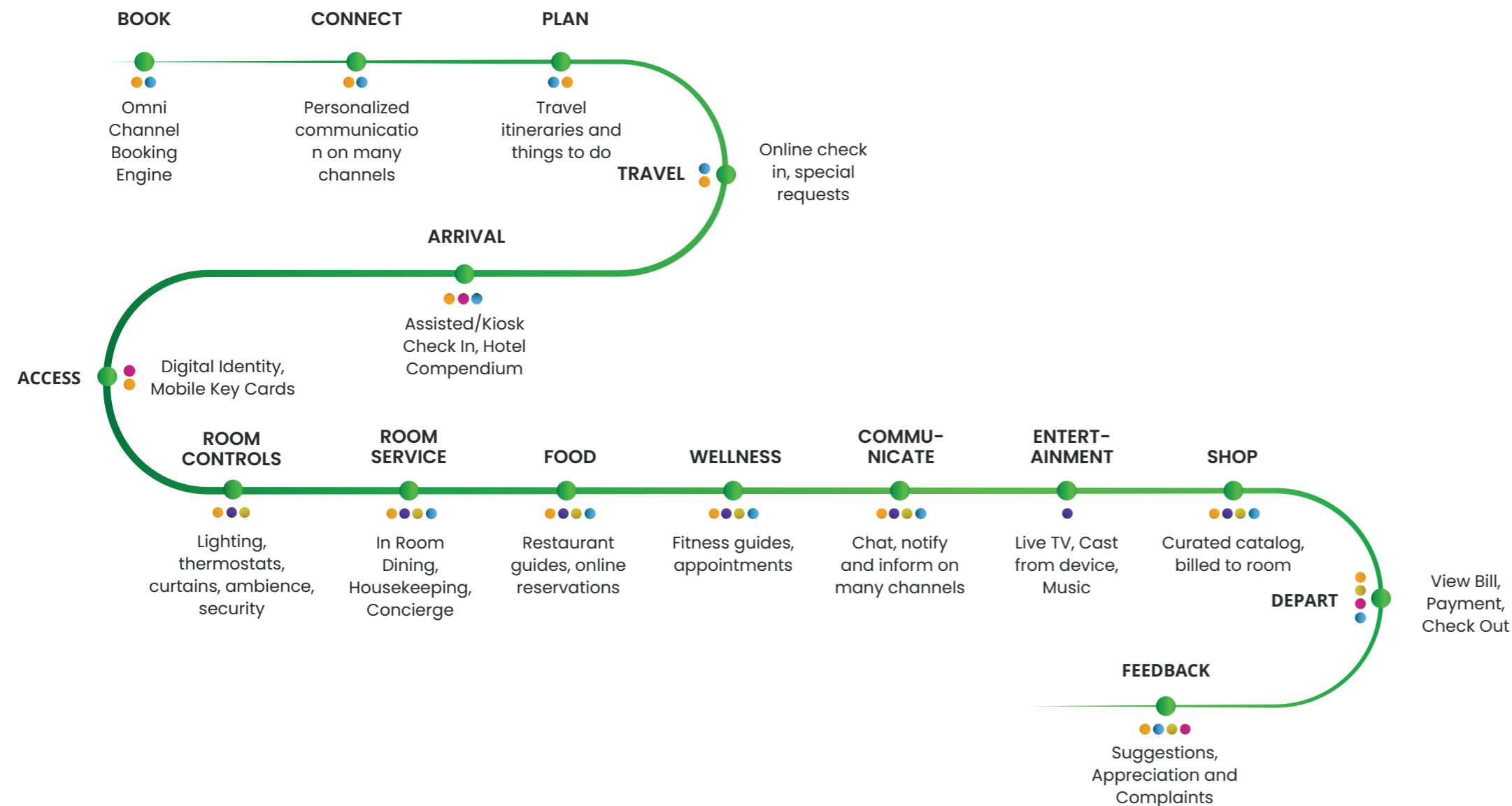
For hoteliers, this statistic reflects not just a growing guest need, but also a revenue opportunity. An increasing number of guests are seeking contactless, self-service technology that makes their stay more convenient and comfortable. Hudini's end-to-end, omnichannel guest experience app can ensure a more seamless stay while delivering prompt and personalized service. It doesn't just create a more connected guest experience, but also a more elevated one.



