Doubling online check-in rate.

A Fattal & Duve success story

The Fattal Group is Israel's largest hotel chain. With over 200 hotels spread across Israel and Europe, and over 43,000 rooms.

– Fattal have taken upon themselves to be a tech pioneer, and work tirelessly to make sure they are always trying and testing smart solutions that facilitate guest happiness, reduce costs, and improve efficiency.

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Fattal's vision

Fattal's vision is to have a central hub of customer communications and experiences across all hotels in the group - a place for guests to know where they are coming to, what they can do, and have a personal experience.

This is not a small feat, considering the size, vastness, and geographical spread of the group.

Over the last 2 years, it has become clear to Fattal that guests aren't necessarily inclined to download a native app to their phone just for a vacation, and that the solutions they should look into must include a web-based app that integrates with other core services - such as online check-in, guest communications, upselling or remote door control and mobile keys.

Choosing the right partner

Fattal began examining other solutions across the market, and evaluated several solutions.

Their key deciding factors:

— A wide scope of supported features (check-in, guest app, communications, upsells, mobile keys, analytics and more)

— Implementation time and complexity

— A fully white-labeled solution

— An emphasis on personalization and guest segmentation

After several months of in-depth research and review, Fattal decided to implement Duve across the entire chain.

The first hotel took **only 2 weeks** to fully integrate, while **additional hotels** have taken **less than 2 days** to complete.

Results of using Duve

By implementing Duve's fully customizable, personalized online check-in, Fattal has been able to **double** the online check-in ratio - essentially cutting down wait lines at physical check-in by **half**, allowing the reception team to focus on delivering a truly personal experience to each guest.

With Duve's omni-channel communication hub, guests and staff can 2-way communicate directly over WhatsApp, email, web app, or SMS.

The communication hub is layered with additional data on each guest - enriching each guest profile, so staff can reach out to each guest in the most relevant, personal way - be it via 1-to-1 chat or via automated messages and broadcasts.

Fattal has seen huge adoption from guests - and according to Dor Levin, Fattal's Product Manager, "Duve have taken us lightyears ahead, and both our staff and guests love this direct, personal interaction."

— "Duve has taken us lightyears ahead".

Furthermore, according to Dor, Fattal's internal teams enjoy using Duve on a daily basis as much as their guests - with Duve improving the way teams across hotels work, making life easier for the reception teams, and giving managers more insights and analytics so they can further improve guest experience overall.

> *"Our goal is not only to shorten the check-in lines, but to truly reshape the way guests check-in and interact with our hotels."*
>
> — Dor Levin, Fattal's Product Manager

Dor added, "before Duve, a lot of my time was spent on dealing with technological emergencies across different hotels and check-in processes. Now, with Duve - everything just works, and I can focus on training, expansion, and deepening our integration with Duve."

"We are proud and excited to have Fattal choose Duve as their digital innovation partner" says David Mezuman, Duve's CEO.

"Our mutual commitment to leading the digital transformation of the hospitality industry is aligned and observed very clearly in this project, and we are happy to see the adoption of Duve across Fattal's group of hotels – improving the lives of staff and making guests happier."
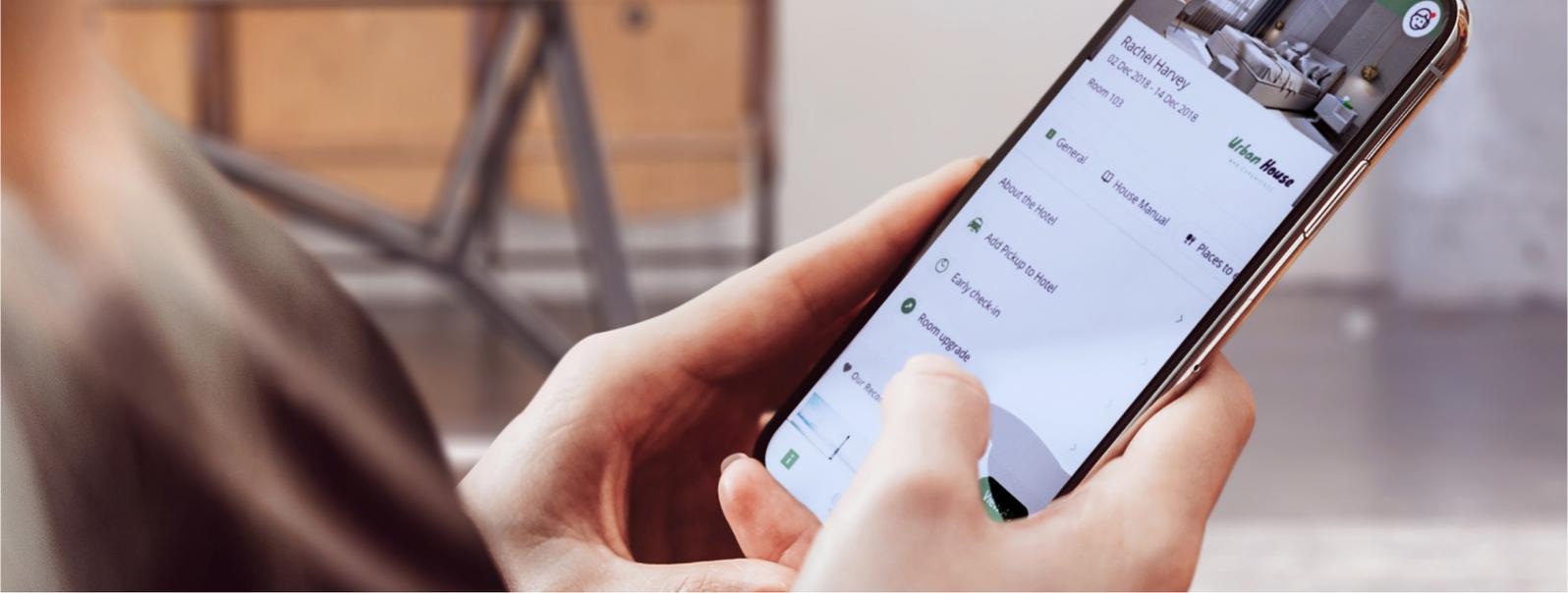
About Duve

