

# Digitize Hotel Operations



**Girish Prabhu**

CEO & Cofounder,  
Instio Experiences Pvt Ltd



The future is ...

# Single Source of Truth

All-in-one platform to streamline your operations



**For Hotels, Hotel Groups, Service Apartments**



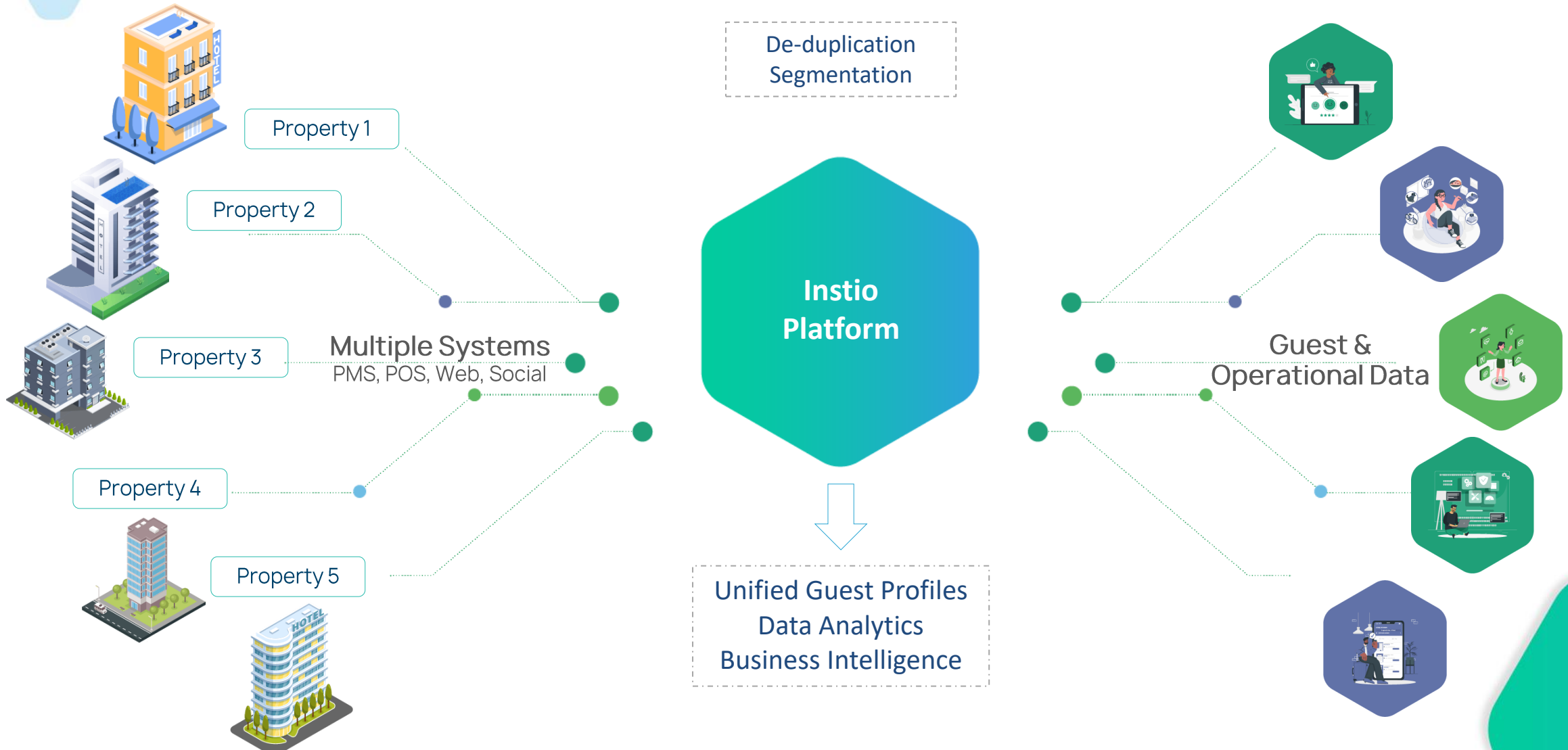
**Mobile first approach**



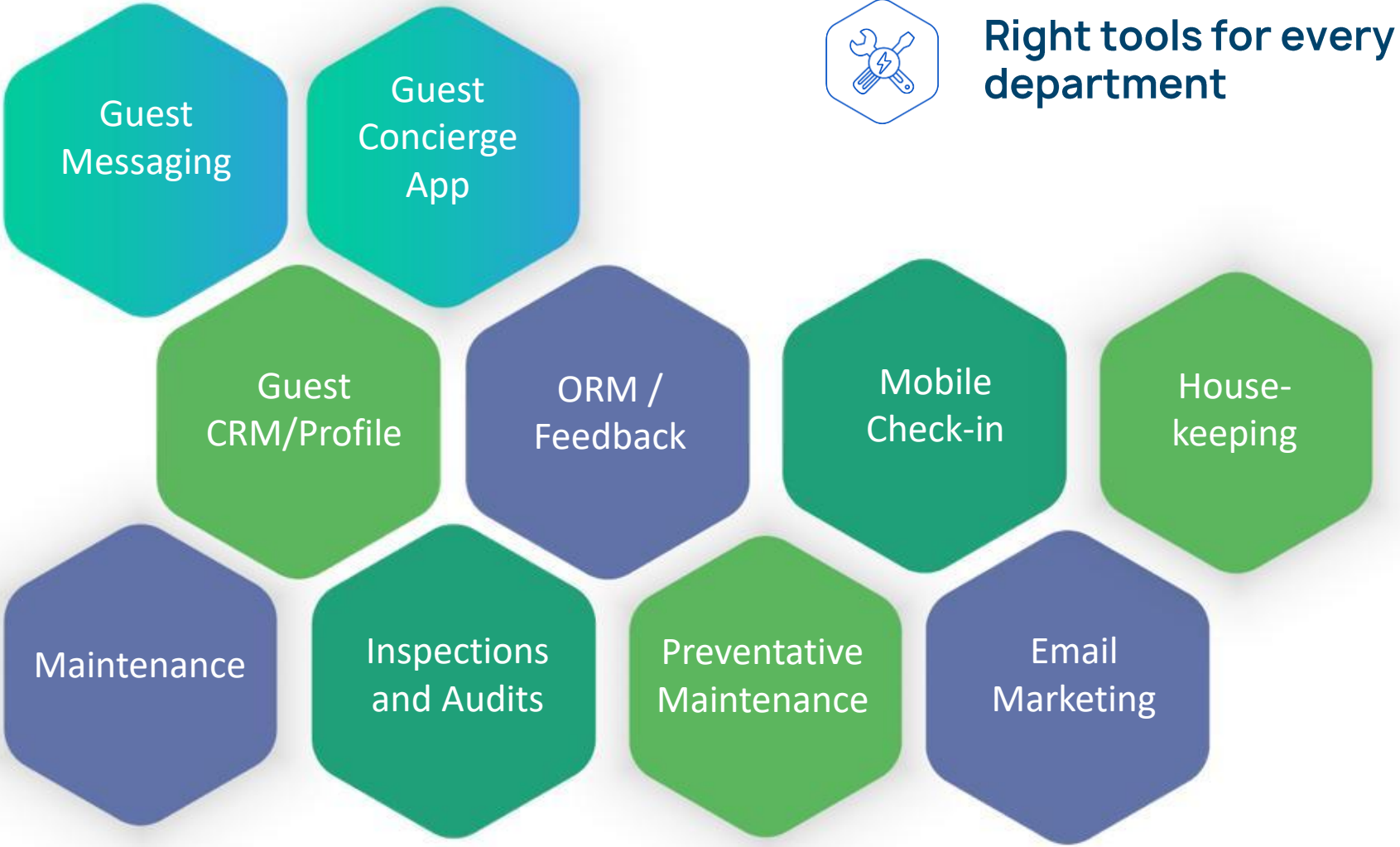
**Centralised data management**



# Single source of truth – our way forward



# All guest facing