

# STAY N TOUCH<sup>®</sup>

## CASE STUDIES



# MODUS HOTELS

From a running concierge to refrigerators stocked with Trader Joe's groceries, Modus Hotels is all about delivering on brand signatures. Their focus is on creating one-of-a-kind experiences with thoroughly personalized service across their 10 hotels (1,400 rooms).



## What's the problem?

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It is universally understood in hotel circles that traditional PMS solutions are pricey and restrictive (i.e., they don't always play well with other technologies.) Modus was not only facing cost issues with their current PMS but due to an acquisition, the quality of their PMS provider's service was suffering. With personalization at the core of the Modus Hotels brand, they needed a well-priced solution that would be flexible, allowing them to deliver on their promise.

## The Wish List

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Modus Hotels desired the following in a PMS solution

- An affordable technology
- Exceptional customer service and responsiveness
- A PMS that would extend their local experiences brand, one that would help them create relationships between their guests and local establishments
- A cloud-based and mobile solution, allowing staff to see what's happening no matter where they are



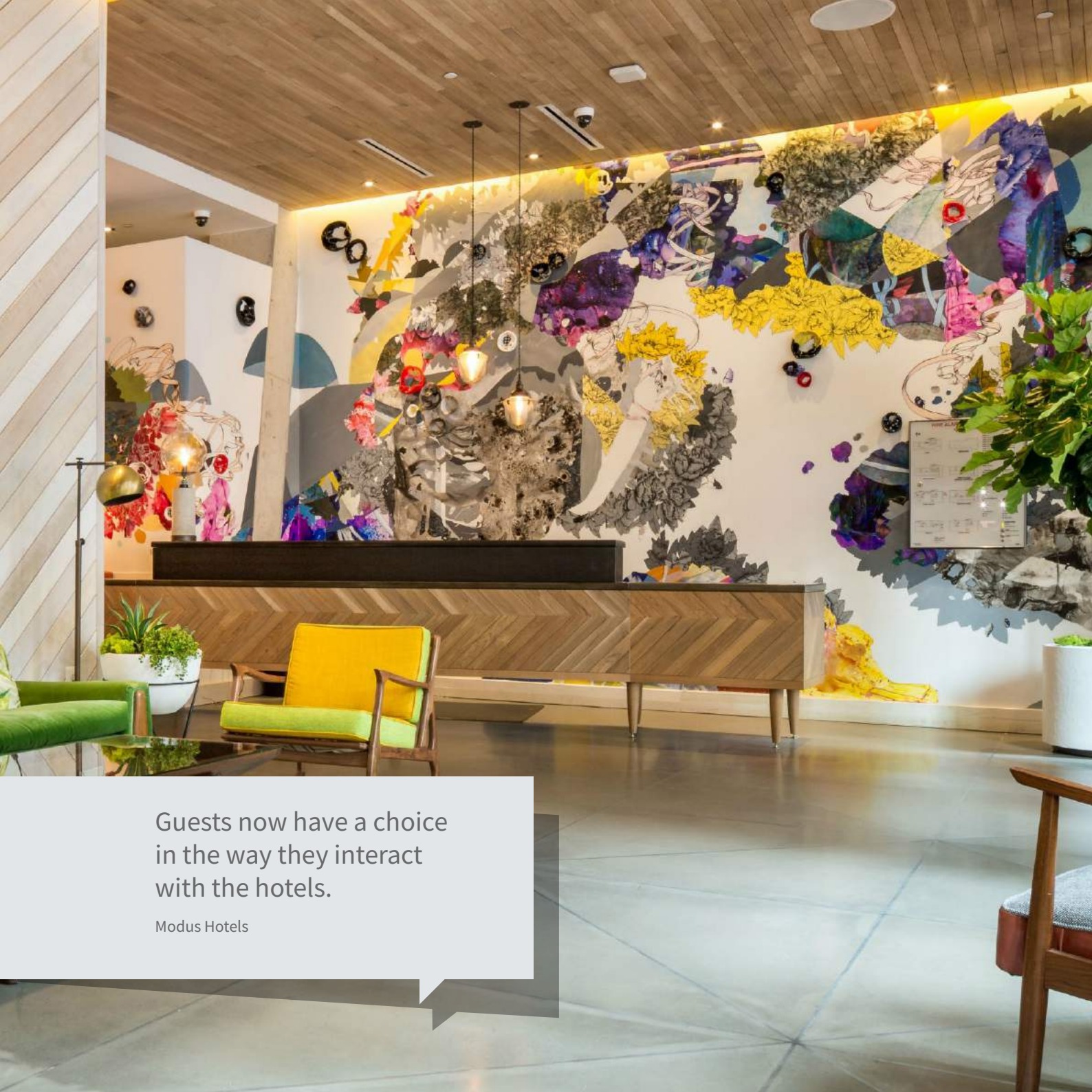
HOLE TO ANOTHER  
UNIVERSE



COME ON IN!

