



How HostnFly used Duve to streamline guest communication and uplift revenues across 90 different brands.

HostnFly, market leaders of apartment rentals in Paris, searched for a flexible system that would allow them to manage thousands of rentals across France, which host guests from multiple countries speaking a variety of languages.



Why it matters

HostnFly's headquarters required a solution that would allow them to efficiently track and coordinate guests' arrival and departure times, communicate with thousands of guests at the same time, and upsell specific items to different guests based on the properties that they have reserved for.

Duve's flexible web-based solution allows HostnFly to manage multiple brands from one account, while including analytics on all brands together, or each one separately to help them track their guest experience activities at any point in time. With functions such as online check-in, HostnFly could easily offer guests upsells before their arrival.



Top 3 Core Objectives: HostnFly searched for one end-to-end solution that would allow them to manage upsells and communicate with guests efficiently.

— **Efficient Guest Communication:**

Provide guests with information they need about check-in and check-out times, local suggestions and house manuals.

— **Arrival & Departure Coordination:**

Coordinate when guests are arriving or leaving the apartment so that they could better coordinate with their cleaning companies.

— **Custom upsells per brand:**

Upsell linen purchases and other services for all brands under HostnFly.



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— Florentine Vacher, Partner Manager.

Partner Manager Florentine Vacher said that they are very satisfied with Duve as their guest experience solution and they find that it’s a great tool:

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The selection process

During their research process, Florentine Vacher evaluated Duve's product differentiators, customer support, and holistic value as a strategic partner and ultimately decided that Duve was the best fit solution:

Partner Manager Florentine Vacher said, about their decision: “We're looking forward to continually growing our use of Duve within Hostnfly by adding additional upsell offerings, giving each brand the ability to manage and analyze their own account within Duve, and developing our guidebooks within Duve as well.”

The results

HostnFly rolled out Duve to all the 90 brands including thousands of apartments, and immediately experienced simplified communication with guests, improved upselling, and reduced inquiries from guests.

- HostnFly could easily push forward their linen-upsells through Duve's online check-in.
- From Duve's online check-in and check-out, they could easily coordinate with their cleaning companies to notify them of where they should be and when according to guests estimated arrival and departure times.
- After rolling out their linen-upsell which was used across a large amount of the properties they managed, they noticed they were able to sell more than 2,500 upsells in 2022.





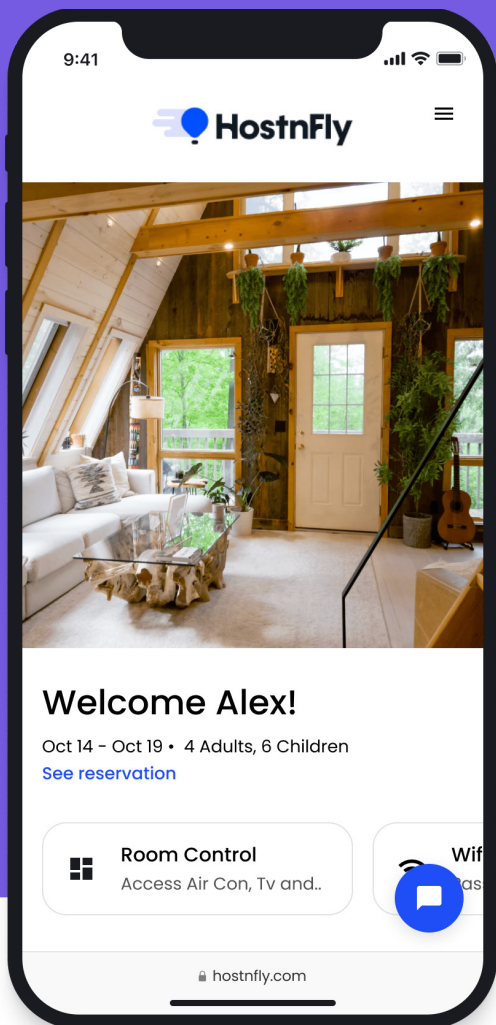
About Duve

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 web-based 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 HostnFly

HostnFly is a rental management company that manages accommodations across France from end-to-end. ensuring that everyone can earn money with their accommodation, with peace of mind and in complete safety! For tenants and owners, HostnFly's Customer Service team is always attentive, always available and trained to answer all questions! For travelers, their Assistance team is available 24/7 to manage everything and facilitate the guests' stay.

Duve products used by HostnFly



- ✓ Online check-in
- ✓ Guest app
- ✓ Upsells
- ✓ Digital Check-out

Don't settle for less. Get Duve Now!

With Duve's online check-in, over 83% of guests complete the check-in process before arrival – leaving your staff time to give each guest a truly personal experience.

[Book a demo](#)

www.duve.com