



How Be Mate optimized their guest journey to increase online check-in rates by 30% within one month

Be Mate offers a unique accommodation concept that blends the freedom and space of an apartment with the safety, quality, and services of a hotel. With apartments in various cities including Málaga, Mexico City, Rome, Istanbul, and Venice, Be Mate emphasizes providing guests with a comfortable and stylish stay, while focusing on delivering a homely and personalized experience. Be Mate integrated Duve to help them streamline their operations - from guest check-ins and mid-stay communication with guests and through check-out.





## Key Challenges

- **Streamlining the check-in process:**

Be Mate faced the challenge of optimizing their reception operations, which were only active from 10 am to 6 pm. They needed a solution to make the entire check-in process more efficient, allowing their reception team to focus on personal guest interactions and other crucial tasks during their limited working hours.

- **Improving guest experience across multiple locations:**

Be Mate looked to improve their guest services across various European properties, each one with its unique needs.

- **Enhancing guest communications:**

Be Mate aimed to develop effective communication strategies for both direct and OTA bookings. The key challenge was to ensure comprehensive communication without overwhelming guests with excessive information.





## Duve's Solution

Duve's platform, integrating WhatsApp and SaltoKS digital locks, provided a robust solution for efficient guest management, communication, and room access.

### Results Achieved with Duve:

- **Peak in check-in conversion rates:** Be Mate implemented a strategic online check-in process using Duve. By sending scheduled WhatsApp reminders to guests who had not completed their check-in, Be Mate noticed a significant rise in check-in conversions, achieving a 97% rate - with a 30% increase within just one month of integrating WhatsApp as a key communication channel.



- **Increased engagement with Duve's Guest App:** Be Mate, saw a significant uptick in user engagement thanks to Duve's guest app, translating into heightened guest satisfaction. Leveraging the analytical insights provided by Duve, Be Mate consistently refines its Guest App to align with guest preferences, focusing on the most impactful posts, language needs, and frequently asked questions. This approach ensures a tailored experience for each guest during their stay. Additionally, the seamless integration of SaltoKS digital keys into Duve's guest app eliminated the need for guests to download the SaltoKS app to their phone in order to access rooms. With Duve's integration to SaltoKS, guests can easily open their rooms through the guest app without needing to download any app to their phone.
- **Enhanced guest communications:** Be Mate began using Duve's digital spots to guide guests to their personalized guest apps more effectively, reducing the need for additional messages sent to guests. Additionally, Be Mate's team appreciates the centralized communication system offered by Duve, which allows for pulling dynamic information seamlessly from various system components. This centralized approach has enabled Be Mate to create an efficient communication process, ensuring guests receive timely and relevant information, improving overall guest engagement and satisfaction.





Ramon Bielsa, Room Division Manager at Be Mate in Barcelona shared:

*“Duve has revolutionized our operations, freeing up valuable time for our staff, which is now invested in providing personalized guest interactions. Duve ensures that all necessary information is readily available to guests, enhancing their experience. The value is clear: Duve not only saves time for your staff but also transforms it into quality time spent with guests, making their stay more memorable. It's an invaluable tool for keeping guests informed and at ease, with all the information they need just a touch away.”*



# Conclusion

Be Mate's adoption of Duve has revolutionized their approach to hospitality, markedly improving operational efficiency and guest engagement. Duve's platform has proven essential in managing diverse property portfolios, solidifying Be Mate's commitment to exceptional guest experiences.



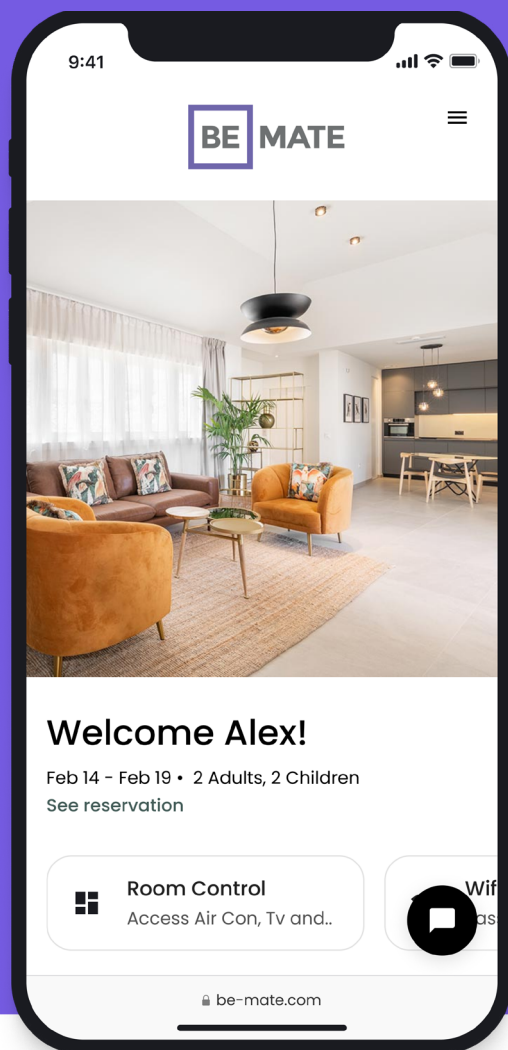




## About Duve

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.

# Duve products used by Be Mate



- ✓ Online check-in
- ✓ Confirmation Emails
- ✓ Scheduled messages
- ✓ Communication hub
- ✓ Guest app
- ✓ Upsells
- ✓ Digital check-out
- ✓ Mobile Keys
- ✓ Digital Spots

## 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](https://www.duve.com)