* Hospitality Technology - 2023 Lodging Technology Study



From A to Z - Connect every touchpoint with the latest technology



Guest experience apps built by Hudini connect vital touchpoints from pre-arrival to post-departure, while giving guests more control over their stay. Hudini apps also leverage AI and data to personalize suggestions about upgrades, add-ons and activities; this creates a more bespoke stay for every guest while enabling hotels to offer more relevant packages and services that increase revenues.

Hudini GX

An interactive guest experience platform enabling hotels to expand their service offering and revenue strategies across many channels.

- Mobile ● Web ● Kiosk ● TV ● In Room Tablet

Staff Connect

An AI-enabled platform for associates to oversee daily operations and seamlessly engage with guests throughout their experience.

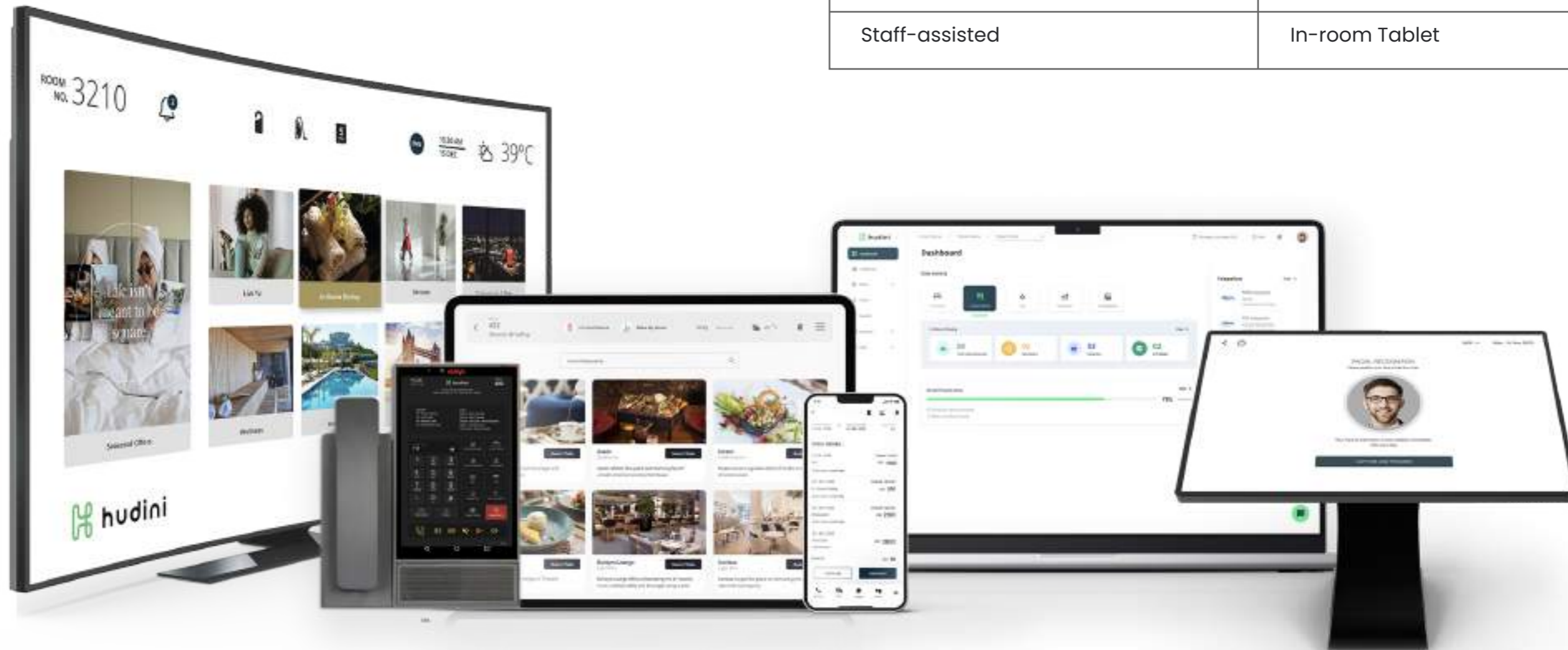
- Web & Mobile



The app that's everywhere your guests are

Hudini's omnichannel platform can be accessed across several devices, whether it's the guest's mobile phone or interfaces such as kiosks in the hotel's lobby, guest room tablets or IPTVs. The software is integrated with various hotel management systems, making both operations and guest experiences seamless and more streamlined.

Omnichannel arrival experience	Omnichannel in-room engagement
Hotel App	Hotel App
Progressive Web App (PWA)	Progressive Web App (PWA)
Kiosk	IPTV
Staff-assisted	In-room Tablet





Modules

Pre-arrival & Check-in

Booking

Hudini creates smart profiles for every guest and deploys predictive behavior analysis to personalize offers and packages.

