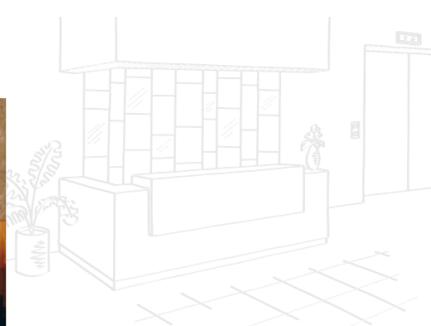




A CANADIAN LUXURY HOTEL CHAIN ACHIEVES 100% SUCCESS IN GUEST TRACKING AND HANDLING AND INCREASES ITS GUEST EXPERIENCE RATINGS



ABOUT THE CLIENT

A luxury hotel chain headquartered in Toronto with over 100 hotels spread across 30 countries and was founded in 2001.

THE BUSINESS NEED

A seamless ticketing system to track guest activities and movement across properties

Manage and track guest service requests and assist the hotel to improve guest experience

Facilitate a smooth collaboration between guests and hotel staff during functions and events

Eliminate of communication lapse between the guests and hotel staff



CYBAGE SOLUTIONS

Backend analytics for quick resolution of tickets to enhance guest experience

A seamless ticketing system to track guest activities and movement across properties

A chat application for seamless interaction between guests and staff

A centralized web application and mobile application for hotel employees

BUSINESS IMPACT



100% success in tracking and handling guest requests



Guest experience rating **increased from a score of 5 to 8** for individual hotels



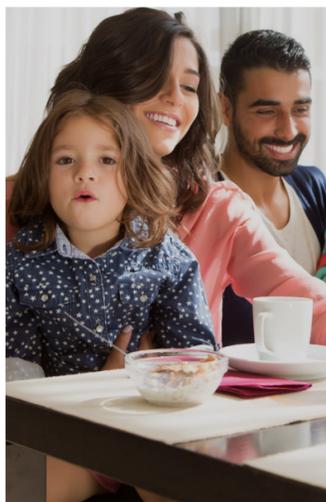
Automated system efficiently handles **700+ tickets** with the capacity to **increase fivefold**



Analysis of 100,000 guest tickets enabled streamlining hotel operations



Mobile app service **reduced service delivery time from 15 minutes to 5 minutes**



TOOLS AND TECHNOLOGIES



CYBAGE TRAVEL AND HOSPITALITY



Lodging



Travel Distribution



Travel Retailers



Travel Consolidators



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