GBG helps D'Resort achieve identity document capture authentication in seconds

- Data automatically extracted to hotel's OPERA PMS eliminating input errors
- Reduced waiting time per check-in by up to 10 minutes
- Improved guest experiences boosting the hotel's ratings on booking platforms

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`251 – 1000 Employees`

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The challenge ⌄

The solution ⌄

The outcome ⌄

The customer

D'Resort is one of Singapore's first nature inspired staycation resort hotels, featuring an integrated water park experience. D'Resort Singapore partnered with GBG and TOPPAN NEXT TECH to achieve secure identity document capture authentication in seconds, reducing waiting times at reception and improving the overall guest experience.

The challenge

The hotel had previously managed their guest check-in process by keying in identity document data directly to their existing on-premise hotel property management system, OPERA. This was a slow process for the reception team and could result in long guest waiting times.

The hotel was looking for a solution which would automatically capture and authenticate guest identity information and integrate with their property management system to improve check-in times and the overall guest experience.

> "We needed a reliable system that could help us extract and autofill guest identity document data to expedite the check-in process and provide the best reception experience."

The solution

Reception provides the first, all-important moments of the D'Resort guest experience. The hotel management team were determined to find a solution that would help them provide a smooth and efficient guest check-in experience, creating a positive first impression and setting the tone for the rest of the guests' stay.

GBG AssureID software now captures and auto-classifies government-issued identity documents at reception using a document reader. Powered by one of the industry's largest global document libraries covering 196 countries and over 8000 document types, AssureID captures and authenticates guest IDs from all over the world in just a few seconds.

The AssureID image capture process automatically scans and detects the document type, crops ID images and prevents image glare without the need for D'Resort front desk staff to intervene. Identity data and

images are automatically extracted and used to populate the hotel's OPERA property management system with accurate personal information, eliminating input errors and speeding up check-in time for guests.
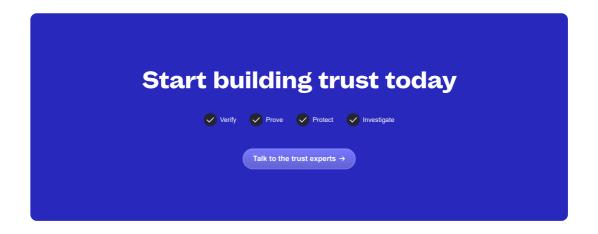
The outcome

With the arrival of GBG AssureID and the document scanner, the D'Resort front desk team have been able to reduce guest waiting time by up to 10 minutes while freeing up time in reception to focus on welcoming new arrivals and attend to their needs.

Within one month of implementing AssureID, the D'Resort management team saw significant improvements in their guest experience and satisfaction, with this positive overall experience boosting the hotel's ratings on social media and booking platforms. Reputation for excellence is particularly important in the highly competitive hospitality industry, so the now enhanced reception experience is serving D'Resort guests and its business extremely well.

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"The implementation of GBG AssureID reduced waiting time per check-in and significantly improved the overall guest experience. The TOPPAN NEXT TECH team has been instrumental in ensuring the implementation went smoothly and was a breeze to work with."

Sharguna Nathan,
Operation Manager, D'Resort Singapore

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