They needed a well-priced solution that would be flexible, allowing them to deliver on their promise.

Modus Hotels



Guests now have a choice  
in the way they interact  
with the hotels.

Modus Hotels

# Why They Chose StayNTouch?

StayNTouch offered Modus Hotels a UX/UI that gives them flexibility and a forward-thinking solution from a development perspective. This means the StayNTouch PMS can grow and adapt with Modus. With the mobile solution, Modus is able to free up staff to move about their properties, creating true relationships with guests. Additionally, guests now have a choice in the way they interact with the hotels. They can self check-in or a Modus agent can check them in face-to-face using a tablet. In addition to the technology, the high level of service and support were big selling points.

[CLICK HERE](#) to hear more from Assaf Gal of Modus Hotels about their experience with the StayNTouch mobile-enhanced PMS.



Mobile Hotel PMS

## What They Have to Say

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“Being an early adopter of the StayNTouch solution allowed us to be entrepreneurial in our approach to our PMS and our business model. We’re a different kind of hotel company, and this means we need technology and providers that do things differently, too.”

**Assaf Gal,**

Senior Corporate Director Revenue Management, IT, Digital Marketing  
Modus Hotels

# CONSCIOUS HOTELS

Conscious Hotels takes cool and eco-friendly to a new, innovative level with its three Amsterdam hotels. But, in their own words, they aren't too cool to answer the phone. The hotel collection is all about shifting the hotel industry from the inside out, doing business differently for the environment and for their guests.

## What's the problem?

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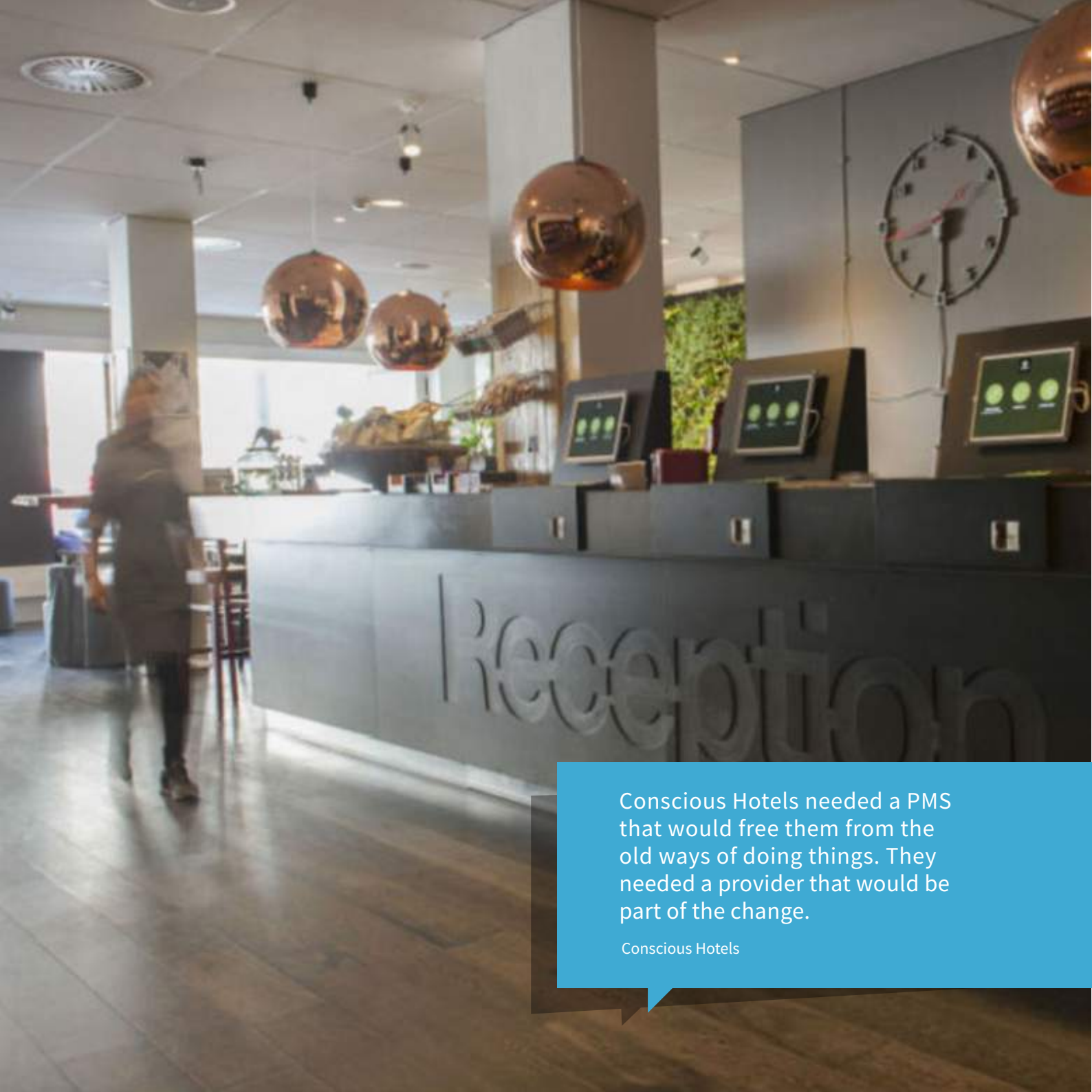
If there's anything that keeps hotels from evolving, it's the core PMS system that doesn't promote innovation. With a brand built on changing the status quo, from their sustainability initiatives to their cutting-edge design, Conscious Hotels needed a PMS that would free them from the old ways of doing things. They needed a provider that would be part of the change, moving guests from front desk lines to easy self check-in services and staff from computer screens to interacting with guests. Offering choice of service is what Conscious was looking for.

