

# NeoCheck

CHECK-IN ONLINE FOR HOTELS

[www.neocheck.com](http://www.neocheck.com)



# Hotels digital transformation is necessary to satisfy the needs of their future guest

The hotel industry is facing the challenge to offer a more technologically advance experience to their clients. Travelers all over world uses their mobile phone to make their reservations and access to all the information they need. The client experience in the hotel is vital, reducing time lost in the reception queue when checking-in and checking-out eliminates one of the most unpleasant moments of the holidays



## CHALLENGES

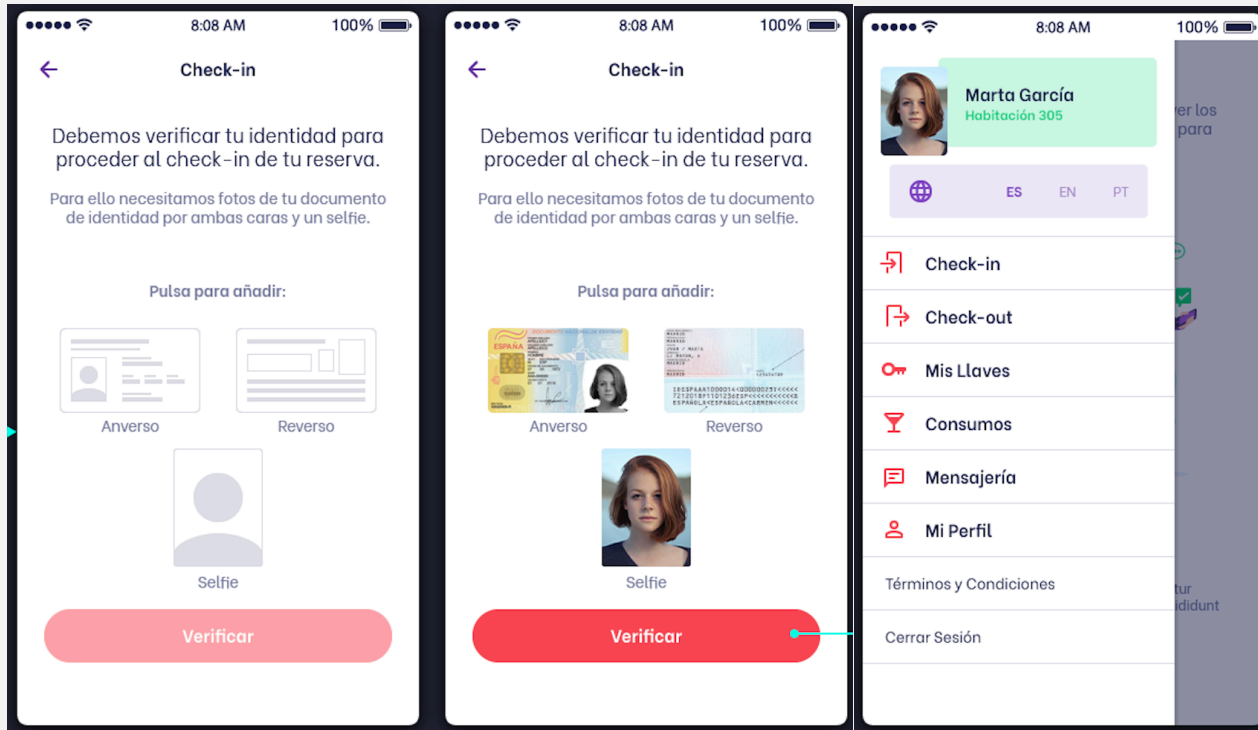
We have guests we know (we have their data in the system) and guests we don't. To register new clients we offer multiple alternatives: website, mobile application, kiosk or the reception itself.

## IDEAL SOLUTION

Performing online check-in through the website or application, we capture customer identification data from any device, anytime, anywhere. With customer data, we facilitate future reservations.

## DESIRED OUTCOMES

By our check-in online solutions hotels can collect customer data, fully online, automatically and in a few seconds. Also, increase their guest's satisfaction, allowing them to manage all their contracted services from the palm of their hand.



# NeoCheck

## Check-in online for hotels

Regardless the channel use to make the reservation, with our solution the customer can check-in online from any device before arriving at the hotel. The process is simple, guided and fast (approximately 40 seconds). The client must only take three pictures: front and back of his identification document and photograph of his/her face. We can save this information for future reservations to save the clients time.

### FROM THE PICTURE To YOUR PMS

Customer data is automatically integrated into the hotel operating system (PMS) ensuring compliance with the security requirements of data collection.

### NORMATIVE COMPLIANCE

Our platform does not store any data about the person once the process is complete, complying with the GDPR. Once the process is over, we send all the information to the hotel

### SECURE AND SCALABLE

Implementation of the server in Microsoft Azure with the most advanced security measures in the cloud and easily integrated with existing systems.

# NeoCheck check-in online for hotels in Microsoft Azure

With the current situation, hotel sector must bet on solutions that are automatic and secure allowing to do remotely everything possible. Thanks to Microsoft Azure, we can offer hotels a solution to verify their clients identity completely secure and scalability. Hotels can trust that the clients that stay in their facilities are who they claim to be, their documentation is in order and are not in any control lists.



## ESCALABLE CHECK-IN ONLINE

The solution grows as your business grows. Microsoft Azure infrastructure guarantees that our check-in online works perfectly both in a small hostel, or in a large hotel chain.