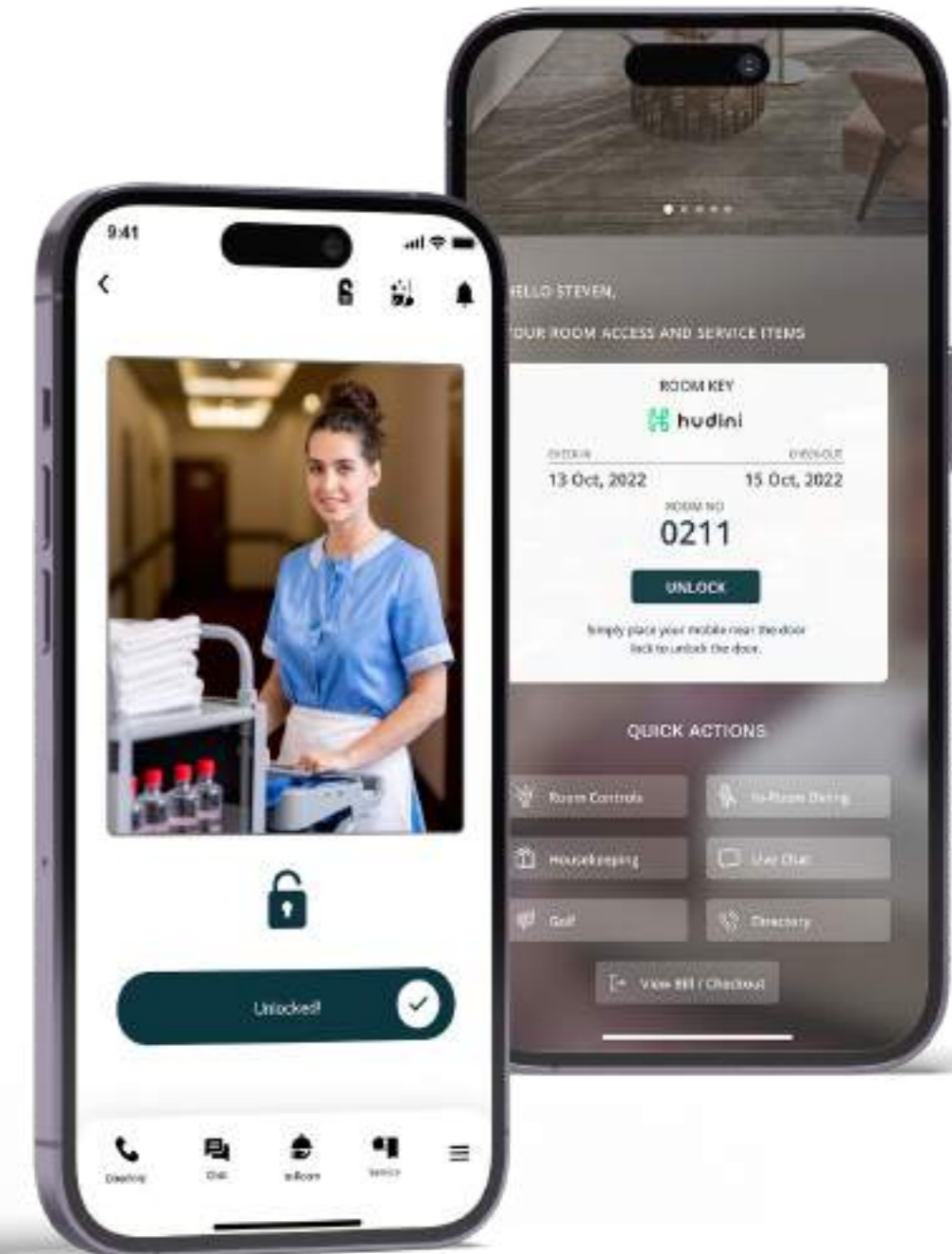
Online check-in

By just uploading their documents and verifying their IDs through a facial scan, guests can fast-track the arrival process to a few minutes. Once their booking is verified, they can also choose from upgrade suggestions based on their profiles. Hudini's online check-ins can be completed in several ways:

- Hotel app: Guests can download the hotel's native app on their mobile devices and experience a more connected, customized stay from check-in to check-out.
- Progressive Web App (PWA): Instead of downloading the native app, guests can access the web app through any browser and check-in.
- Kiosk: Guests can skip the front desk and check-in sooner by using the self-service kiosk in the lobby.
- Assisted check-ins: Upon arrival, guests are escorted to their rooms by hotel staff, who will then complete the online check-in on the guests' behalf.

