



EXCLUSIVI

AI FOR RESORTS

EXCLUSIVI DRIVES

REVENUE

REVIEWS

4R

REPEATERS

REDUCE
COSTS

Offer amazing contact-free hospitality

#WeStaySafe





SIMPLER

LOWER FRICTION



>400 RESORTS IN 20
COUNTRIES



AQUILA
HOTELS & RESORTS



THE
LUXURY
COLLECTION



Club Marvy
MARVELLOUS RESORTS



eagles palace
HALKIDIKI



Lindos Hotels



HARMONY RESORTS

Φ
PHĀEA
RESORTS

THE ROYAL SENSES
RESORT & SPA CRETE
CURIO COLLECTION
by Hilton™

capo.bay



S
S RESORTS
ESCAPES BY THE SEA

Radisson BLU

SEA SIDE
RESORT & SPA
★★★★★

ATRIUM HOTELS
LUXURY RESORTS COLLECTION

PALOMA
HOTELS



unified guest experience

APPS | WiFi | TV | SIGNAGE | KIOSK | CHATBOT | EMAIL | REMARKETING



eCheckin

eOrders

Reservations

Requests

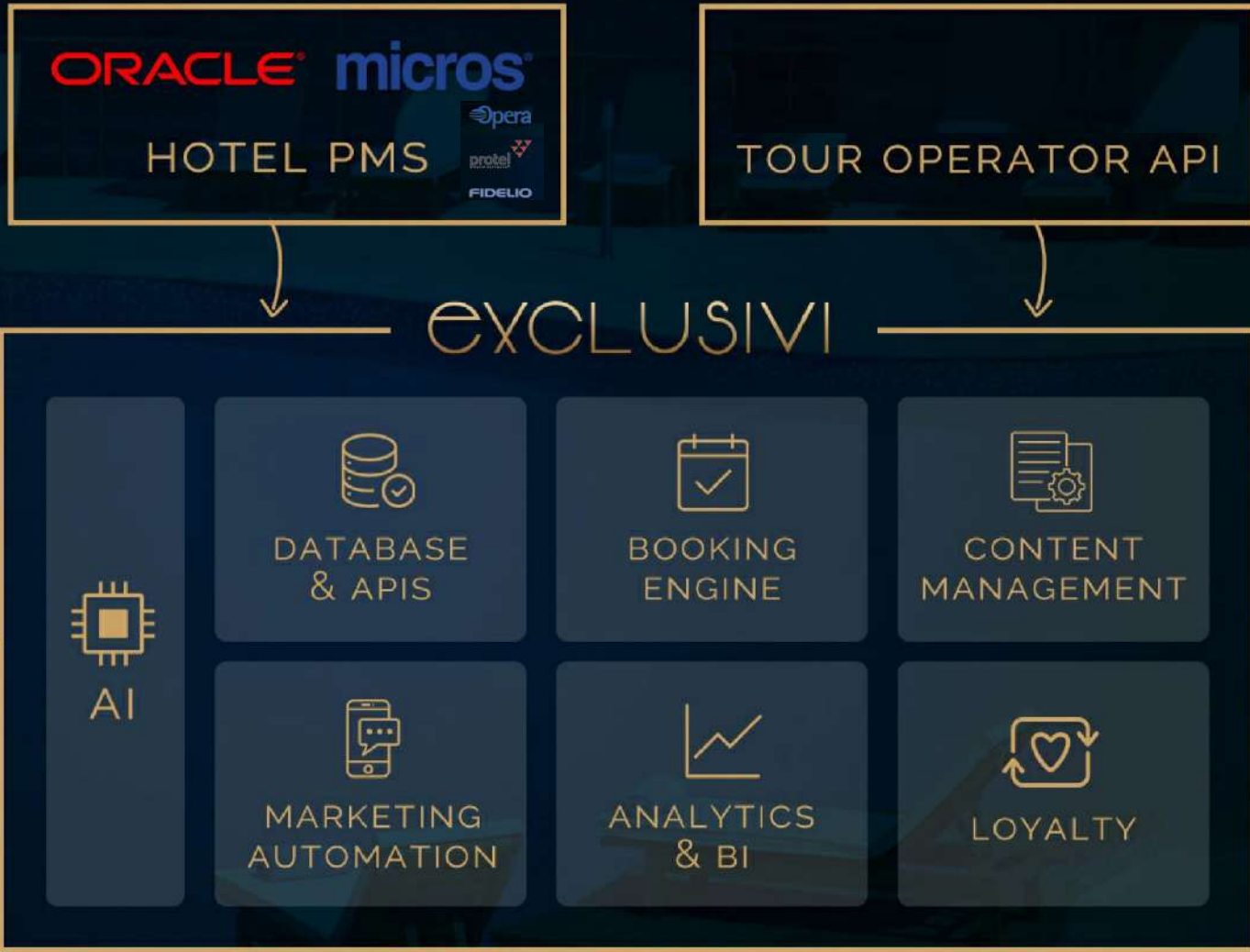
Chat

Housekeeping & Maint Apps

App | TV | Signage | Kiosk | WiFi

Reputation & Feedback

ENTERPRISE LEVEL PLATFORM



APPS | WiFi | TV & DIGITAL SIGNAGE | KIOSK | CHATBOT | REMARKETING | ROOM AUTOMATION

it all starts with
WiFi

EXCLUSIVI

St GEORGE
L'ORBETTES LIFESTYLE HOTEL

Your Secret Code

sglb539685

← Reservation ID

Use the above code to access both the free WiFi and our Exclusivi mobile app.

Get our app at get.exclusivi.com or scan the QR code, for local tips, instant bookings at our Restaurants & Spa and special offers.



Select WiFi network: SGL FREE
Last Name: BAILEY



Dear MARILIZA DEMETRIOU ,

We are looking forward to welcoming you in Capo Bay Hotel!

You can skip the line and complete our e-checkin form:

[eCheckin Now](#)

You can **craft the experience of your dreams** with our Capo Bay mobile app!

[Get Capo Bay App](#)

Here is your room's unique **Secret Code:**

cbhk461116

Guests enter PMS-linked
Secret Code once



EN DE FR

Enter secret code and email

Secret Code

Email

Yes, please I'd like to hear about offers and services.

No thanks, I don't want to hear about offers and services.

Please state that you have read and agreed to these terms before you continue:

I agree to the [Club Marvy Terms and Conditions](#)

Get free wifi



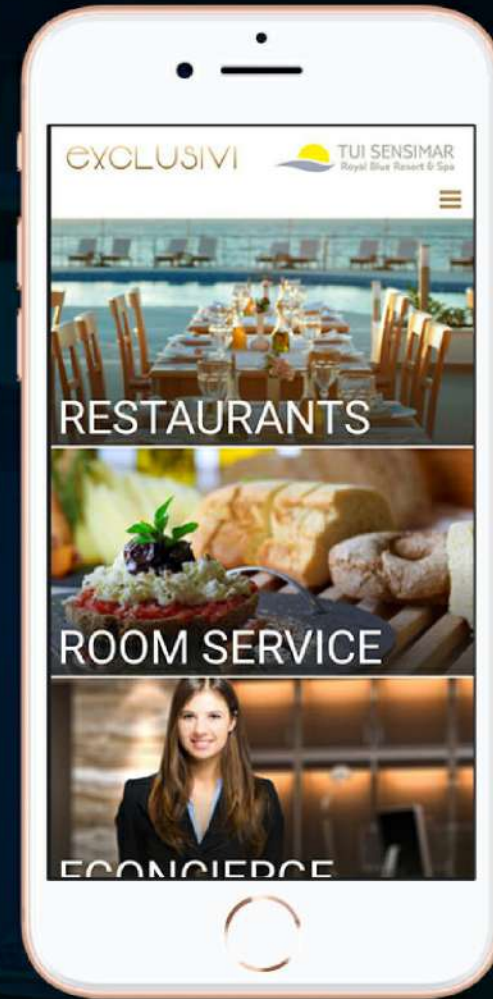
Email & GDPR consent
collected for each
family member

WiFi ads
1-tap bookings
90% reach
2 days after departure





1 TAP
app download

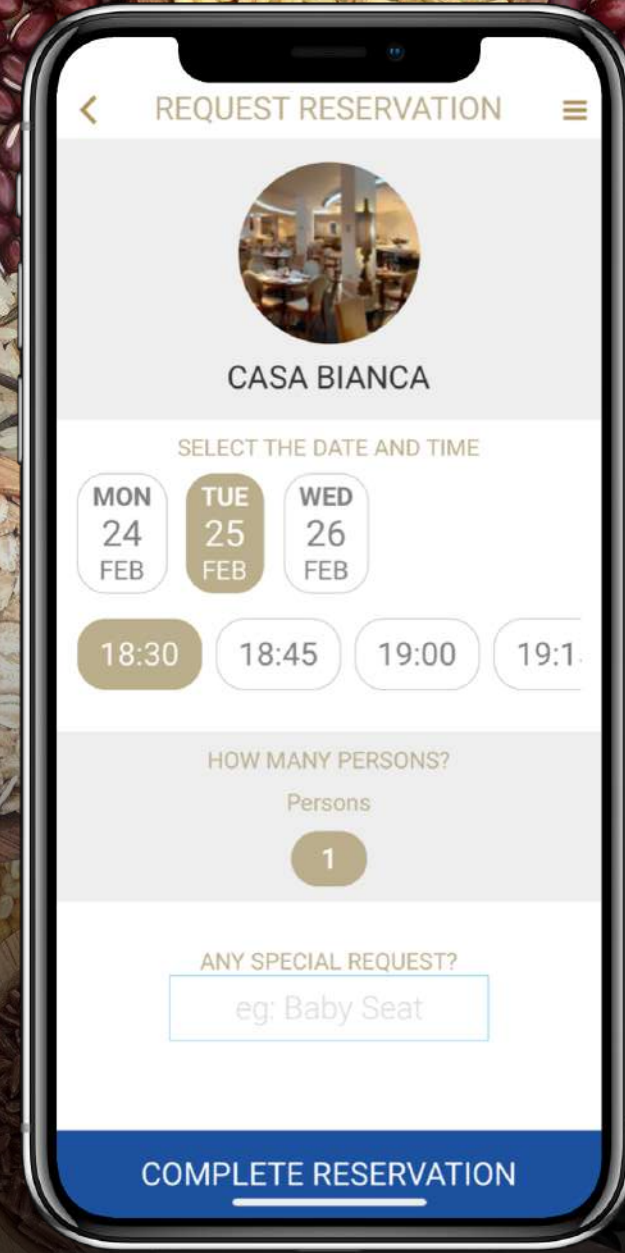
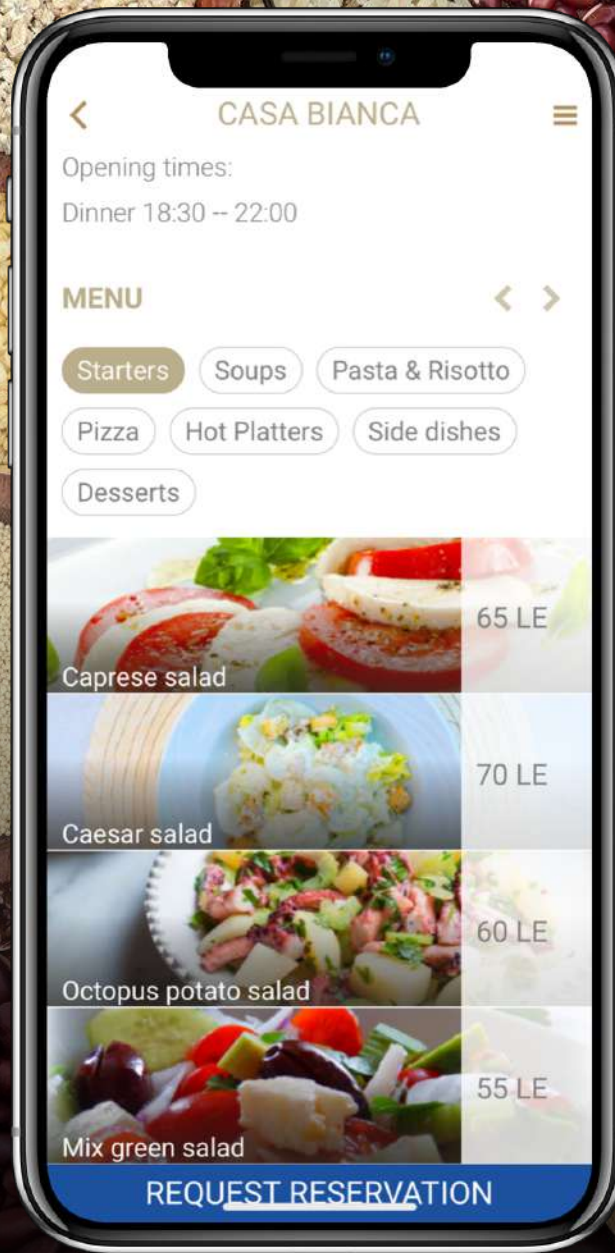


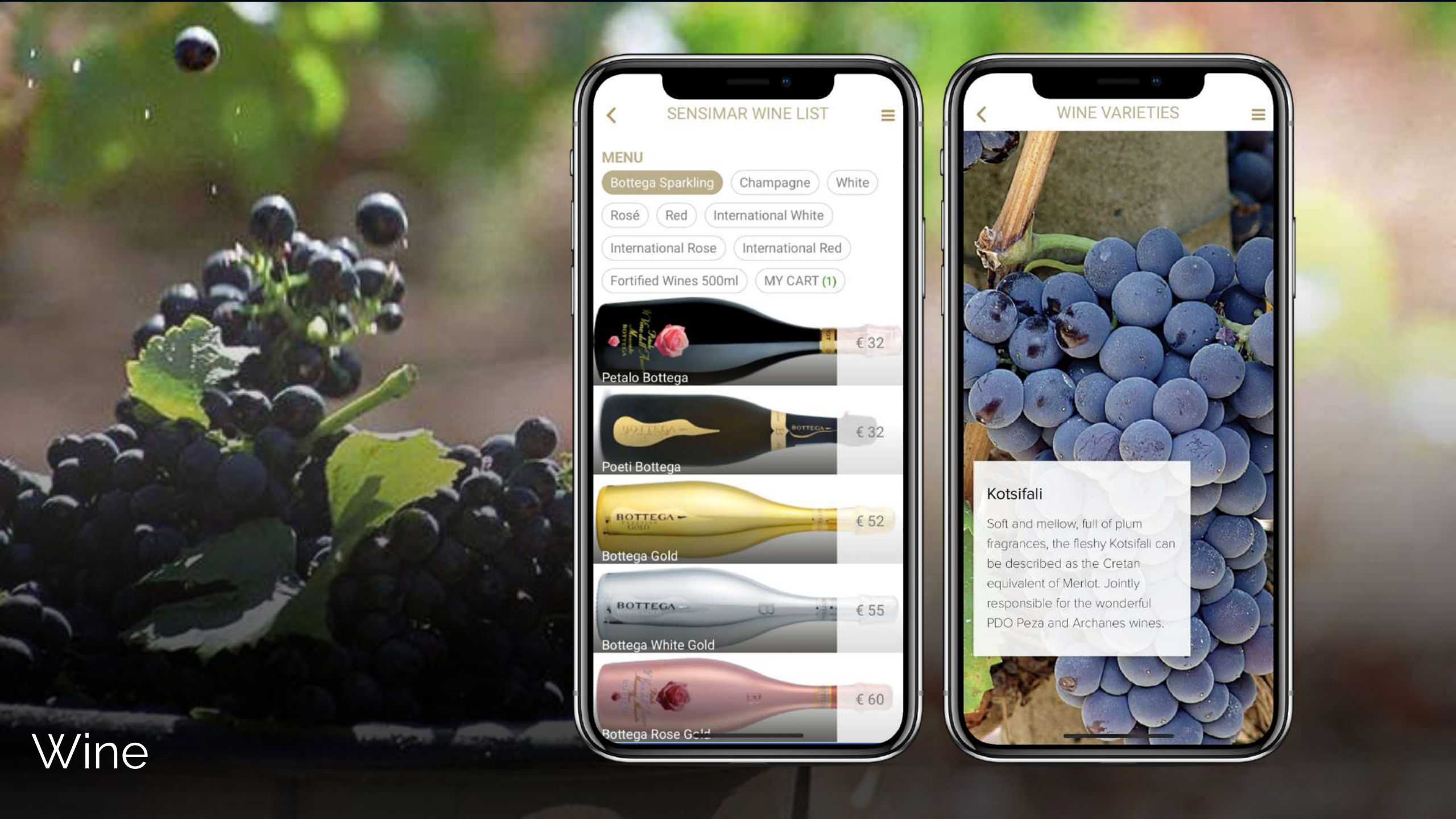
Property
Management
System



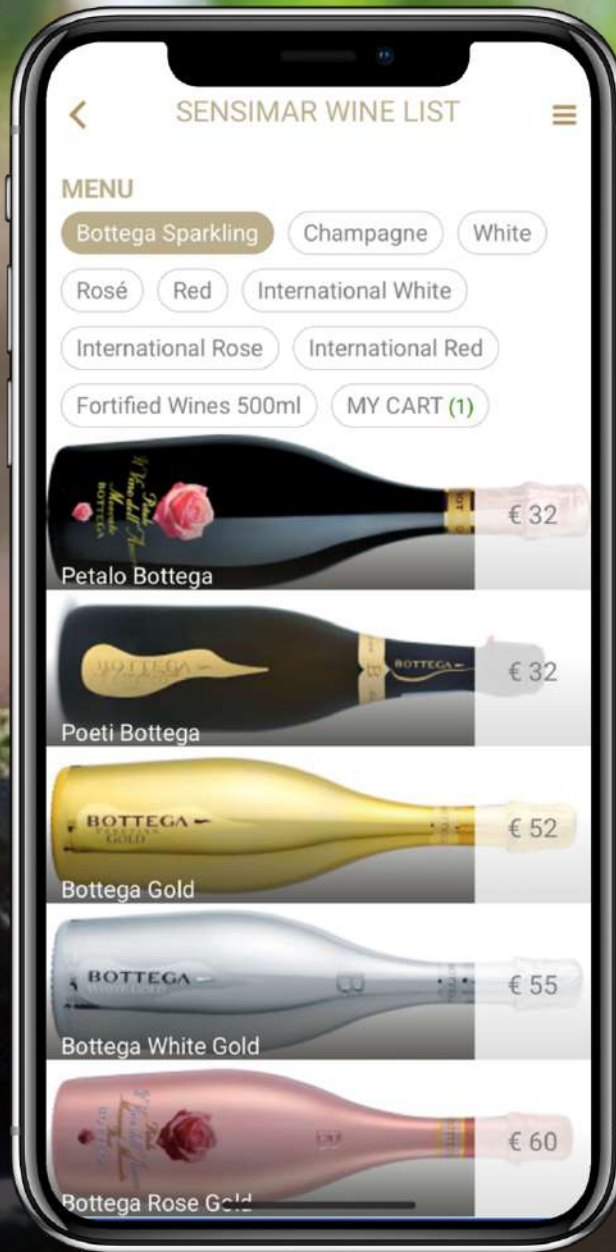
PERSONAL WIFI

Restaurants





Wine

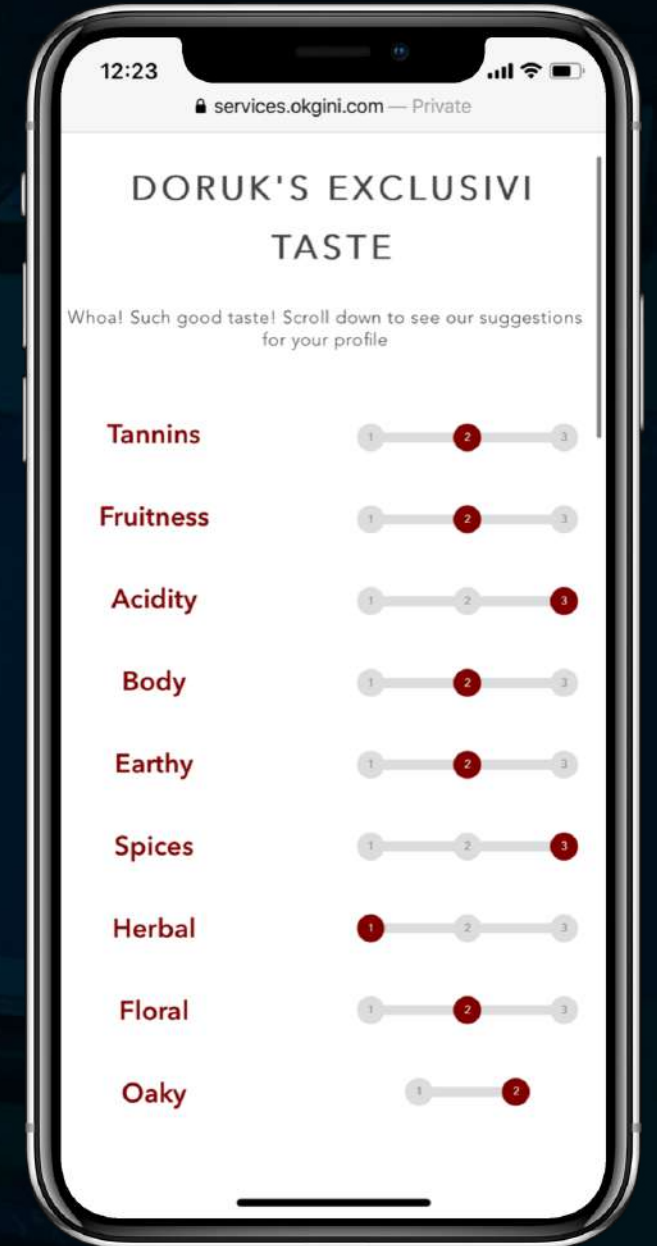


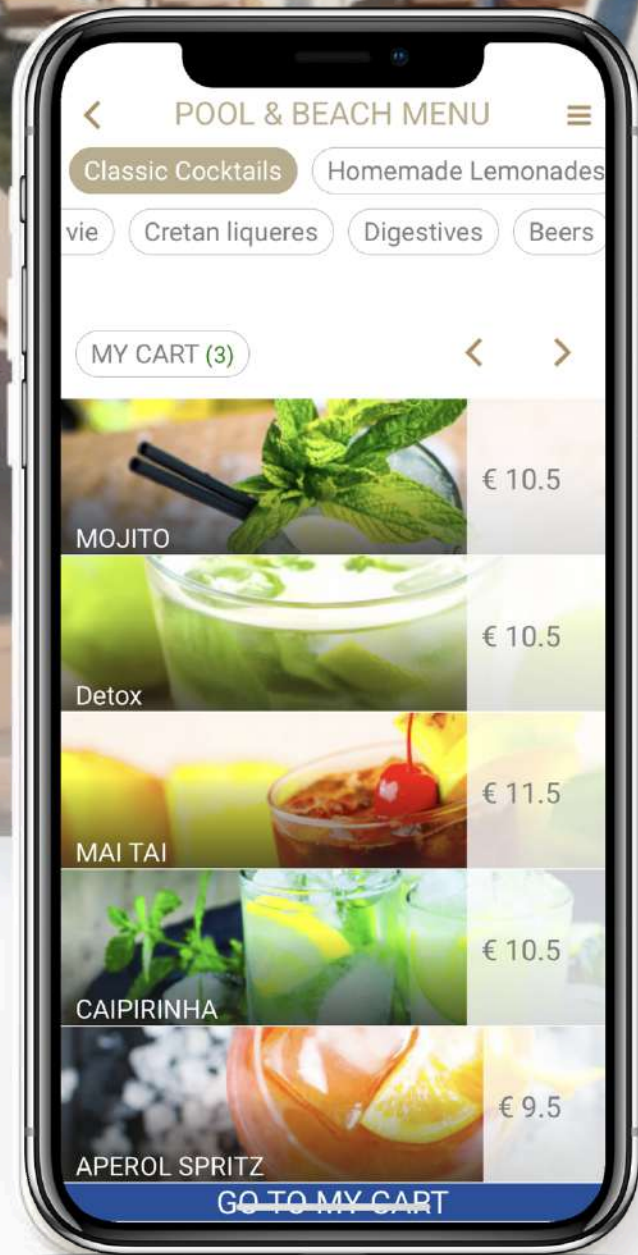
Wine Genius

WiFi Wine Taste Quiz



1:1 Recommendations





ONE TAP ORDER & BOOK



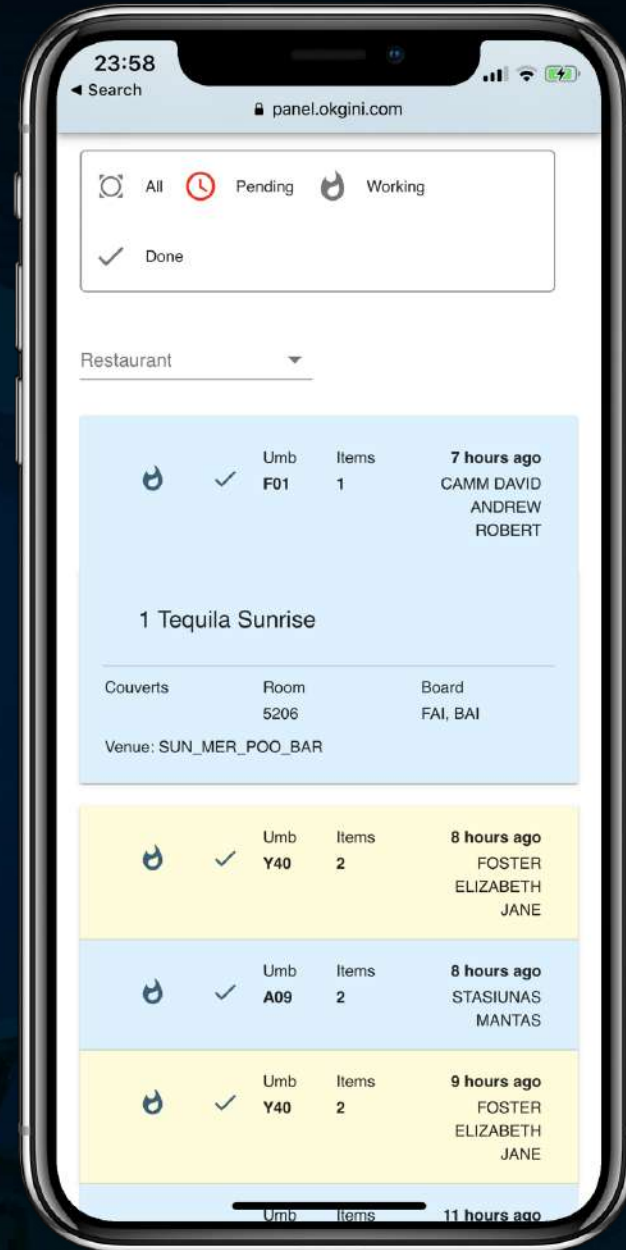
Guests are able to order snacks and drinks, make reservations in hotel's restaurants with just one tap, **no sign-up needed**

2019-04-28 12:47:17
FAYAT MAUD
SUZANNE
HENRIETTE

Room: 3002
Board: AIU
Umbrella Number:
W1

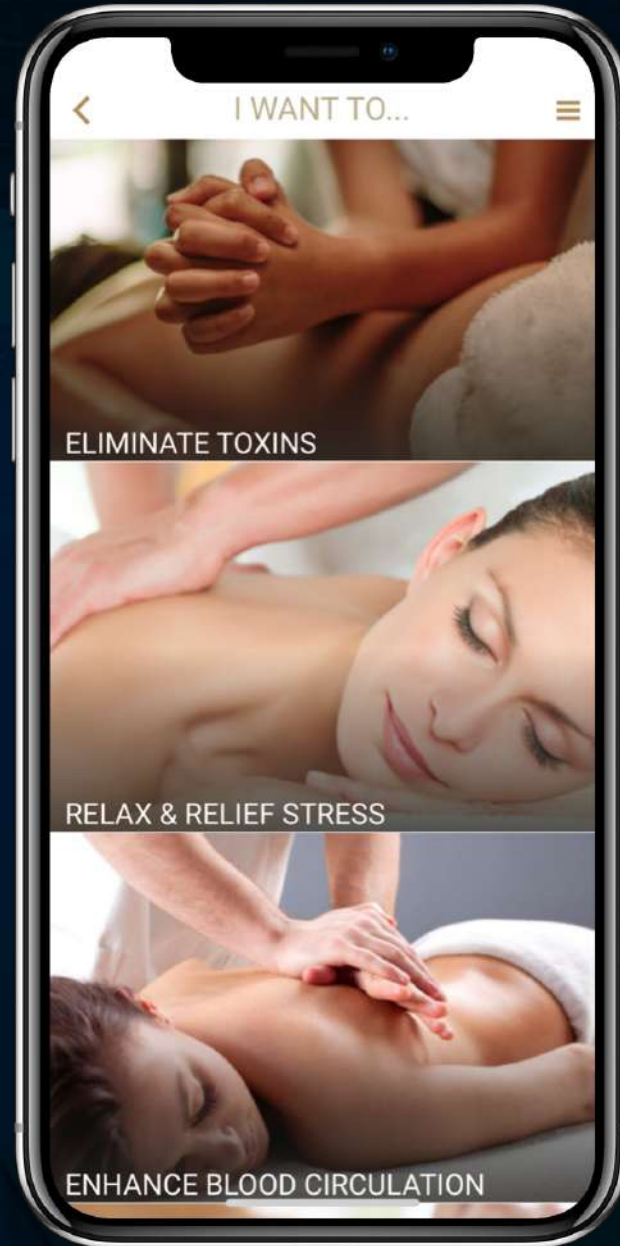
1 Pernod - Ricard

1 Sierra
Cheers Vasili

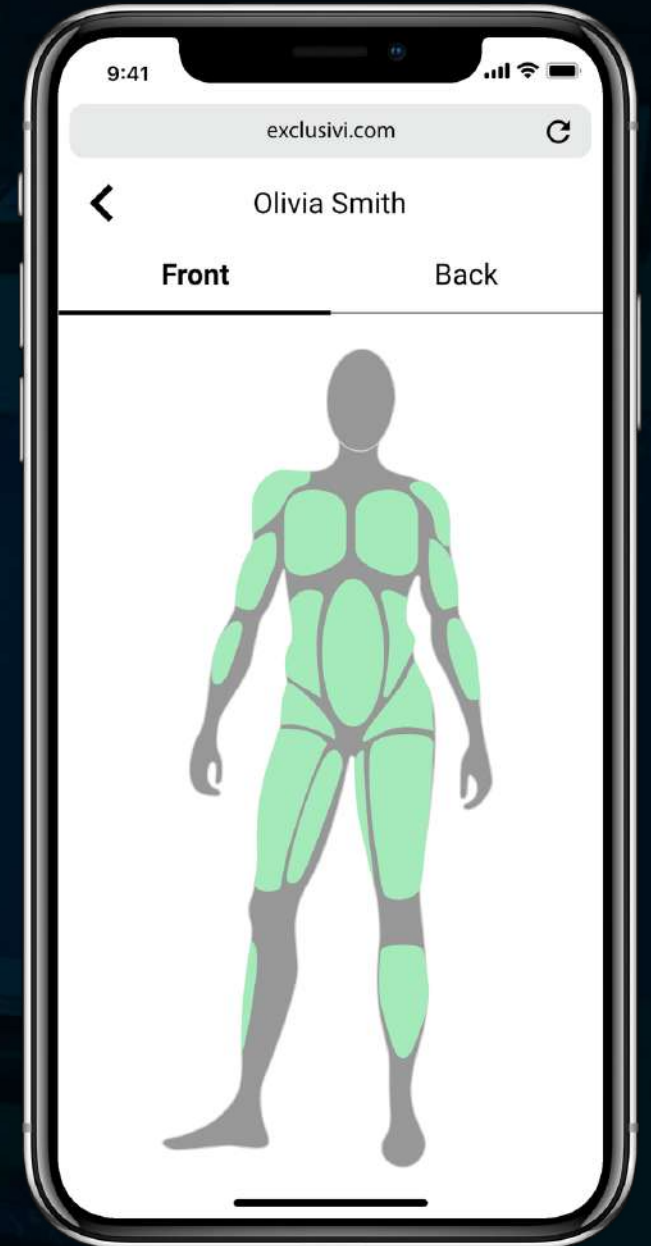


Spa Guru

Benefit-driven

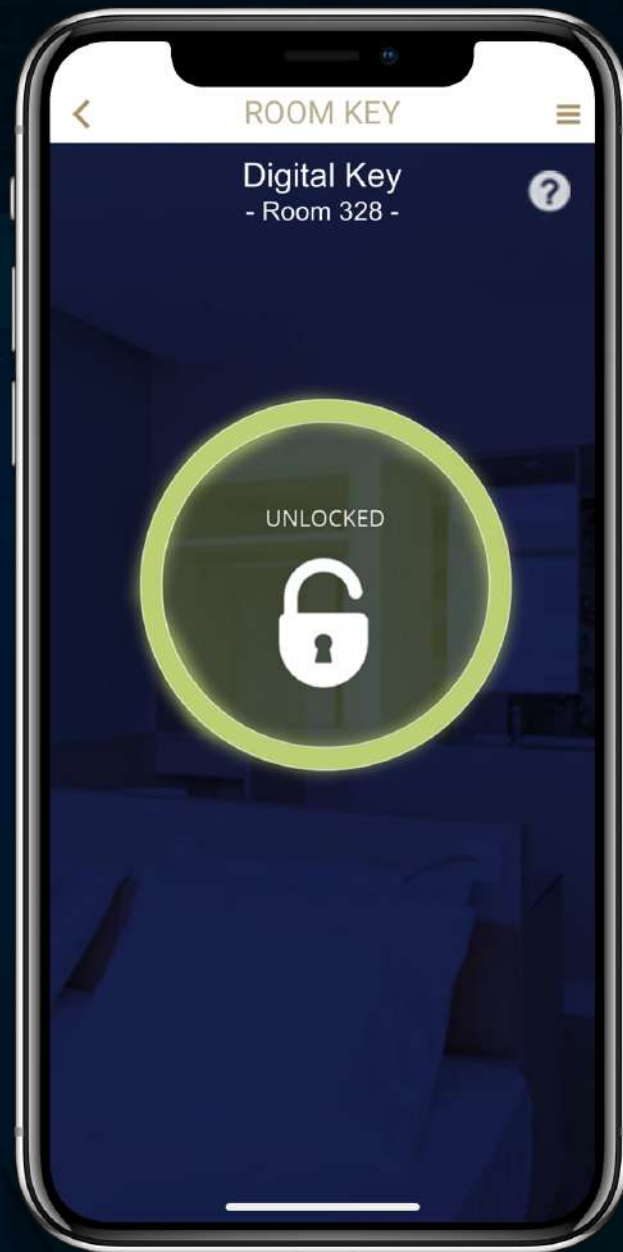


Gamification

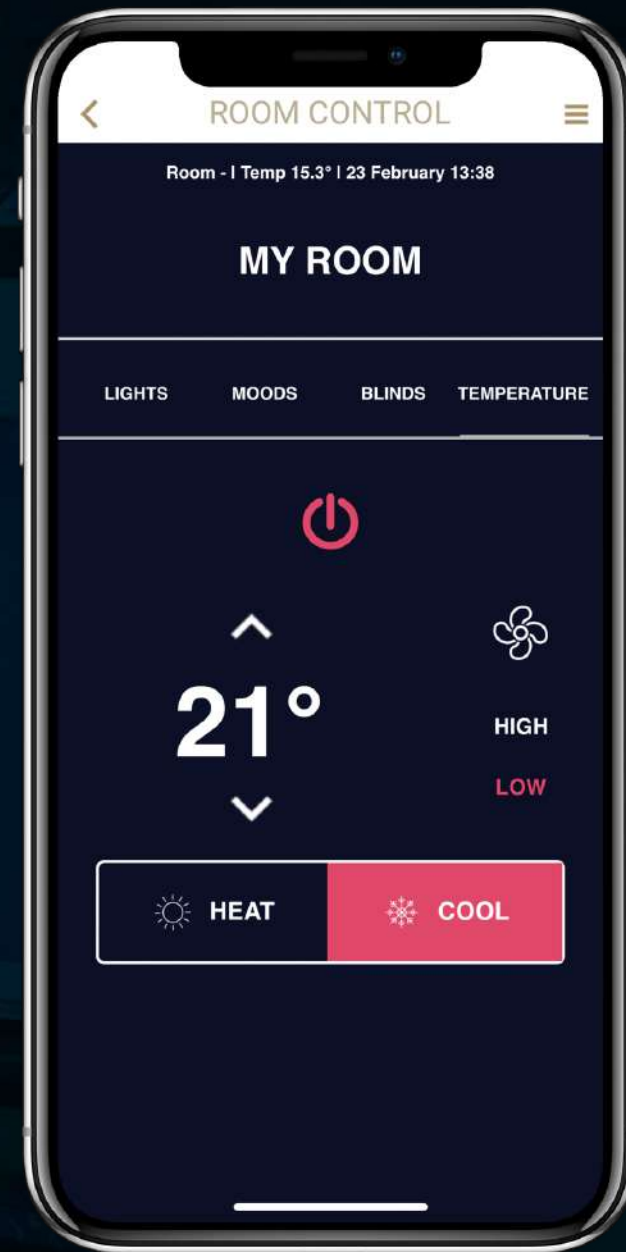


Smart Room

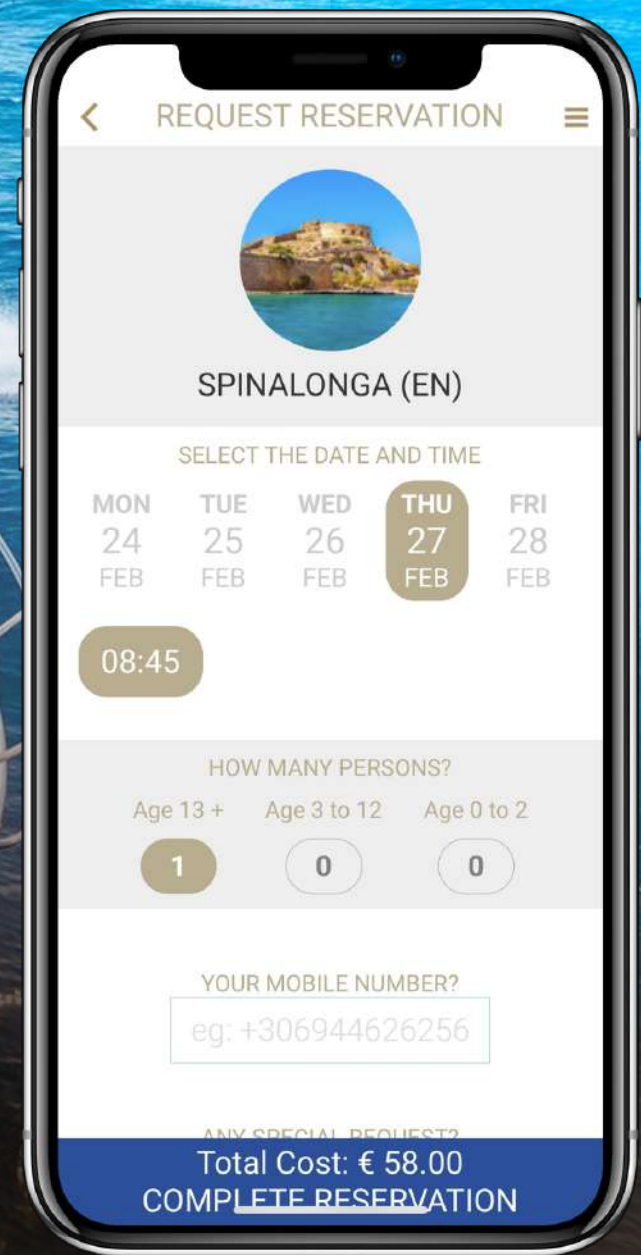
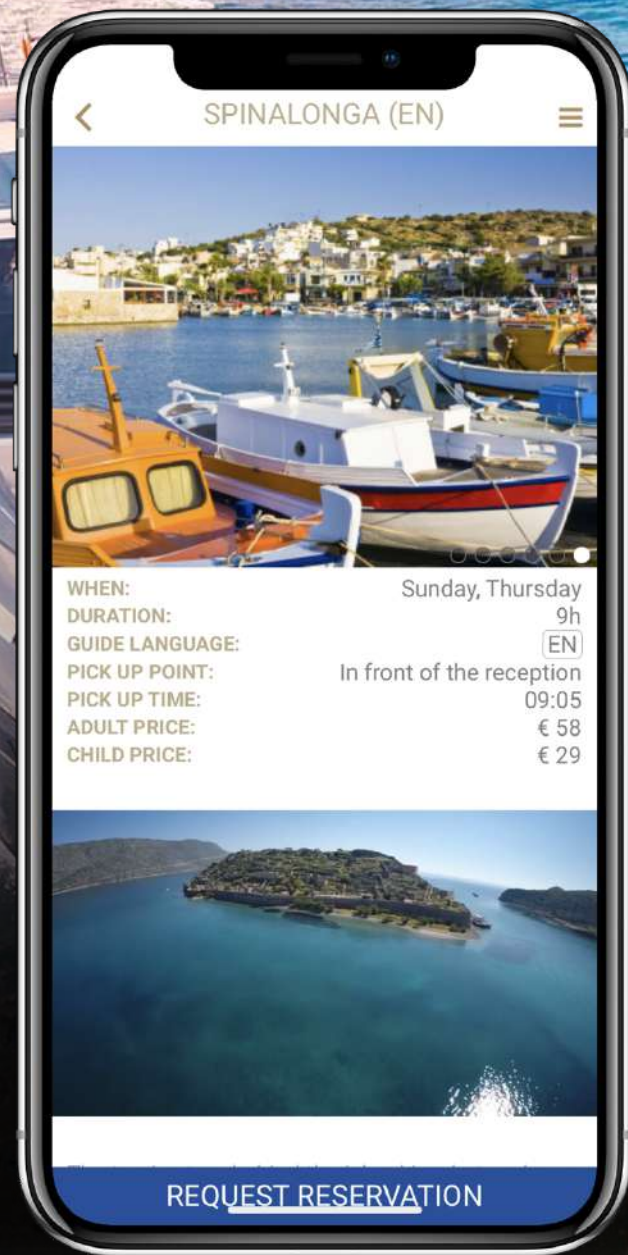
Access Control



KNX Integration



Excursions



full responsibility for

CONTENT
INTEGRATIONS
CAMPAIGNS
TRAINING



In-hotel Exclusivi interns



80%

APP PENETRATION
IN THE FIRST MONTH

100,000

RESTAURANT BOOKINGS

VIA MOBILE, 90% OF TOTAL



Astir Odysseus
RESORT & SPA
★★★★★
Kos, Greece

CASE

>400

POOL ORDERS
DAILY

DAILY FOOD & BEVERAGE SPENDING APP USERS VS NON-USERS

B&B	+41%
FULL BOARD	+52%
HALF BOARD	+29%

DYNAMIC INFO CHANNELS





INTERACTIVE KIOSKS



EXCLUSIVI DRIVES

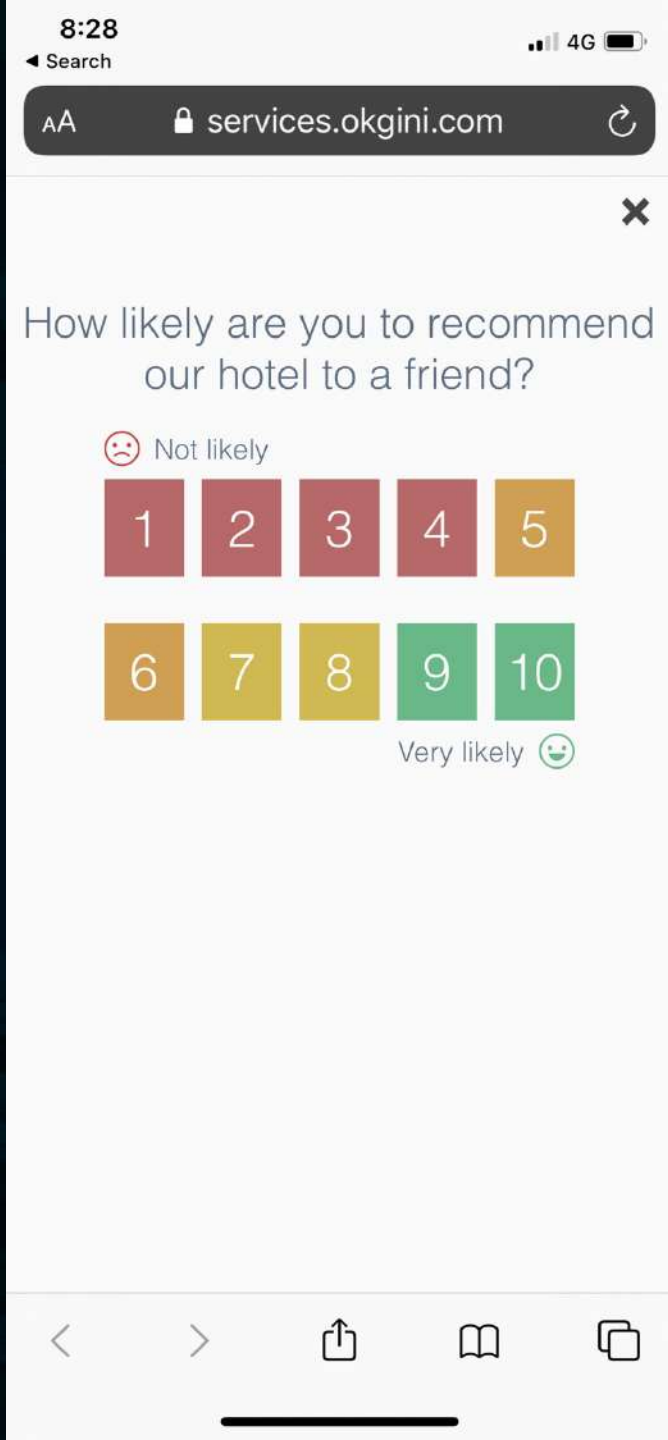
REVENUE

REVIEWS

4R

REPEATERS

REDUCE
COSTS



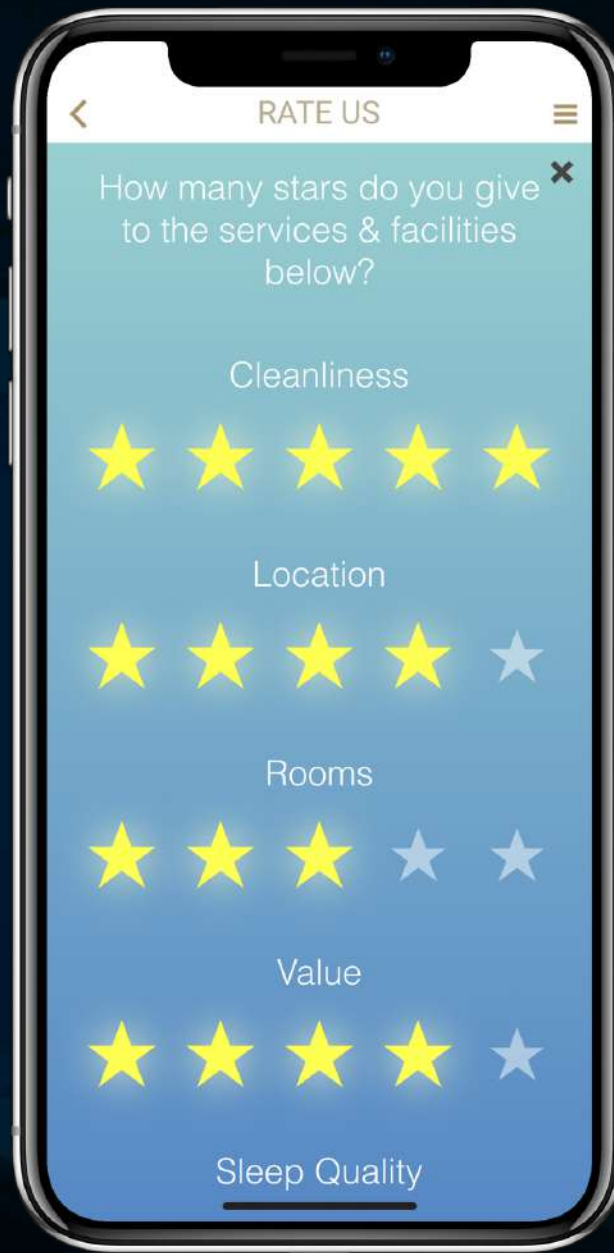
← Guests asked in their language

>60%

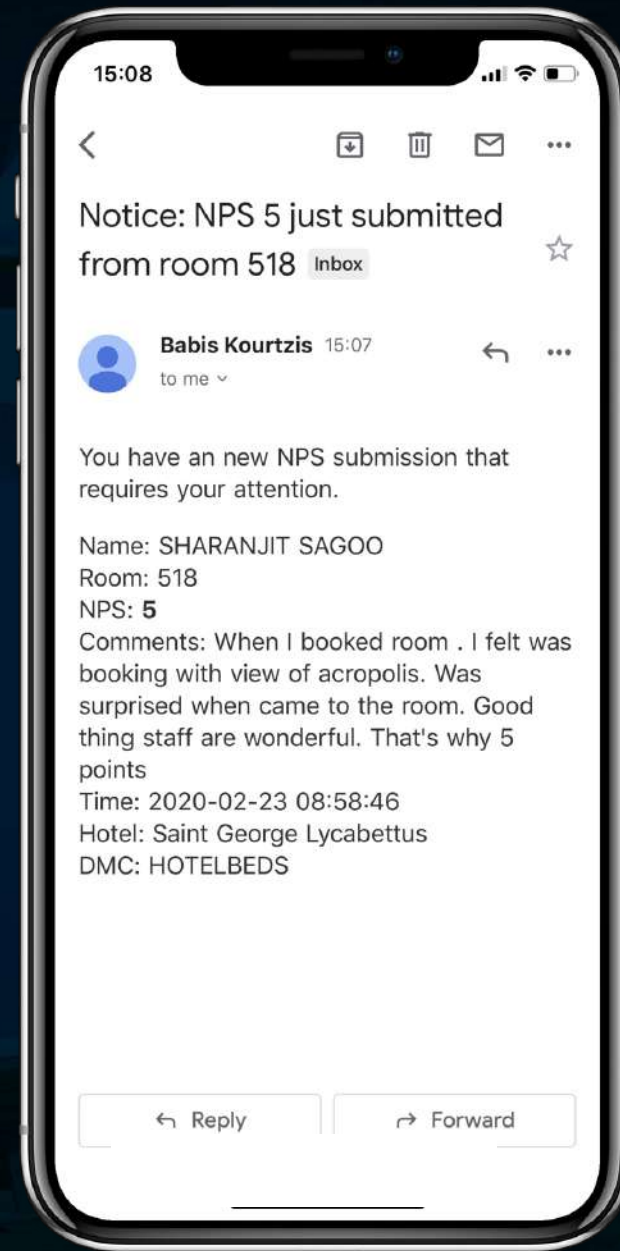
GIVE NPS FEEDBACK
OVER WIFI

intuitive

DETAILED FEEDBACK



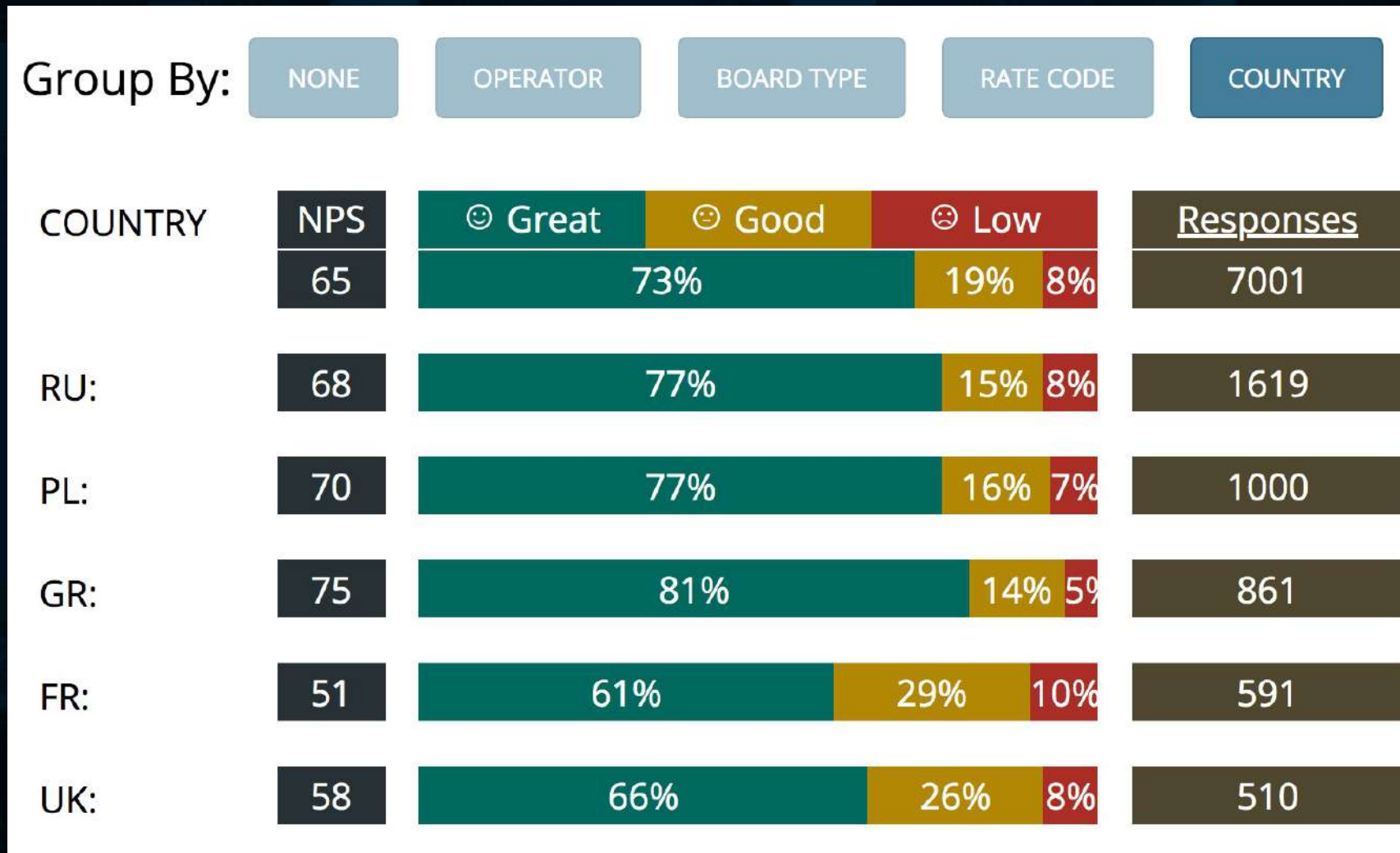
email alerts



emails of
happy guests



Granular Analytics by Segment



~2X positive reviews





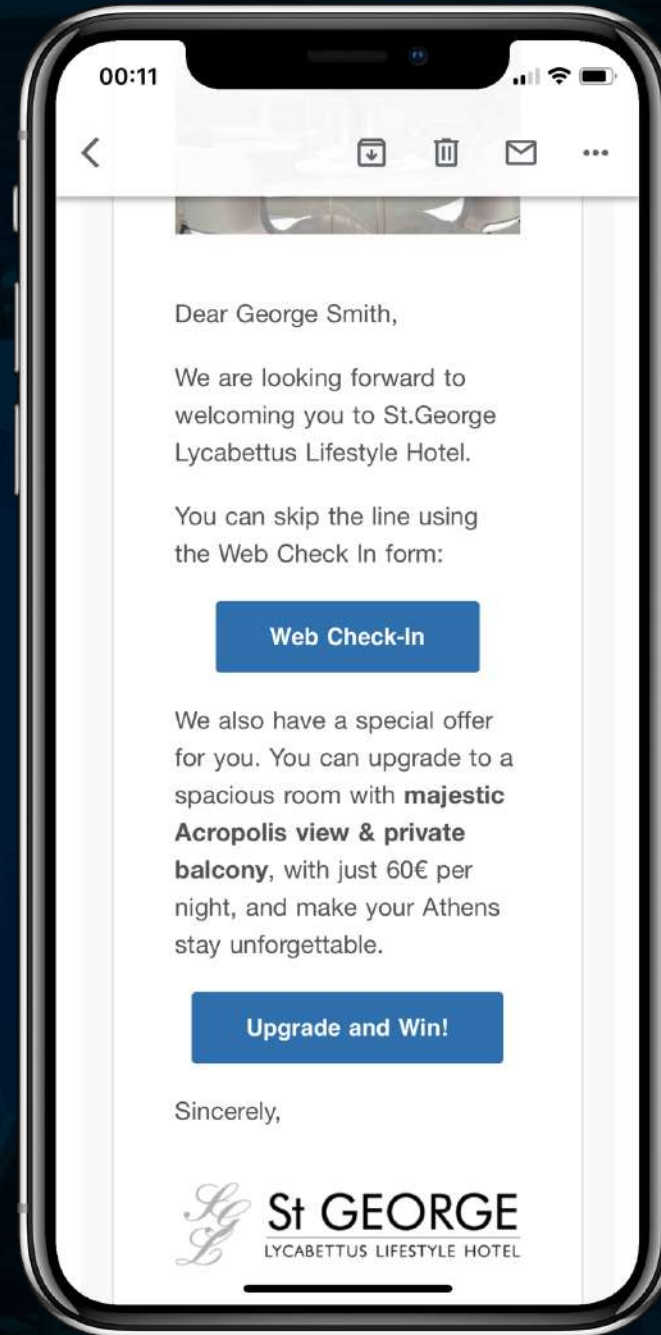
check.do

PRE-REGISTRATION

48h

email
automation

<https://www.check.do/?lid=sgl#sglz534397>



sms

automation

09:41



< 1939



Andronis >

Text Message
Tue, 19 Oct, 17:59

Greetings from sunny
Santorini & Andronis
Arcadia! Don't forget to
tailor your stay at the link:
<https://sends.ms/06uatu>

tailor

stay with custom
pre-arrival forms



Do you celebrate any special occasion?

- Honeymoon
- Babymoon
- Marriage
- Anniversary
- Family Vacation



Choose your favorite pillow

- standard
- memory foam
- latex
- feather
- outlast

Request a table at one of our Fine Dining Restaurants.
If yes, please type the desired date, time and special preferences.



Pacman: Modern Greek and Mediterranean cuisine
with Japanese dishes.

MENU

CONTACT US

+30 2242024641



OCEANIS BEACH AND SPA RESORT

An unforgettable adults-only experience



Fill the form for easy
check in

Online Check -in

[CLICK HERE](#)

EXCLUSIVI DRIVES

REVENUE

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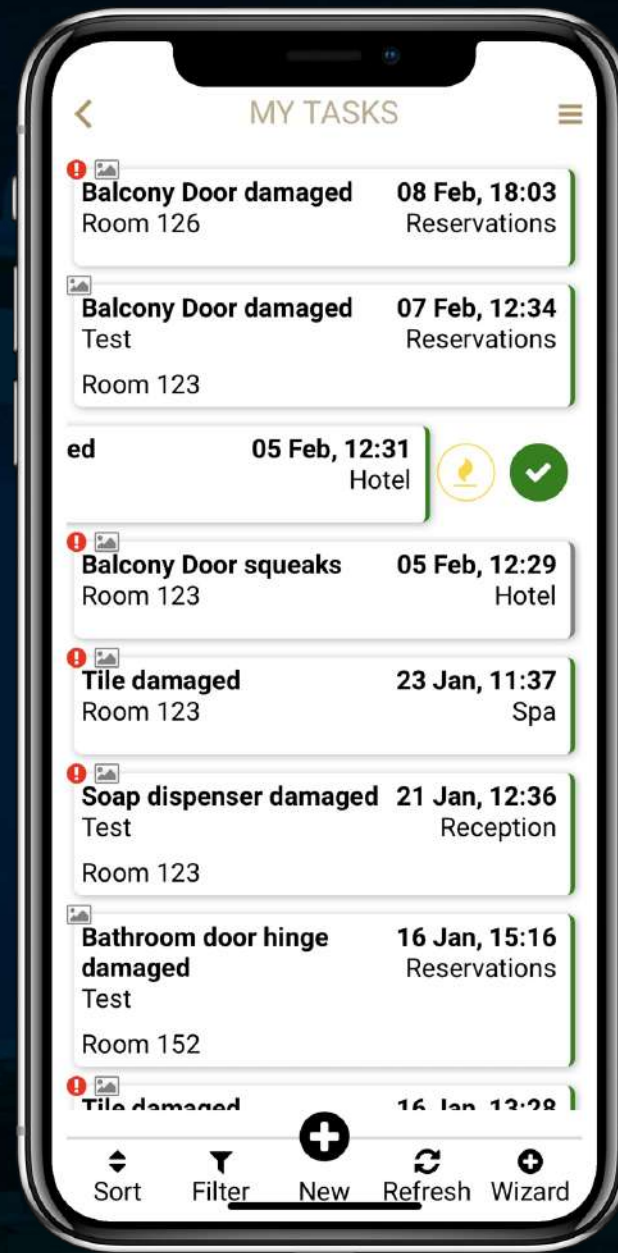
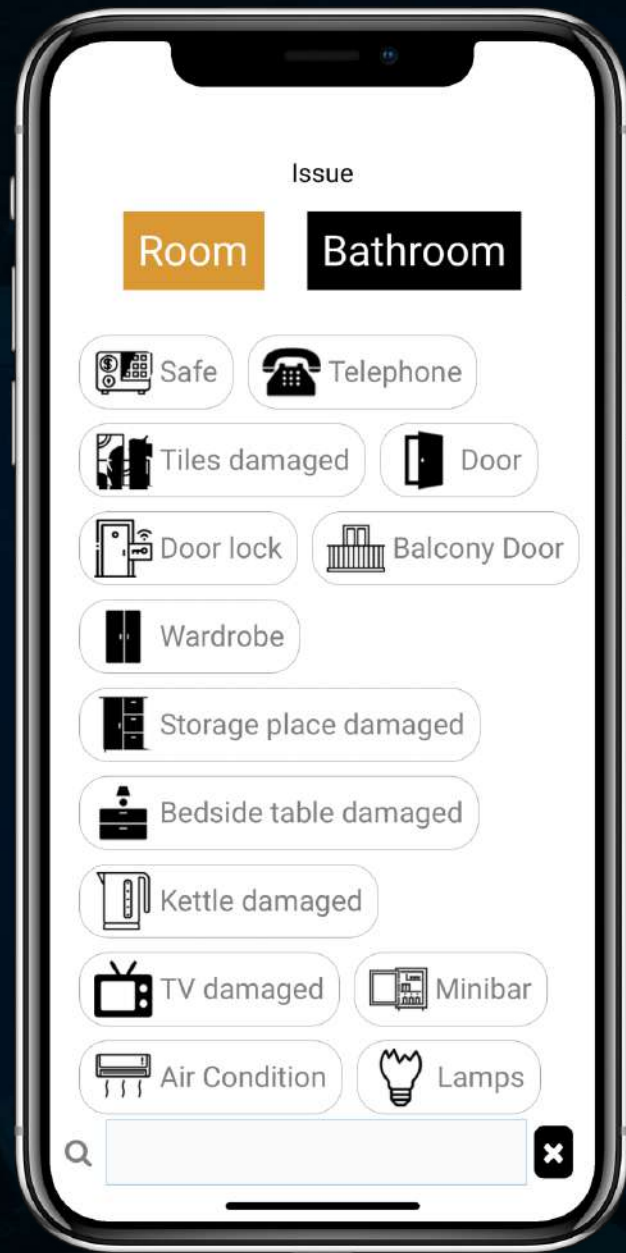


HOUSEKEEPING ROOM STATUS

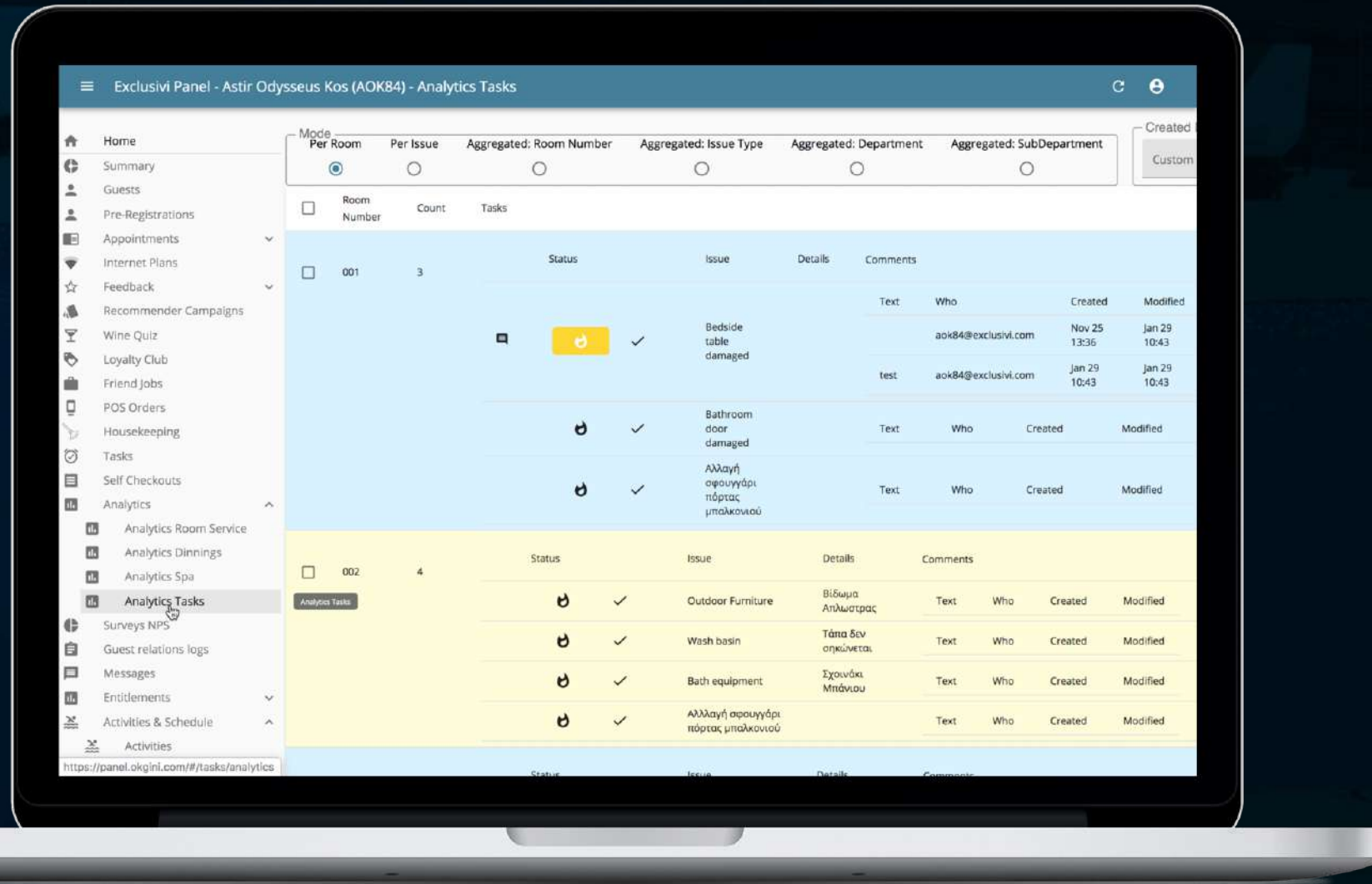


TASKS

MOBILE & SIMPLE



powerful analytics



EXCLUSIVI DRIVES

REVENUE

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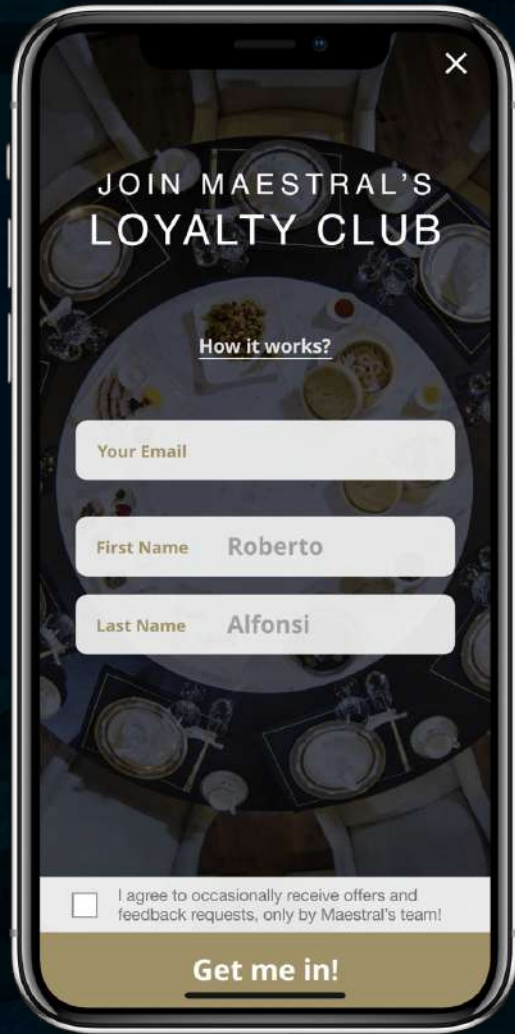
EXCLUSIVI LOYALTY

AI FOR RESORTS

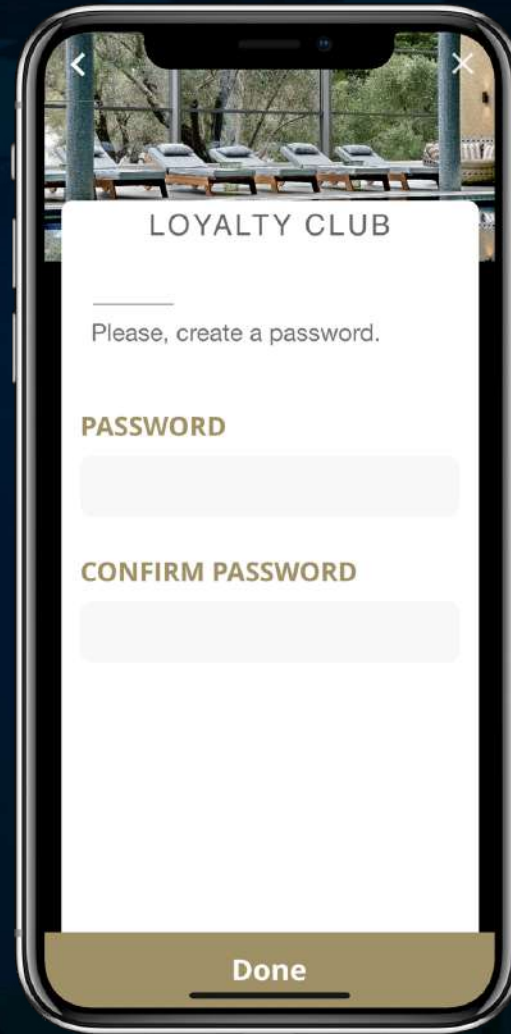


ULTRA FAST SIGN-UP

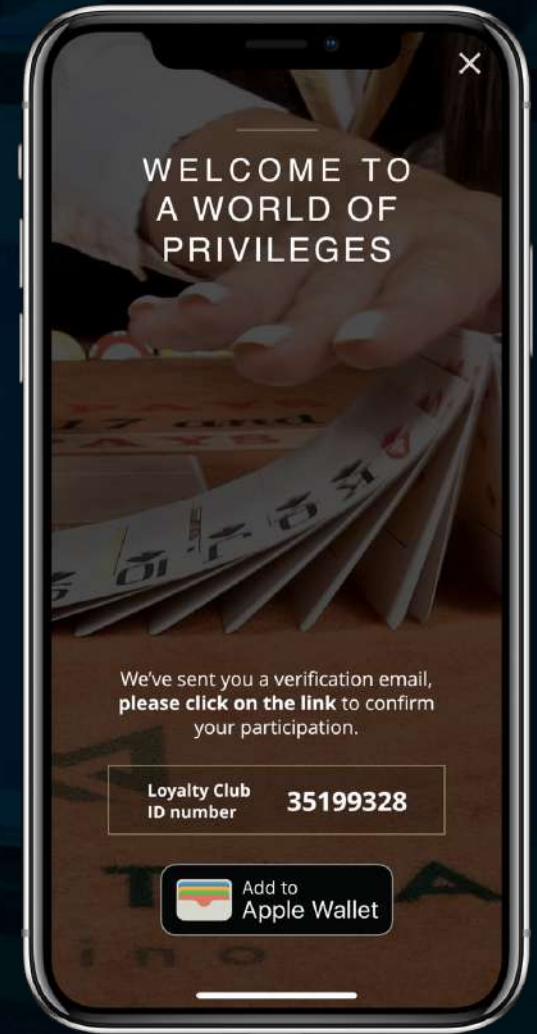
1. Pre-filled data in WiFi

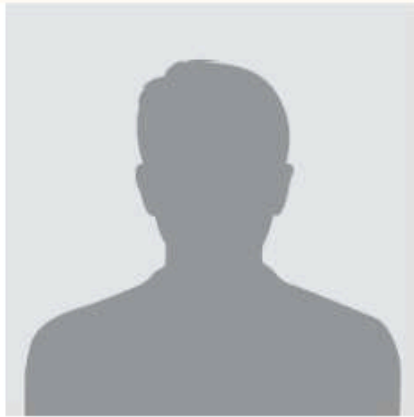


2. Just Create Password



3. Get Member ID





"We enjoyed our dinner in the seafront at La Scala"

"I wish I could have a Jumbo store outside my door..."

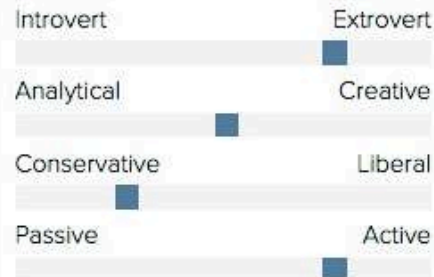
Age: 44

Work:

Family: Married with 3 children

Location: Beersheba, Israel

Personality



Goals

- He likes to buy things and satisfy all the family members without spending too much.
- He wants to book in advance in themed restaurants and especially Italian restaurants.
- He likes Greek music and he would enjoy go out to a bar with live music.
- He wants to book excursions to water park and other related activities.

Frustrations

- "There is no casino around..."
- "They didn't find us rooms next to each other..."
- "What a pity, our hotel does not have a fine Italian restaurant."

The basic story:

Jacob repeatedly visits Crete with his whole family (wife, children and grandparents as well). They travel with a charter during their public holidays for 3-4 days usually in April and September. When they arrive he likes to have a spa with his wife to relax. Jacob gets frustrated if/when the rooms with the rest of the family are not next to each other... A typical day includes a lot of time at the pool but they also like go to the town for shopping and dining at restaurants (fan of the Italian cuisine). As a mini excursion he loves to go the Jumbo store by car with his children. He also searches for info about water parks because children love these kind of activities.

Last but not least, Jacob and his wife like to go out at night especially in bars or venues with Greek traditional and pop music. He would appreciate if he could instantly have such kind of info and be able to easily book by using a mobile app.

Motivations

Incentives/ Rewards



Price



Comfort



Convenience



Speed



Social



Activities/shopping

A collection or list of the user's favorite activities and possible shopping habits.

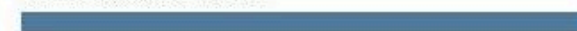
- Jumbo
- Spa therapies - full package (Hamam+jacuzzi+massage)
- Italian restaurants
- Water park and
- Gambling

Preferred Channels

TV



Online & Social Media



Smartphones | tablets



Laptop | desktop

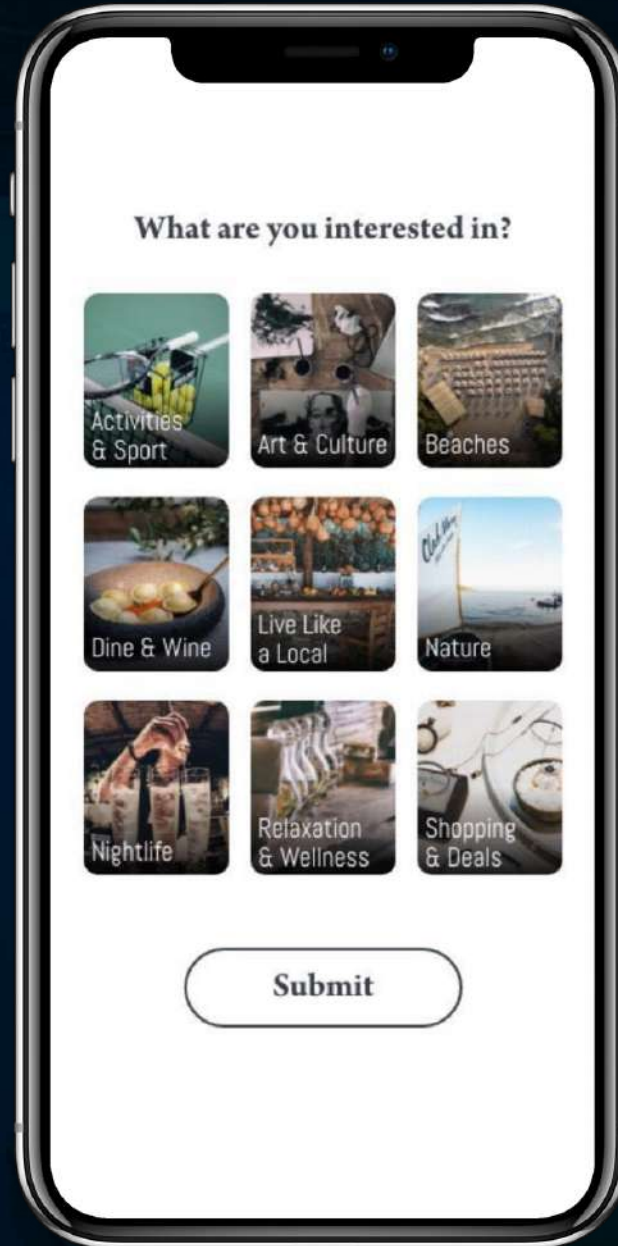




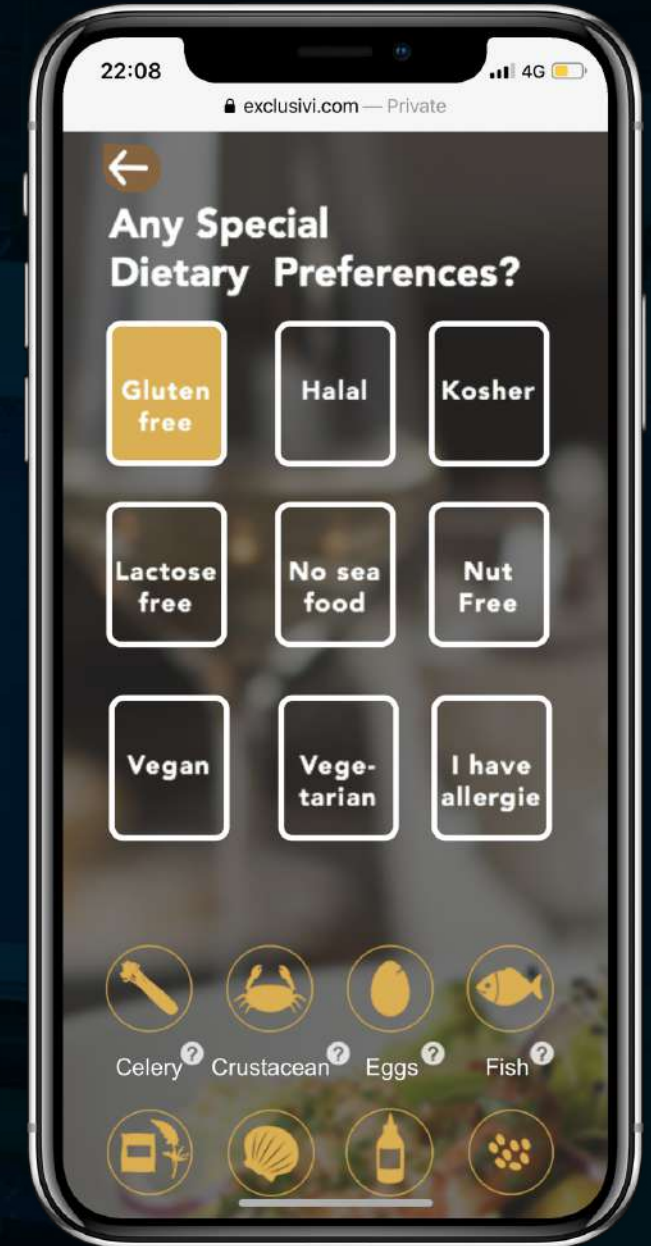
UNPARALLELED DATA

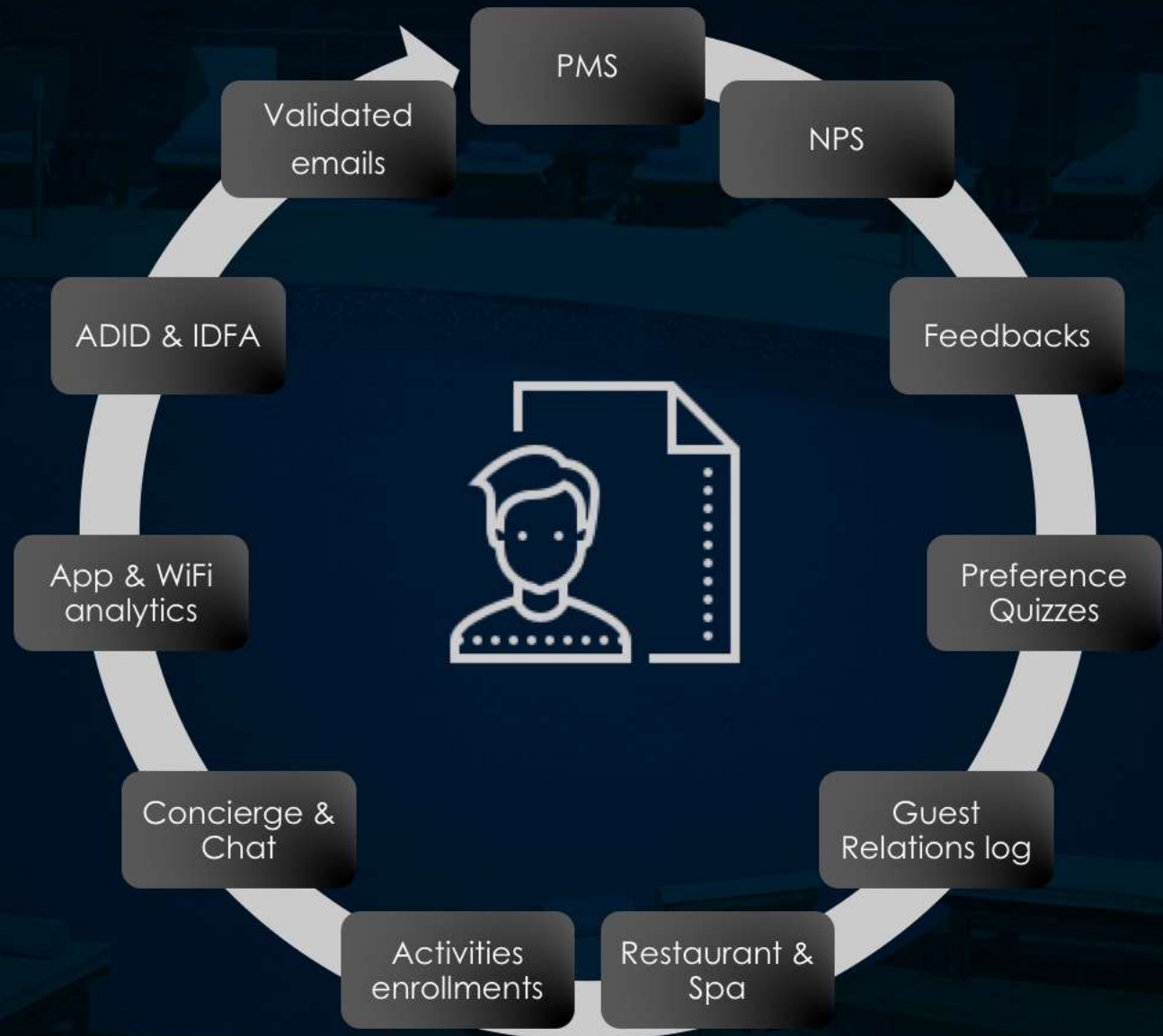
1st-party
data

Interests Quiz



Dietary Preferences







UNIQUE
REACH



1:1 upselling cross-platform

RECOMMENDER ENGINE | CAMPAIGNS AUTOMATION | POWERFUL SEGMENTATIONS



POWERFUL RETARGETING



- WIFI VISITORS
(180-DAYS FACEBOOK PIXEL)
- APPLE IDFA AND GOOGLE ADDS
- EMAIL LIST





1. Guests uses WiFi



2. Facebook & Instagram Retargeting Ads



3. Only past WiFi users see ads (up to past 180 days)

"We already have reservations"



```
Facebook Pixel Conversion Code
Insert Code  Insert Facebook Conversion Pixel code
Conversion Pixel JavaScript
<!-- Facebook Conversion Code for AdvertiseMint New Lead -->
<script>(function() {
  var _fbq = window._fbq || (window._fbq = []);
  if (!_fbq.loaded) {
    var body = document.createElement('script');
    body.async = true;
    body.src = '//connect.facebook.net/en_US/fbads.js';
    var s = document.getElementsByTagName('script')[0];
    s.parentNode.insertBefore(body, s);
    _fbq.loaded = true;
  }
})();
```



Hotel Pixel (like Cookie) in Wifi Portal

EXCLUSIVI DRIVES

REVENUE

REVIEWS **4R** REPEATERS

REDUCE
COSTS