



Pick A Flat's Successful Implementation
of Duve's Guest Experience Solution
Led to a 98% Online Check-In Rate

Pick A Flat specializes in short and long-term furnished apartment rentals, providing exceptional properties in the popular districts of the capital. They prioritize your comfort, with equipped apartments and personalized services, and offer complete autonomy through their self check-in system.

PICK A FLAT
SHORT TERM RENTALS





Pick A Flat manages hundreds of apartments spread throughout a very busy and touristic city. This makes it difficult to adhere to every single guest request or need. They required a way to automate the check-in process and to allow their guests to easily access the apartment without much human interaction required. After implementing Duve, Online-check-in rates were boosted since Pick A Flat could automatically allow guests to upload identification documents, sign contracts, and access the apartments without the need for an individual to greet them and perform all bureaucratic requirements. Additionally, Duve's smart tools allowed Pick A Flat to easily upsell transportation services to guests.

Automating online check-ins and upsells.

With nearly 200 apartments spread throughout very central and touristic areas around Paris, Pick A Flat was one of Duve's early adopters who implemented Duve into their tech-stack to automate online check-in and upsells.

They were looking for an automated and easy way to collect copies of guest documents and e-signatures on contracts. They also needed a way for guests to learn about house appliances and to purchase transportation services to arrive at the apartments from local airports or train stations.

- **Collect e-signatures for contracts:**

Pick A Flat required guests to sign off on house rules, so that they would not cause loud noises after a certain hour. This would protect Pick A Flat from any recurring complaints from neighbors of the apartments they were managing..

- **Automatically offer transportation services:**

Pick A Flat worked together with a local transportation service and they wanted to be able to easily offer transportation services for guests.

- **Communicate with guests:**

Notifying guests about their arrival details and providing them with information about how to access the apartment was crucial. Doing all of this manually became difficult..





The results

Pick A Flat reached a 98% online check-in rate where they would allow guests to add all their personal details and purchase transportation straight from Duve's online check-in.

- Pick A Flat would create a contract and add it to Duve's online check-in wizard to require all guests to read and e-sign the contract prior to their arrival.
- Transportation services were automatically presented to guests during the online check-in. They would be able to easily purchase and reserve a personal driver from nearby airports or train stations. Additionally, since all the information synced from Duve's online check-in, the guests would only have to click 'Pay' and all of their arrival details would be automatically shared with the taxi service company.
- Duve's pre-scheduled messages significantly benefited Pick A Flat. They prepared messages in advance to be sent to guests at 11 am on the day of arrival to share with guests arrival details, reservation details and any necessary information to access the apartment. This would help Pick A Flat make the experience 100% contactless.



"I'm very happy with Duve. We can easily send our guests pre-scheduled messages to let them know all the information that they will need. Once we take them through Duve's online check-in, they immediately know to contact us directly through Duve's chat after the check-in as well." With Duve, we can always know our guests' arrival times and check-out times without the need for too many human interactions with them. Not only is it nice and comfortable for the guest, but it's also extremely helpful for the management."

—Associate Director at Pick A Flat, Benjamin Toledano.



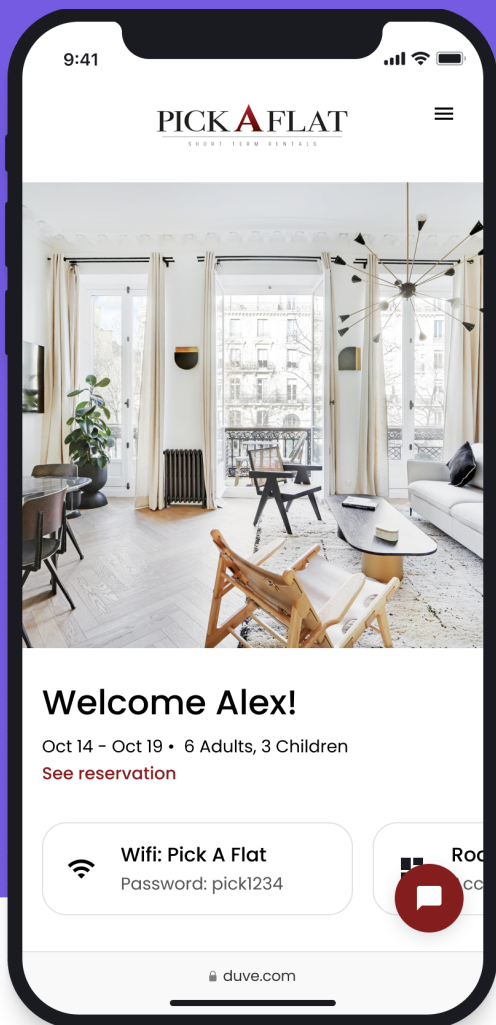
About Duve

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 Pick A Flat

Pick A Flat is a company specializing in short and long-term furnished apartment rentals, offering exceptional properties in the most popular districts of the capital. With exclusive locations and a dedicated multilingual team available 24/7, Pick A Flat accompanies guests throughout their stay, from the day of booking until departure, with complete autonomy through their self check-in system. They prioritize comfort, providing equipped apartments with amenities such as Nespresso machines and high-speed wifi. In addition, they offer personalized services to enhance your experience, which can be discovered on their mobile application or online.

Duve products used by Pick A Flat



- ✓ Online check-in
- ✓ Communication hub
- ✓ Guest app
- ✓ In-house upsells & marketplace
- ✓ Mobile keys
- ✓ Online 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