Amadeus Service Optimization - HotSOS

Gain a Competitive Edge by Setting a New Standard of Efficiency Across Operations.

Improving staff-facing technology ranked in the top 5 priorities for 2020

In this new era of hospitality, planning for recovery and beyond can be full of uncertainty. However, hoteliers can take control of operations now. The more streamlined your operations are, the more opportunity you have to save time and money by making data-driven decisions to give your hotel the competitive edge needed in a world of unknowns.

Manual processes are the #1 issue for hotel operations staff

Stellar execution behind the scenes isn't only necessary to maximize efficiency but will ensure guests return to where their individual needs are known and met. With HotSOS, your property can optimize operational workflows with real-time dashboards, scheduled equipment and preventative maintenance orders, and scalable inspections to ensure work is executed properly in accordance to property standards. Guest complaints are reduced, labor is optimized, and service speed is improved, all while elevating the guest experience.

"After rolling out HotSOS, we were able to increase the efficiency of our maintenance team by 30% through proactive PM scheduling programs which resulted in a 20% decrease in our guest room complaints."

Carolina Phillips,
Rooms Manager
Hilton Garden Inn

In 2019 alone, hotel leaders were able to leverage automation, inspection and analyatics tools to:
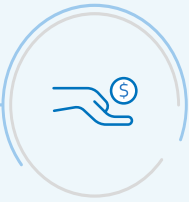
5.9m

Complete over 5.9 million guest room and staff service inspections

$177

Save an average of $177 per guestroom

50%

Reduce room check-in wait times by up to 50%

90m

Prevent over $90 million worth of potential guest service recoveries

7.9m

Save and repurpose over 7.9 million hours of time to complete other work

* Data aggregated and de-identified from application usage from over 680k global Amadeus Service Optimization users.

With HotSOS, You Can:

Gain a 360° View of your Hotel

_ From public areas and outlets to guestrooms and back of house, HotSOS can help track and automate vital tasks around the hotel's entire organization to reduce costs, maximize productivity, and mitigate risk.

_ See team and individual productivity in real time via tailored dashboards, ensuring any escalations are rapidly mitigated.

_ Allow critical communications and changes in priority to be disseminated instantly to the right team member at the right time.

_ Schedule regular reminders for filters and ventilation systems to ensure optimal air quality.

_ Plan for health checks on equipment and meter readings, while reconfirming SOPs and checklists meet evolving industry standards.

_ Streamline complex preventative maintenance projects for increased efficiency

_ Collaborate across teams for interdepartmental projects, all while remaining paperless.

Increase Efficiency to Create More Meaningful Guest Experiences

By combining the traditions of hospitality with the latest in technology, HotSOS reaches across the entire hotel ecosystem to orchestrate guest experiences that are memorable, shareable and delightful.

_ Empower staff to complete more proactive tasks with automated communications

_ Deliver a higher level of guest service at a more rapid pace with open lines of communication throughout operations.

_ Create more meaningful interactions with your guests through profiling tools that provide important information about their preferences and needs.

_ Recognize returning guests, understand special requests or occasions, and gather other attributes to personalize every experience.

Gain Deeper Business Insight with Detailed Reporting

_ Leverage valuable property data tracked in your HotSOS solution to create in-depth reports, identify pain points, and make improvements for bottom-line results.

_ Put your data to work. Pull reports and analyze operational data to understand your biggest challenges so you can develop ways to solve for them.

_ Understand your business today so you can improve it tomorrow.

Meet the demanding needs of the market today and keep your team engaged with an Amadeus Service Optimization solution

Globally supporting hotel properties spanning across 190 countries, industry leaders trust Service Optimization solutions to make a world of difference in automating hotel operations, reducing labor costs, improving service speed, and engaging teams.

We continue to expand our network of compatible vendors and currently support:

- » Opera by Oracle
- » Zingle
- » Inncomm by Honeywell
- » Kipsu
- » LMS by Agilysys
- » Infor/HMS
- » React Mobile
- » ICE by Intelity
- » AHOY by Alliants

Let's
shape the future
of hospitality

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