Duve is revolutionizing guest experience by offering a truly personalized guest experience suite. Duve helps hoteliers create a tailored and digital journey for each and every guest - from online check-in flows that meet the exact needs of each guest, to a no-download guest app with relevant content in the guests' native language, to personalized upsells that increase revenue potential and satisfaction of each guest. By partnering with more than 150 integration partners, across all major PMS's, OTA's, PSP's, Digital Key providers and 3rd-party vendors, Duve helps transform the way guest experience is provided at thousands of hotels of vacation rentals around the world.

About Fattal

The Fattal Hotel Chain (founded in 1998) is Israel's largest hospitality organisation with 40 hotels and 9107 rooms under its management. These hotels are well distributed across the country in all major tourist venues – Tel Aviv, Jerusalem, Tiberias, Dead Sea and Eilat. The Chain also owns and manages 160 Leonardo-branded hotels in Europe.

Duve products used by Fattal

Rachel Harvey
02 Dec 2018 - 14 Dec 2018

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General | House Manual | Places to e

Arrival Info >
Access Codes >
🔼 Room upgrade >

❤ Our Recomendations | View All
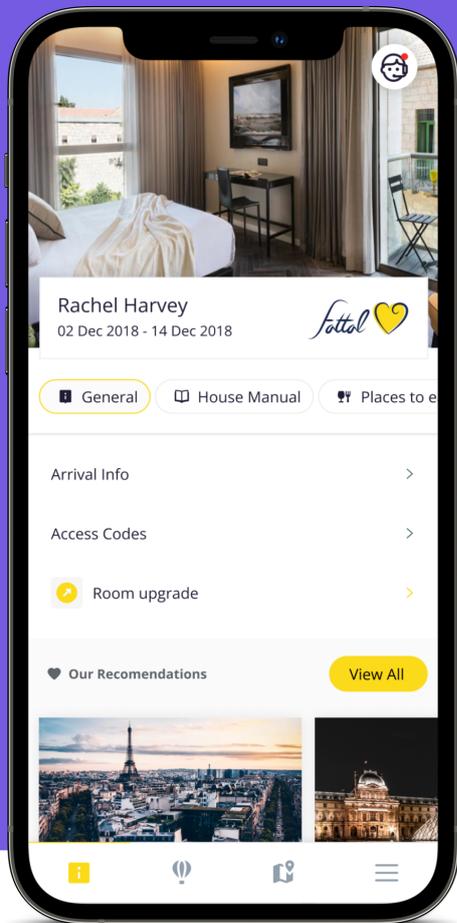
- ✓ Online check-in
- ✓ Mobile key integration
- ✓ Communication hub
- ✓ Guest app
- ✓ Upsells

Don't settle for less. Get Duve Now!

With Duve's online check-in, over 75% of guests complete the check-in process before arrival – leaving your staff time to give each guest a truly personal experience.

Book a demo

Duve

Think professional. *Be personal.*