and operational modules in single platform



Right tools for every department

\* Some modules are in development stage

Guest Concierge App

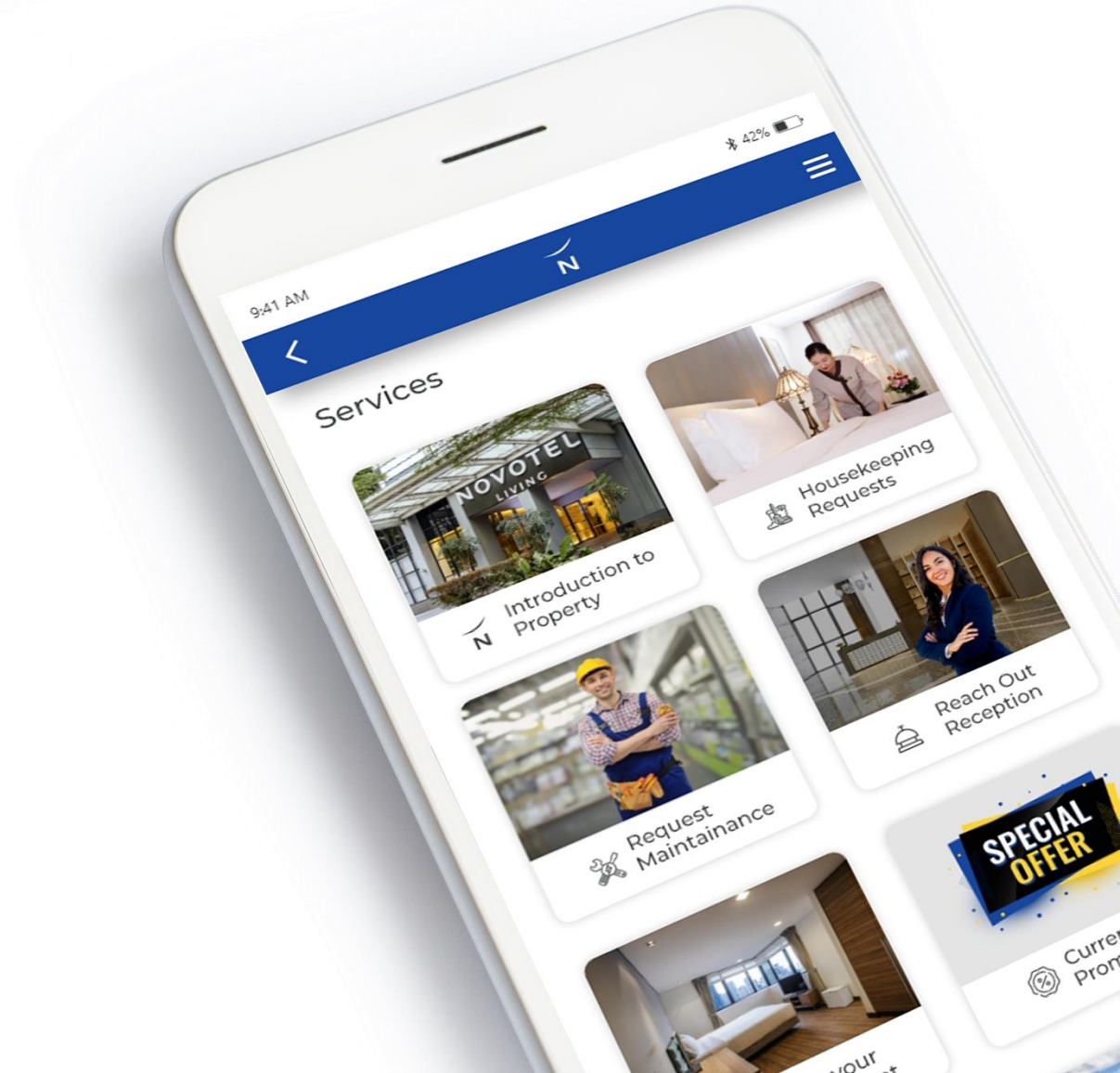
All your unit needs at your fingertips.