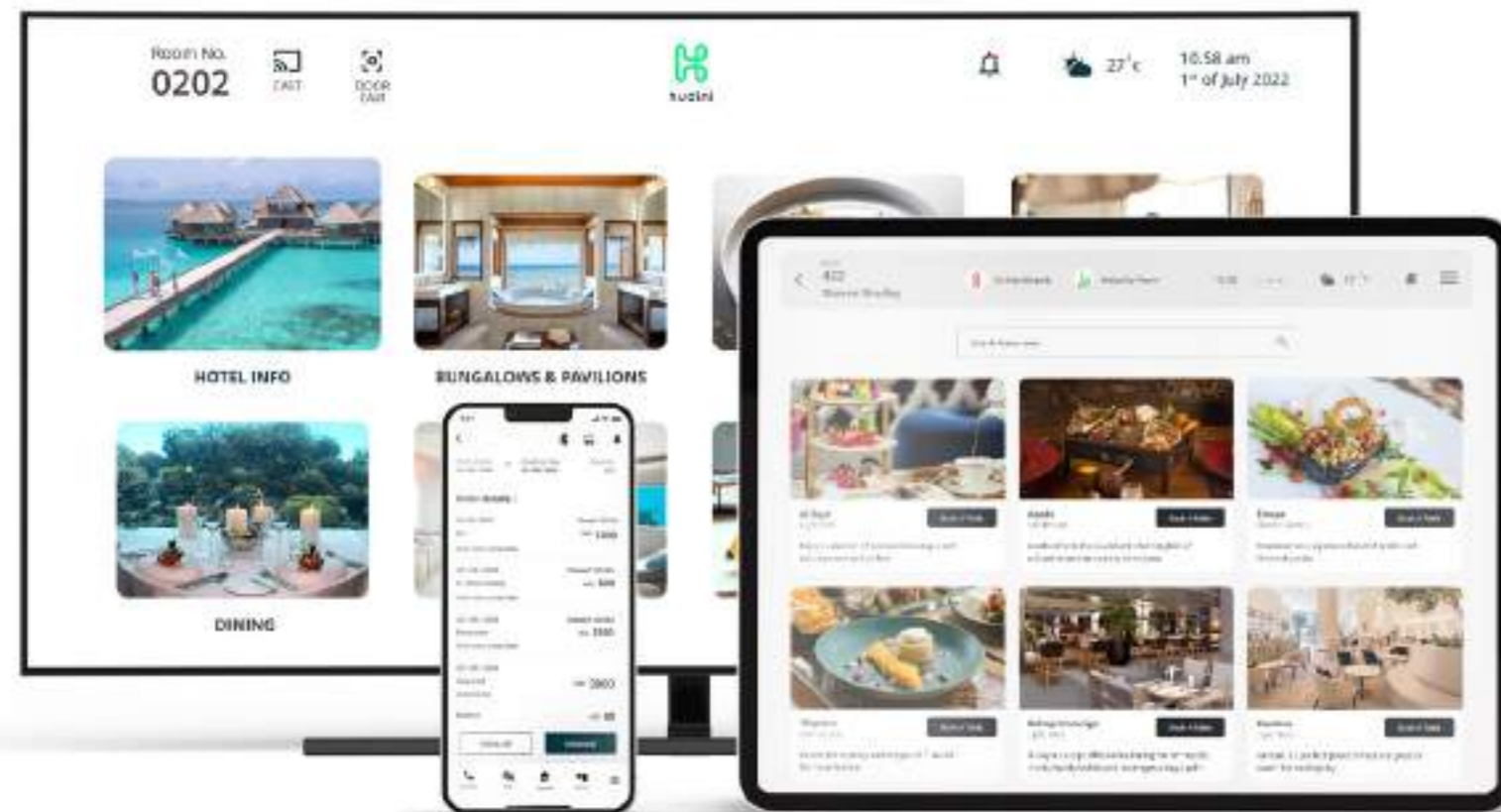
Digital door key

The hotel app doubles up as a digital door key that can be scanned for room access.





In-room engagement



Hotel information

Special events, curated activities and local news can be updated in real time, enabling guests to plan their stays perfectly.



Housekeeping

Guests can schedule, opt out of or request additional room cleaning using the app.



Guest room management

Lighting, air conditioning, room fragrance and curtains can be adjusted with a few clicks.



Entertainment

IPTV lets guests stream content directly from their devices and choose from a wider range of local and international channels.



Smart chat

The app's AI-powered multilingual chatbot can converse with guests 24x7 and also make personalized suggestions.



Shopping & payments

Hotels can create digital storefronts across multiple touchpoints and enable guests to pay for purchases via the app.



In-room dining

Guests can browse digital menus from multiple hotel restaurants and choose from customized add-ons.



Reservations & bookings

Guests can make and modify restaurant reservations and spa bookings directly through the app.



Check-out

Guests can use the Hudini platform to schedule check-out times, request a late check-out and seek baggage assistance as well. They can also preview their bills on the app and enjoy a faster, smoother check-out thanks to our pre-orchestrated departure routines.