## The Wish List

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While the wish list is short, it is expansive, requiring a PMS that would be agile and growth-minded. They wanted

- A cloud-based solution that would bend to their business requirements
- A PMS that would grow alongside their company, creating a long-term partnership
- The ability to offer guests their own preferred way of checking in or out: mobile, self service, or with the help of a staff member



Conscious Hotels needed a PMS that would free them from the old ways of doing things. They needed a provider that would be part of the change.

Conscious Hotels



“better and quicker than  
usual check-in.”

Conscious Hotels Guests



# Why They Chose StayNTouch?

Conscious Hotels was so intent on finding a game-changing PMS solution that they spent four years and an astounding amount of due diligence before landing on the StayNTouch solution. Chief among their reasons was StayNTouch's willingness to make changes to the PMS that were specific to Conscious Hotels. And, of course, the day-to-day benefits of being able to create better processes and enhance guest interactions.

Most importantly, Conscious Hotels wanted to offer guests choice. They chose to eliminate the front desk so that staff could circulate freely in the lobby and added Zest Stations to give guests the opportunity for self check-in.

Given the choice, 66% of guests opt for self check-in at Conscious Hotels, saying that it is "better and quicker than usual check-in."



Guest Self Service Station

## What They Have to Say

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“We strive to bring an unprecedented level of personalized service to our guests, letting them design their hotel experience to the greatest degree possible. Our mobile PMS lets us serve guests wherever they would like to interact with us, in ways that give them complete freedom of choice.”

Marco Lemmers,  
CEO at Conscious Hotels



StayNTouch is a “Software as a Service” hotel property management systems (PMS) company focused on developing solutions that help hotels raise service levels, drive revenues, reduce costs, and ultimately change the way hotels can captivate their guests.

Developed with mobility in mind, the pioneering platform enables hotels to create long lasting relationships with their guests by delivering personalized service levels that today’s guests require.

Powering over 75,000 rooms globally, our game-changing solution frees hotels from the constraints of legacy or premise systems, dramatically streamlines operations, increases margins, and revolutionizes how front-line staff connect with guests.

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# Our Products

## Rover PMS™

Your new PMS on any device, anywhere, anytime. Upgrades and dynamic packages are built directly into the Rover interface.

Elegant & robust.

Simple pricing & integrations.

## Zest Web™

PMS-integrated Web Check-In & Check-Out with upgrades.

Connect with Guests via their Smart Phone.

## Rover Housekeeping™

Arm your attendants with real-time PMS room status and updates via any touch device.

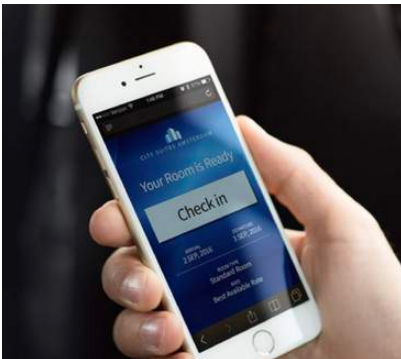
## Zest Station™

Zest Station streamlines the check-in, key retrieval and check-out processes by letting guests skip the line and get on with their stay.



Schedule a Live Demo  
at [stayntouch.com](http://stayntouch.com)

CLICK HERE





“Why StayNTouch?”

## CASE STUDY

Modus + Conscious Hotels

STAYNTOUCH<sup>®</sup>

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