**70%**

Reduced Guest  
Phone Calls

- ✓ No need to install any app
- ✓ Access from anywhere
- ✓ Customizable cleaning profiles



Housekeeping App

# Maintain cleaning quality & release rooms faster



**75%**  
Reduction in  
team calls



**30%**  
Productivity  
Savings

- ✓ Enable smart working
- ✓ Simple to use
- ✓ Supports various languages

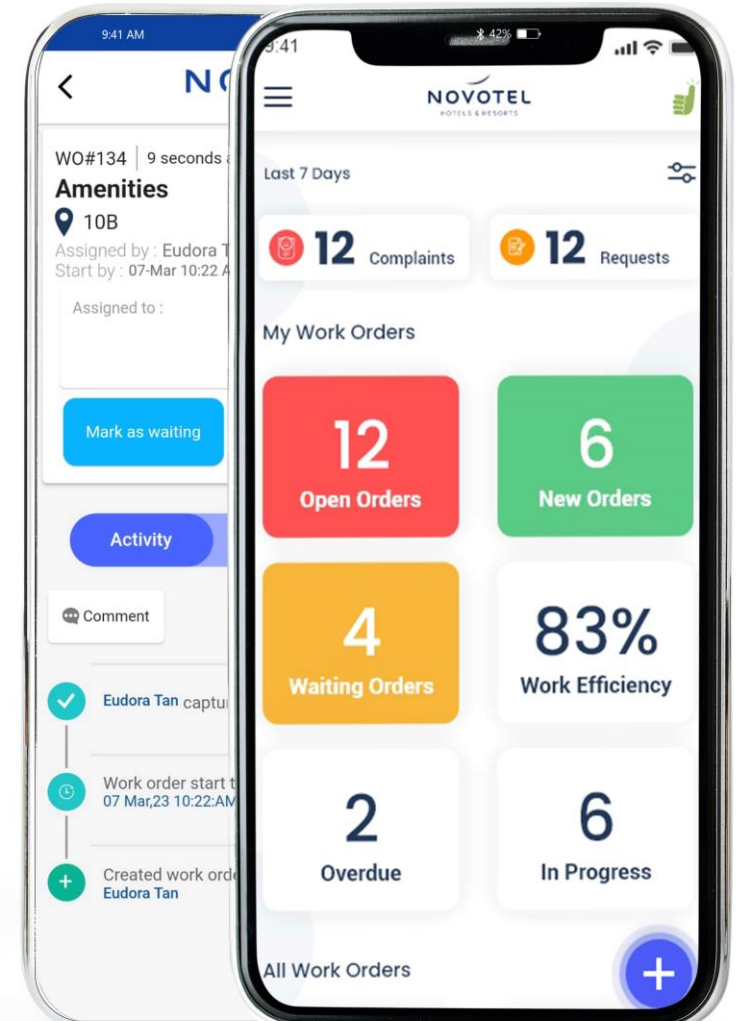


# Track, Assign and complete maintenance on the go

↑  
**30%**  
Productivity savings

**5**  
**min**  
Average first response time

- ✓ Photos and notes for clarity
- ✓ Managed escalations
- ✓ 3<sup>rd</sup> party service provider interface



# Automated & Efficient scheduling

- ✓ Assign rooms automatically
- ✓ Automatically adjusts schedule in real time
- ✓ Make use of our smart assign features