Post-departure



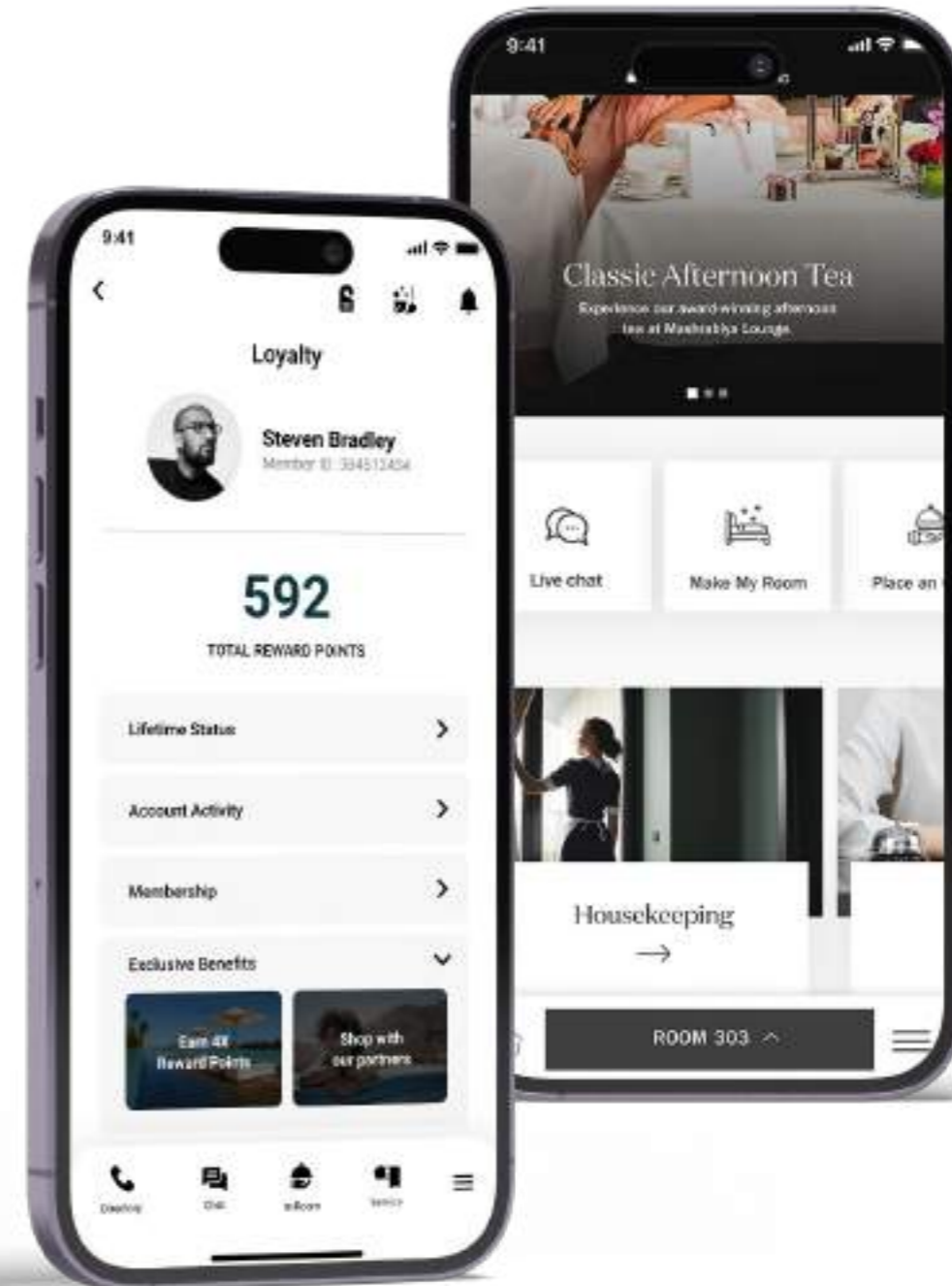
Feedback

Guests can leave suggestions and reviews on the app at any point during their stay, and we also share feedback notifications a few days after departure.



Loyalty

Guests who are part of the hotel's loyalty program can earn points for any purchases or orders made via the app.





The guest app that benefits everyone



Personalization

Data gathered from guest profiles and app interactions helps personalize upgrades, add-ons and activity suggestions, making guests feel that the stay has been specially designed around their requirements.



Higher revenue generation

With more personalized suggestions, greater upsell volume and higher engagement at touchpoints throughout the stay, hotels are able to create more opportunities for revenue growth and capitalize on them.



Improved guest experience

The app results in curated stays, attentive staff and prompt service, making guests feel that they are the hotel's main focus.



Better workflows and efficiency

The app facilitates greater coordination between departments and automates routine tasks, thereby improving staff performance.



100+ integration partners

The Hudini platform features 100+ pre-built integrations from the world's leading companies in hospitality tech, resulting in faster deployment and superior operational efficiency.



Greater sustainability

The app can help reduce paper usage, regulate energy consumption through smart controls and engage guests in eco-friendly initiatives.