



CASE STUDY | SCHANI HOTELS |

How Schani Hotels Drives a Seamless & Digital Hotel Experience with Stayntouch & Event Temple

stayntouch + EventTemple

3

Event Spaces

140

Person
Capacity

135

Guest
Rooms

The Hotel

Hotel Schani Wien is located in Vienna - steps away from Vienna Central Station. By mixing modern technology and innovation with the charm of Old Vienna, Hotel Schani Wien brings a new approach to the beautiful classics.

Part of the larger Schani Hotels portfolio, the Hotel Schani Wien combines leisure and business amenities to provide the right balance of experience for all its guests. With a rooftop bar and event space, Hotel Schani Wien is able to set your next event or group travel experience apart from the rest!

Meet Christian!

As the Group Manager of Systems & Integrations at Schani Hotels, Christian is responsible for everything digital. His relationship with the hotel brand originally started as an external vendor and transitioned into him working directly as an employee.



Meet Krisztina!

Krisztina runs the events and conferences department at Hotel Schani Wien. On a daily basis she manages sales activities, event coordinating and day of event execution to keep up with the ever increasing demand that the hotel faces.



The Challenge

In 2019, Schani Hotels (Schani) was given notice that their PMS was going to sunset and would no longer be supported. The team decided to take the opportunity to explore what was available in the market as being a digitally-driven hotel group is a top priority.

Schani needed to find software that pushed their technology goals forward. They needed:

- Tools that provided a streamlined guest experience
- An integrated tech stack that enabled their team to pick and choose the best technology available
- A solution that was easy for their team and customers to learn and use.



“Most all-in-one solutions are legacy solutions that are not so quick. That’s why we were looking for a more interfaced solution that gives us the possibility to stack solutions together to find the sweet spot for our overall property offer to the guests.”

- Christian



The Solution

THE PROBLEM: A SOLUTION TO PUSH A DIGITAL AGENDA

A forced change to their PMS created a challenge of finding a solution that is intuitive, easy-to-learn and continues to deliver on Schani Hotel's mission of being a tech-forward brand.

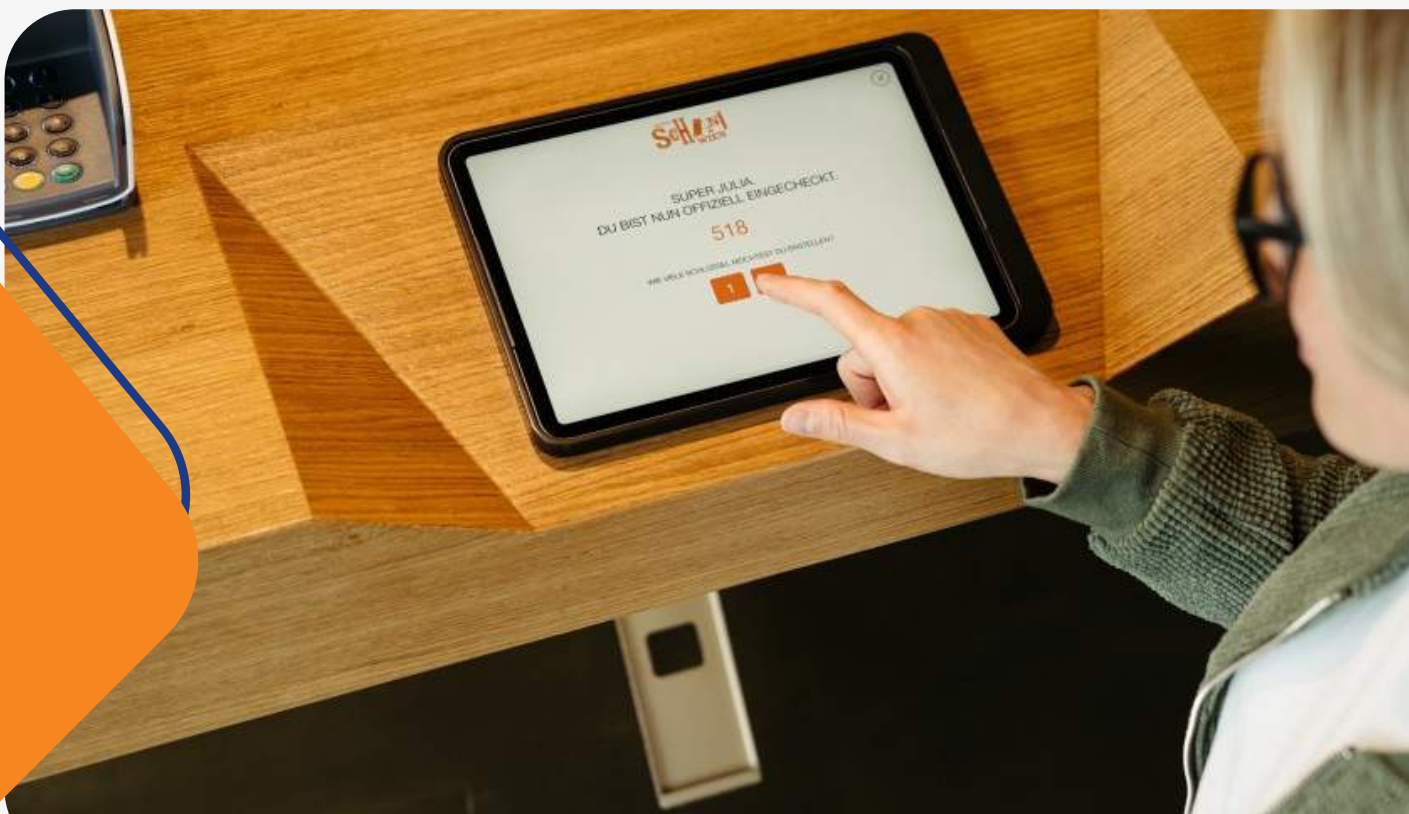
THE SOLUTION

Schani chose Stayntouch as their PMS.

User Interface: Stayntouch was able to provide a clean, user-friendly solution that not only gave their employees the best experience, but provided the best experience for Schani's customers.

Kiosk Solution: Stayntouch Kiosk allowed Schani to serve customers the way they felt most comfortable. The kiosk solution being fully integrated to the PMS allowed for a seamless guest check-in journey.

Custom Reports: The ability to create reports and choose how to export them made a big difference. Being able to schedule these custom reports also saved Schani valuable time.



The Solution

THE PROBLEM: MANUAL PROCESSES TAKING AWAY FROM RELATIONSHIPS

After finding their new PMS provider, Schani Hotels started focusing on the Meetings, Incentives, Conferences and Exhibitions (MICE) side of their business. The old way had been without software. This meant having manual processes with multiple steps leaving room for human error. These processes led to more admin tasks for the sales team, taking away valuable time they could have spent with customers, generating more revenue.

THE SOLUTION

Schani chose Event Temple as their MICE software.

eDocuments: Using Event Temple's intuitive document builder, Schani was able to create professional looking documents like proposals and functions sheets.

Digital Templates: Using digital templates made everything from documents to emails take only a few clicks to create and send. These documents and emails were also easy to personalize to each customer, every time.

User Friendly: Event Temple allowed Schani to visually see an overview of the events and group business coming up. The user-friendly experience allowed the staff to make quick changes helping to speed up the entire sales process.

Tracking the Customer Relationship: Event Temple's customer relationship management (CRM) tracks the entire lifetime customer journey. This allowed Schani to provide the best experience for their current customers and future ones, as well!



"My life got so much easier. I have more time to focus on the customer relationship. So I have more time to strategize."

- Krisztina

The Solution

THE PROBLEM: BRINGING TWO INDUSTRY LEADING SOFTWARES TOGETHER

Schani's technology mission meant they needed the best in the industry for both PMS and MICE solutions. All-in-one solutions left Schani unimpressed as they lacked functionality and focus. They ended up choosing two independent solutions. However, the challenge now was how the two systems would interact and work with each other.

THE SOLUTION

Stayntouch and Event Temple have a best-in-class integration.

Room Blocks to easily manage groups: The rich two-way integration between the systems meant that checking availability and blocking rooms for groups was seamless and accurate.

Two is better than one: Schani was able to leverage the best technology the market had to offer. No need to compromise as each product has sole focus on being the best in its own space.

Ongoing Partnership and Support: The cohesiveness between teams at Stayntouch and Event Temple meant that while each product individually improves, the integration follows closely along with helpful support teams to resolve and make improvements quickly.



"I was not expecting such a deep integration between Stayntouch and Event Temple. I was impressed by the integration and what is possible to transfer between the systems."

- Christian

The Solution

THE PROBLEM: ONBOARDING NEW SOFTWARE INTERRUPTS THE STATUS QUO

Onboarding software can take precious time away from the core duties of the property. This can also create a challenge when it comes to training staff while keeping up with the guests and providing high quality service.

THE SOLUTION

The Stayntouch Experience: Stayntouch offered one of the best PMS onboarding experiences. Schani was able to set up the PMS and define how they wanted it to look for their team. For the staff, it was straightforward to learn and adopt the new system with some team members picking it up in a day or less of training.

The Event Temple Experience: Event Temple provided an efficient onboarding experience and made the Schani team extremely welcomed to the platform. After initial training sessions, the same team that onboarded Schani has supported them ever since.

“

“If I could give the onboarding a rating out of 5 stars, I'd give it a 5.5.”

- Christian





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