Introducing the Future of Amadeus Service Optimization The New HotSOS Experience

Gain Competitive Edge by Setting a New Standard of Efficiency Across Operations, Now with a Modern, Intuitive Experience and Enhanced Functionality.
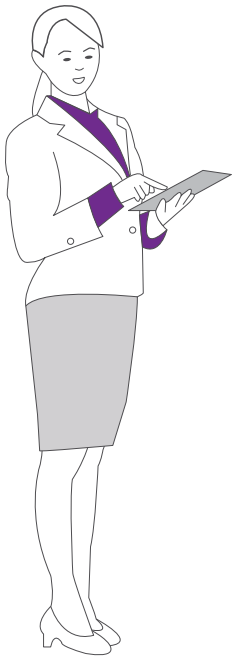
Hoteliers rank the adoption of technology that streamlines operations as top priority*

In this new era of hospitality, planning for recovery and beyond can be full of uncertainty. Even as demand grows, so does the need to improve operational efficiencies. With more than half (59%) of global hoteliers expected to recruit new staff in 2021, the biggest challenge remains how to prioritize the work of the people you have. The more streamlined your operations, the more opportunity you have to save time, money and make data-driven decisions to give your hotel the competitive edge needed in this new world of travel.
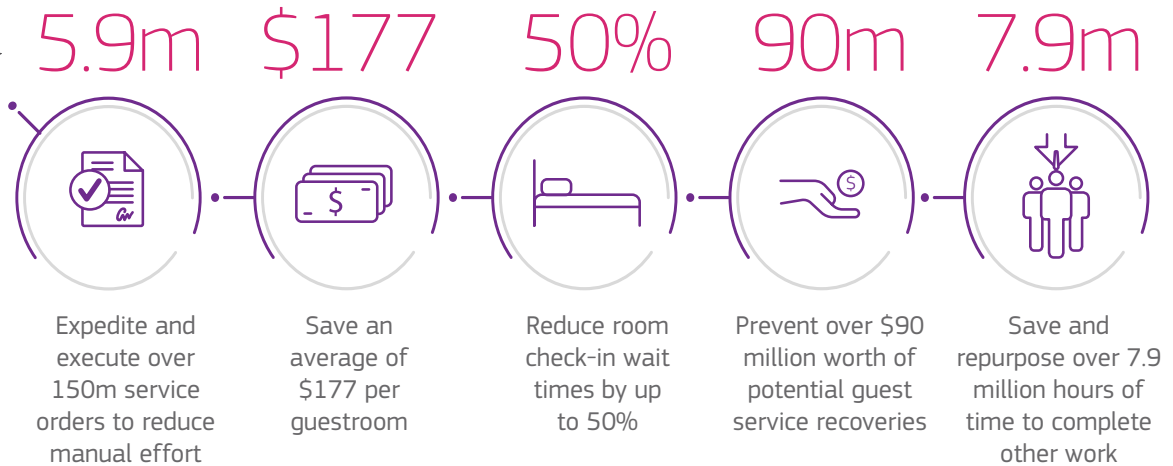
Manual processes are the #1 issue for hotel operations staff.

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 the new HotSOS experience, your property now has the ability to 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.

Hotel leaders around the world were able to leverage automation and analytics tools to:

5.9m
Expedite and execute over 150m service orders to reduce manual effort

$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 usage in 2019.

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.

Maximize Efficiency with a New, More Intuitive Experience

✓ Increase team engagement and productivity with enhanced functionality, easy-to-use navigation, and new, modern interface built for the future of hotel operations.

✓ Reduce staff onboarding and training time with new in-line training, search, and help functionality, while a new tips tool offers guidance support throughout the solution.

✓ Increase productivity with the ability to send and receive messages, service orders, and report notifications in real time.

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

The new HotSOS experience reaches across the entire hotel ecosystem to orchestrate guest experiences that are memorable, shareable and surprising.

Have a 360° View of your Hotel

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

_ Gain the ability to see team and individual productivity in real time via tailored dashboards, ensuring any escalations are rapidly mitigated.

_ 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 the evolving standards of today.

_ Streamline complex preventative maintenance projects for increased efficiency, and easily collaborate across teams for interdepartmental projects, all while remaining paperless.

Optimize Labor to Create More Meaningful Guest Experiences

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

_ Optimize labor with the ability to analyze monthly or forward-looking annual schedules and corresponding expected labor output with newly improved scheduling and calendar views capabilities.

_ Increase guest request response times with a new delivery orders feature to generate multiple guest amenity re-quests at one time.

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

_ Recognize returning guests, be aware of special requests or occasions, and gather other attributes to personalize eve-ry experience.

_ By automating communications, you can unlock staff capabilities to complete more proactive tasks and have open lines of communication throughout operations to deliver a higher level of guest service at a more rapid pace.

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 de-velop ways to solve for them.

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

_ Track and visualize service order metrics and key data points with dynamic operational dashboards.

amadeus

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

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.

Find out more
For further information, visit **amadeus-hospitality.com** or speak to your Amadeus Account Manager today.

FInd Us On: