



Operating System for effectively managing the operations and maintenance of your property



Connect every department in your hotel with a single platform - for all guest communications, staff collaboration and back office operations



Guest Relationship Management (CRM)



Operational Excellence Platform

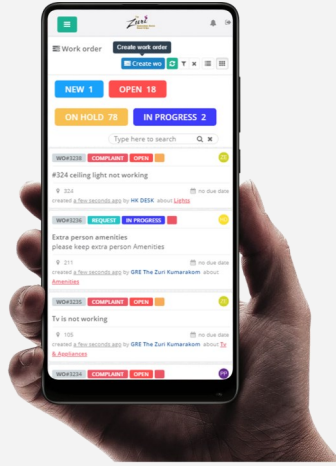


Guest Experience Management

Empower your staff with Staff application

Enable all your crew members to work together to deliver the best **guest experience**

Access via Desktop, Mobile or SMS



Seamless Guest Management

Empower your staff with an easy-to-use guest communications tool to improve the guest loyalty.

Use Text (SMS), Whatsapp and Email

Improve Efficiency

Dispatch the guest requests automatically to right team at the right time.

Improve Service Quality

Monitor service time commitments (SLAs). Escalations for every task to make sure you never miss any requests.

Collaborate effectively

Coordinate with all staff members in a single screen. Learn all developments in real time.

Data enabled decisions

Analytics to improve transparency of service. Easily identify service insights and training opportunities

Rich Guest Profiles

Central data warehouse of rich guest profiles. Understand preferences of the guest.

Upsell services

Increase hotel revenue with room, package upgrades. Send out personalized offers or recommendations

Easier guest interactions

Empower your staff to communicate to your customers via SMS, WhatsApp or Email.

Automate Messaging

Automate confirmation, cancellation, modifications, pre & post stay messages — SMS or Email

Provide a flawless facility with Equipment Management and Preventive Maintenance

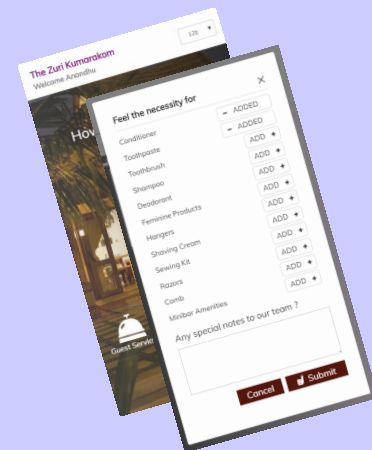
Schedule room and equipment preventive maintenance to ensure an improved business hours.

Automated maintenance scheduling

Effectively engage guests

Provide smart phone application to your guests to engage with your staff

No need to download the application



Improved Performance

Improve asset performance, reduce downtime and track the health of mission-critical assets.

Smart Work Order Planning

Track preventive maintenance and plan the work order for the right time.

Organised supplies

Automatically track the must-to-have spare parts for the maintenance work orders.

Data driven decisions

Make data-driven decisions for better business and maintenance performance

Guest Engagement

Provide various channels to guests to communicate with staff. Provide branded concierge apps.

Real-time feedback

Collect guest feedback during the stay for instant gratification.

Streamline Operations

Route requests or complaints directly to the right department seamlessly.

Improved Loyalty

Track loyalty and guest behaviors for better personalized service



Sarat Valsraj, General Manager



Instio as a tool was introduced at **The Zuri Kumarakom** to enhance customer experience and to interface our internal customers to respond to every request in-line with the standard operating procedure. **We have seen an increase in customer engagement with the tool helping in Food and Beverage promotions and Maya Spa offerings to our in-house guests and there by improving our revenues. Also a mechanism to track workflow backend helps in narrowing gaps in operations.**

The strength of the team at Instio is **they understand the operating units requirement** and able to come up with quick solutions. Would recommend Instio to any organization that is planning to scale and benchmark processes.



Why hotel managers love Instio platform?

- Integrated system
- Incredible support
- Best in class analytics
- Low-cost of ownership
- Multi-device access

MANAGE EFFICIENTLY!

Get in touch to learn more!

Request a demo at

www.instio.co



India | UAE

WRITE TO US : hello@instio.co