The screenshot displays the Housekeeping App interface for December 21, 2022. The main table shows staff assignments with columns for 'Assigned To', 'Credits', 'Assigned', 'Inspected', 'Clean', 'Deep Cleaning', 'Occupied & Full Clean', 'Occupied & Light Clean', 'Sleep Out / Touch Up', and 'Location'. Staff members listed include Annie Joe, Moon, Rishi, Adaman, and Matia, each with their assigned rooms and counts for various tasks. A right-hand sidebar shows 'Unassigned Rooms (7)' categorized by floor (FL1 to FL6) with room numbers and status (e.g., Stay Over, Repair, No Clean). A blue button at the bottom right reads 'Reassign Rooms Manually'.

Assigned To	Credits	Assigned	Inspected	Clean	Deep Cleaning	Occupied & Full Clean	Occupied & Light Clean	Sleep Out / Touch Up	Location
Annie Joe	8/15	5	2	0	1	1	1	1	All
6A 6C 7A 7C									
Moon	2/15	2	0	0	0	0	0	0	All
2C 2D									
Rishi	8/15	5	0	0	0	0	5	0	All
12A 12B 12D 12F									
Adaman	8/15	5	0	0	0	0	5	0	All
13A 13B 13D 13F									
Matia	8/15	5	2	0	1	1	1	1	All
3A 3C 3A 3C									

Unassigned Rooms (7)

- FL1: 111 OCC Stay Over DND FC, 115 VAC Repair R
- FL2: 206 VAC NO Reservation FC
- FL3: 338 OCC Light Clean LC, 338 VAC No Clean NC
- FL4: 488 OCC No Clean NC, 428 OCC Out of order NC
- FL5: 506 VAC NO Reservation NC
- FL6: 638 VAC No Clean NC, 688 OCC No Clean NC

Reassign Rooms Manually



# Centralized Guest Profiles


- ✓ Centralised guest profile available to all group properties
- ✓ Store guest preferences, allergies and other guest information
- ✓ Automated De-duplication and segmentation

The screenshot displays a centralized guest profile for 'Joe Johns'. The profile includes a profile picture, name, location (Kochi), and contact information. Key statistics are shown: 59 Blue status, 589 Housekeeping Points, 14 Lifetime Stays, 15 nights Lifetime Nights, ₹ 111740 Lifetime Spend, and Last Stay 2 months ago. The profile is categorized as a VIP, Fuzzy Customer, and Medical Attention needed. Below the profile, there are sections for 'PERSONAL' (Email, Phone, Nationality, Address, Birthday, Anniversary), 'LOYALTY' (Life Time Requests, Feedbacks, Reservations, Google Reviews, Trip Advisor), and 'CURRENT STAY' (Check In, Check Out, No of Days, Room). A chat window is overlaid on the profile, showing a conversation about cleaning services. The chat messages include: 'moderate cleaning to help us reduce our consumption of water, electricity and cleaning products.', 'Please select your cleaning type required.', 'Light Cleaning', 'Moderate Cleaning', 'Full Cleaning', 'Full Cleaning', and 'Hi Ma'am this is Anna Please rate my room cleaning Service. Reply - 1 for ★, 2 for ★★, 3 for ★★★, 4 for ★★★★, 5 for ★★★★★'. The chat window also shows a 'Cleaning Required' notification and a 'Full Cleaning' confirmation.



# Feedback from Industry Partner



It is an amazing product that assist us rendering our best service to our valued guest. It is a must have service product that all categories of hotels should have, especially with the scarce manpower crunch that we are experiencing 

**Ya'Kob ZAINI**  
General Manager

**NOVOTEL**  
LIVING  
SINGAPORE ORCHARD



**Lower**

Costs



**Better**

Reviews



**Happier**

Staff



**Increased**

Profitability



**Data-Drive**

Decisions



# Thank you



**Girish Prabhu**

CEO & Cofounder,  
Instio Experiences Pvt Ltd