



Ready for the Digital Guest Journey?

Limited time, tight resources and rising guest expectations – this is exactly where the Digital Guest Journey supports you. It connects every touchpoint, from booking to guest loyalty, creating seamless processes that ease the pressure on your team. Save time and unlock your revenue potential.



Automation

Less effort, more service



Personalisation

Relevant communication for every guest



Revenue

Upselling & direct bookings



Security

Payments, keys and authentication



Contactless

Check-in, payment and digital keys



Efficiency

Less pressure on your team



Booking

Increase direct bookings without commission costs. Dynamic pricing, integrated analytics and secure payments or guarantee links boost conversions and reduce no-shows.



Pre-Stay

Inform your guests proactively before arrival, promote services or upsells automatically and enable secure prepayments. Your guests arrive well prepared – and you generate additional revenue before the stay even begins.



Check-in

Offer your guests a self-service check-in – anytime via their own device or on site. Contactless processes shorten queues, reduce workload and give your team more time for personal service.



Stay

Manage guest requests during the stay easily and digitally – from additional services to late check-out. Requests are sent directly to your team, easing pressure on reception and enabling fast, targeted responses.



Check-out

Offer a fast, self-service check-out at the terminal. Guests can review invoices, complete payments and confirm their departure in just a few steps – ideal during peak times.



Post-Stay

Stay connected with your guests even after departure, gather feedback and extend the experience with personalised offers. Strengthen loyalty, encourage repeat bookings and secure long-term revenue.

One Central Hub

EasyConnect by SIHOT

EasyConnect brings every step of the Digital Guest Journey together in one platform – delivering seamless processes, less manual effort and complete control over the guest experience.



Identification

Automatically recognise returning guests



Wallet Integration

Digital stay details always at your guest's fingertips



Multichannel Communication

Personalised communication across all channels



Guest Journey Tracking

Transparency, optimisation and increased revenue



Curious to find out more about digital transformation in hospitality?

Scan the QR code and download our free e-book "Making it Through the Digital Jungle". Our experts share practical insights and hands-on tips on digitalisation in the hotel industry.