



# Solutions introduction

Why **12,000+** hotels bank on Revinate



WITH REVINATE'S GUEST DATA PLATFORM AND COMMUNICATION SOLUTIONS

Hoteliers drive **direct revenue**  
and control the full guest  
experience to **delight guests.**











# Why do hotels bank on Revinate?

WHAT HOTELIERS WANT

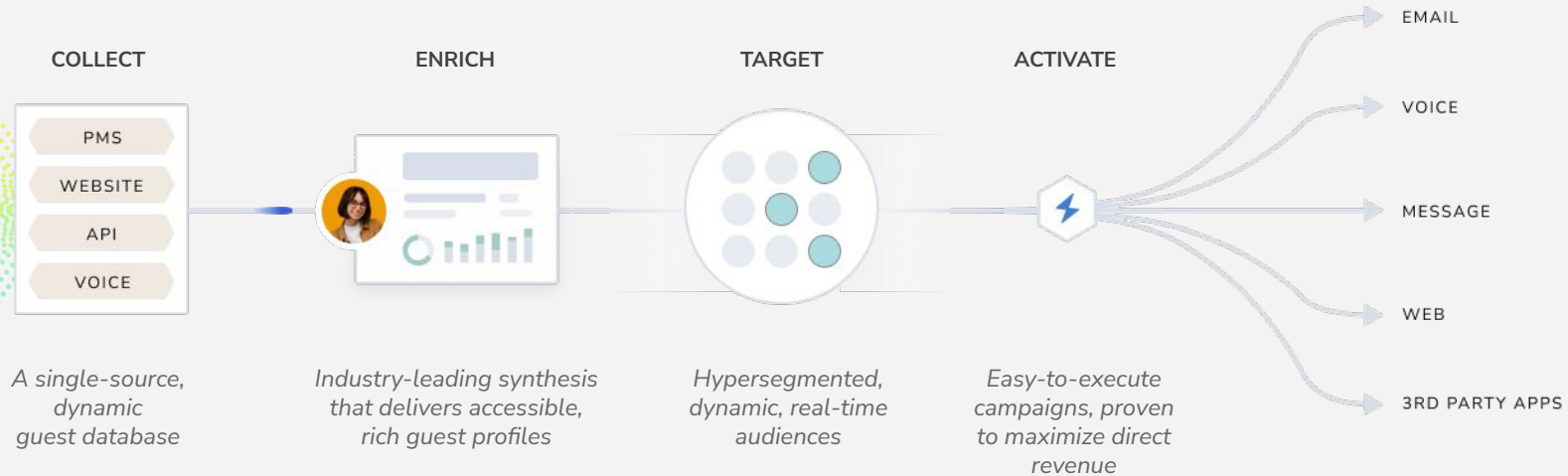
PRODUCT

CHANNEL

<p><b>Drive direct revenue</b> through direct bookings</p>	<p><b>Nurture reservation inquiries</b> and convert them to bookings</p>	 REVINATE MARKETING	
	<p><b>Personalize guest communications</b> through targeted segmentation</p>		
	<p><b>Inspire previous guests to return</b> with offers that cater to their preferences</p>	 RESERVATION SALES & REZFORCE	
	<p><b>Offer upsells</b> at the right moment and to the right guest</p>		
<p>Control the full guest experience to <b>delight guests</b></p>	<p><b>Build rich guest profiles</b> by integrating all available guest data</p>	 REVINATE IVY	
	<p><b>Convert guests</b> who started a booking but haven't yet completed it</p>		
	<p><b>Improve reputation scores</b> through feedback collection and management</p>	 REVINATE FEEDBACK	
	<p><b>Ask guests for feedback</b> while they are on property to deepen relationships</p>		