## THE MOST SECURE SOLUTION IN THE MARKET

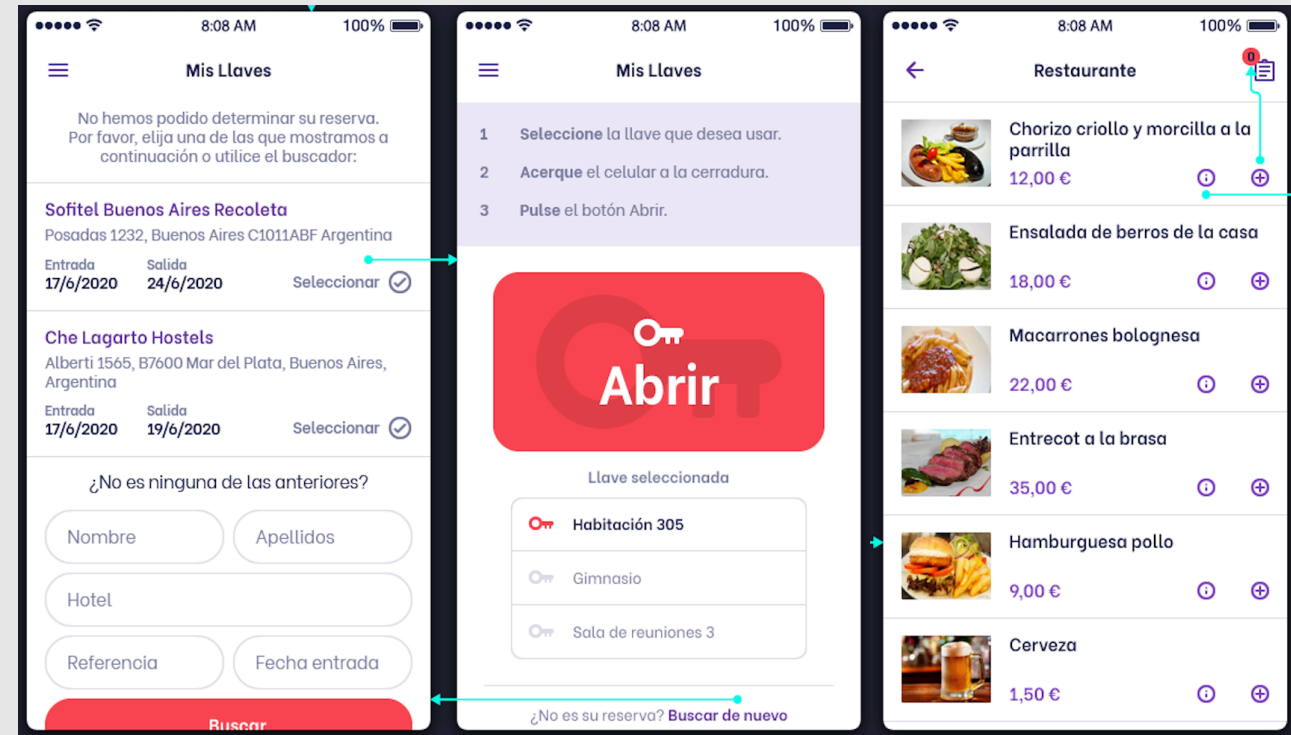
Security is endorsed by Microsoft Azure, where all applicable security standards and protocols in the cloud have been implemented

## WITH THE LATEST AI TECHNOLOGY

Our partnership with Microsoft also allows us to provide a more complete service guaranteeing Liveness Detection, with the latest technology in Artificial Intelligence. This allows us to improve in a semi-automated way the process of identification and verification of documents through Cognitive Services.

# Customer success: Che Lagarto hostels chose NeoCheck

Our client, Che Lagarto, is the leading chain of hostels in Latin America, with presence in Brasil, Argentina, Uruguay, Chile and Peru. With the increase in the use of mobile phones by their guests, Che Lagarto decided to contact NeoCheck to create their mobile application. The App allows travellers to manage their reservations, check-in, check-out and opening doors with their mobile. Saving time and gaining comfort for both host and guest.



## WITH THE HIGHEST SECURITY

The check-in online process includes four steps: Document Verification, Identity Verification with Facial Recognition, Liveness Detection and check against Control Lists.

## CUSTOMER SATISFACTION

Increase customer satisfaction, allowing them to manage all their contracted services from the palm of their hand. As a result, they improve their brand image and position themselves as an innovative and sustainable chain.

## HOTEL SAVINGS

Incorporating the online check-in solution, the savings in the reception and reservation departments of an average hotel is 42,000 minutes and 18,000 pages per year.





## Channel partner success: NeoCheck and Hotelequia join forces

NeoCheck integrates with Hotelequia's technological solutions for the hotel's digital transformation. As Microsoft Gold Partners we offer the highest quality standards in solutions for the smarthotel

### CHATBOT WITH AI

Our solutions complement each other to guide customers through all the process, from the reservation to the check-in, solving all the guest doubts in real time, in any language.

### DIRECT CHANNEL

Chatbots help hotels to enhance their direct channel, since they clarify the doubts of customers from their own website or App, reducing the probability that they will seek answers from online travel agencies.

### 360º SOLUTIONS

Thank to this alliance we can offer hotels a complete solution for all the client experience: online check-in & check-out, facial recognition access, mobile key, chatbot, TV IP and Domotics.

# Contact us and we will help you find a personalized solution for your hotel

Call for more information: (+34) 611 646 848

Ask a question via email: [info@neocheck.com](mailto:info@neocheck.com)

Learn more: [www.neocheck.com/industries/online-check-in-for-hotels/](http://www.neocheck.com/industries/online-check-in-for-hotels/)

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