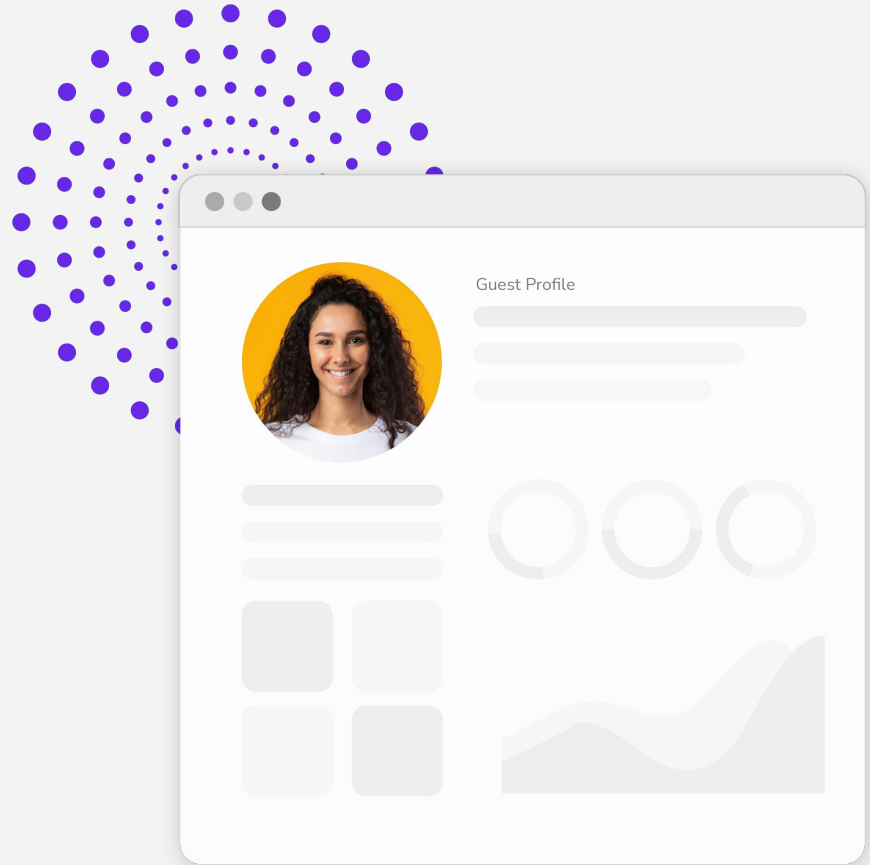
SOLUTIONS START WITH THE DATA

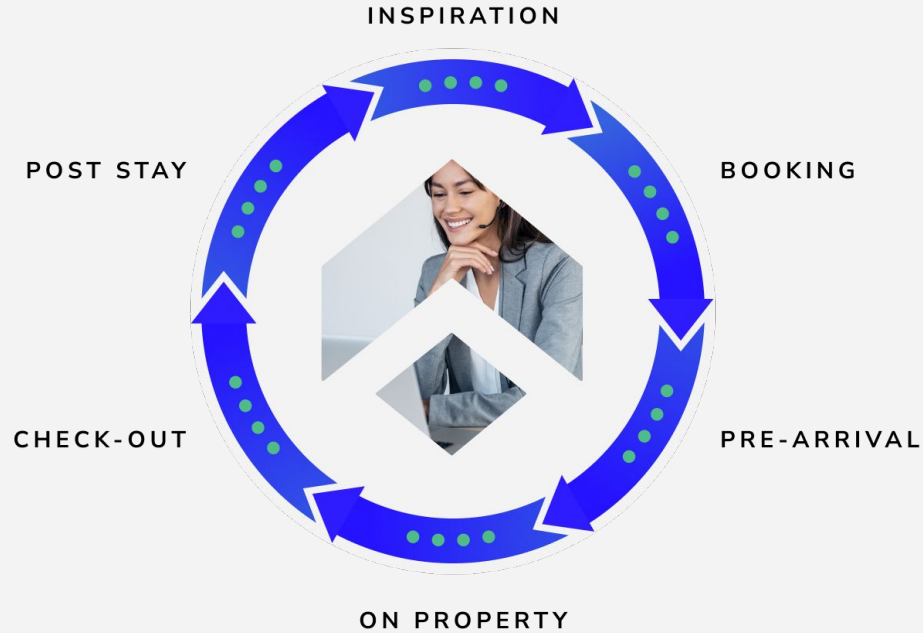
# Hoteliers need access to rich guest data to delight guests



# Get a single view of the guest

Our data engine ingests, cleans, deduplicates, merges, secures, and organizes guest data from PMS and other systems into actionable Rich Guest Profiles.





# Communication solutions across the entire guest journey

Hoteliers can email, call, message, or interact online with their guests with our communication solutions



EMAIL MARKETING SOLUTION

# Revinatē Marketing

**73%**

higher revenue per recipient with smart segmented campaigns

## Segmentation

Understand your guests, track their preferences, and create segments to deliver meaningful communication that drives conversions.

**3x**

higher conversion rates than social media

## Automation

Automate your email marketing campaigns across the guest journey with drip campaigns.

Encourage self-service so staff shortages don't impact guests.

**\$2.5k**

average upsell revenue generated per hotel, per month

## Upselling

Offer your guests a late checkout or a room upgrade as **an upsell offer**.

Or **personalize a hotel amenity** for a guest based on their preference.



TEXT MESSAGING SOLUTION

# Revinatate Ivy

98%

of text messages are opened in the first 2 minutes of receiving

## AI powered

Ivy recognizes the sentiment behind inquiries and isn't just triggered by keyword responses.

60%

of inquiries hitting your front desk can be automated with smart responses

## Automation

Ivy handles routine inquiries like "What's the WiFi password?" so your staff can handle more complex ones.

\$20

return for every \$1 leveraging advanced personalization

## Upselling

Offer your guests a late checkout or a room upgrade as **an upsell offer**.

Or **personalize a hotel amenity** for a guest based on their preference.





VOICE BASED SOLUTION

# Reservation Sales

**20%**

increase in voice channel revenue with the tools that optimize your workforce

## Lead optimization

Reservation Sales enables data capture of guest demand, personalizes guest booking journeys, and provides tools to drive incremental revenue growth

**5%**

increase in inbound call conversion with trained agents

## Conversion focused

Calls are matched to the right agent to maximize conversion. Integrated coaching and scoring to create a true sales sales culture for voice channel

**3-5%**

additional conversion from existing demand of not booked guests

## Automation

Nurture and convert previously lost revenue with personalized, automated email outreach to not booked guests

*Reservation Sales is available only in North America region, currently.*



REPUTATION MANAGEMENT & GUEST SURVEYS SOLUTION

# Revinat Feedback

**76%**

of travelers are more likely to book a room with a higher reputation score

## Single view

Manage your guest reviews across sites like Google, Booking.com, TripAdvisor, and 100+ more — all from one dashboard.

**409%**

increase in new review volume on TripAdvisor

## Automation

Automate email reminders to increase survey completion rates.

Automate workflows for case resolution so guest issues are taken care of immediately.

**15%**

increased ranking on TripAdvisor

## Customized

Build hotel surveys that help you achieve operational excellence with customizable questions and Net Promoter Score.



# About Revinate

Revinate empowers hoteliers to directly connect with their guests.

Our guest data platform and communication solutions unlock revenue for hoteliers and puts them in control of the full guest experience — initial research, booking, check-in, throughout the stay, and even after check out — all via the communication channels that the guest prefers, whether it's voice, text, email, or web chat.

Ask us how we do it. Get a demo.



Thank you.