How Leonardo Hotels Enhanced Guest Experience and Operational Efficiency with Duve.

Leonardo Hotels, with more than 255 hotels in over 117 destinations, began integrating Duve at their hotels across Central Europe. With headquarters in Germany and hotels across Czech Republic, Romania, Spain, Italy, and Paris, the chain focused on using digital solutions to streamline operations and enhance guest satisfaction. The initial deployment involved the use of Duve for online check-ins, aiming to gradually leverage technology to improve the guest journey.

LEONARDO
Hotels

Key Challenges

— **Streamlining the check-in process:**
  With properties varying greatly in size and legal requirements in each country, Leonardo faced the challenge of standardizing the check-in process to reduce wait times and enhance reception efficiency.

— **Enhancing guest communications:**
  Leonardo aimed to improve communication flows with guests from booking through departure, especially across multiple languages and regional practices.

— **Technology integration and staff adaptation:**
  Implementing a new technology across a large hotel chain with hundreds of locations presented a major challenge, requiring organized staff training and adaptation to new processes.

Duve's Solution

Duve provided a comprehensive platform that included digital check-in, a guest app, and enhanced communication tools, all tailored to fit the unique regulatory and operational needs of Leonardo Hotels. Features such as compliance with local e-signature laws and seamless integration with existing property management systems were crucial.

Results Achieved with Duve:

— **Increased online check-in conversion:** One of the top-performing hotels, NYX Hamburg, saw an online check-in conversion rate of 58%. This significant increase was attributed to Duve's ability to streamline guest registration and payment processes, which perfectly align with the modern concept of

the NYX Hotels brand by enhancing guest experiences even before arrival. Furthermore, Duve supports Leonardo Hotels' commitment to environmental sustainability by significantly reducing paper usage through the adoption of digital registration cards.

— **Unified guest experience through Duve's Guest App:** The integration of Duve's Guest App allowed Leonardo Hotels to offer a seamless guest experience, enabling direct room access via digital keys and providing real-time communications. This led to enhanced guest satisfaction and operational efficiencies.

— **Improved staff workflow and operational efficiency:** With the bulk of guest information collected digitally, the front desk operations were streamlined, allowing staff to focus more on guest interactions rather than administrative tasks. The integration with Duve significantly reduced the time spent on manual data entry and improved the accuracy of guest data management. Plus, Leonardo Hotels appointed a dedicated project manager to ensure that the onboarding of each hotel is conducted smoothly and effectively, with support from Duve's customer success team. Overall, guests appreciate the faster check-in process that eliminates unnecessary paperwork, contributing to a more satisfying and efficient guest experience.

Alexandra Taukchi, IT/Accounting Manager, Leonardo Hotels:

> *"To streamline operations and enhance guest experiences across our diverse portfolio, we needed a robust, flexible technology solution. Duve not only met our needs but exceeded our expectations with its capability to integrate seamlessly into our existing systems and adapt to local regulations. The digital transformation led by Duve has not only optimized our operations but also significantly uplifted our guest engagement metrics. Moving forward, we're excited to explore further integration of Duve features, which will continue to drive innovation and efficiency at Leonardo Hotels."*

Conclusion

Leonardo Hotels' adoption of Duve transformed their approach to hospitality management across their European portfolio. The technology not only enhanced guest satisfaction by streamlining operations but also provided the flexibility needed to adapt to local regulations and practices. Leonardo Hotels rolled out Duve across 2-3 new hotels weekly, demonstrating the scalability of the solution. Duve's flexible platform allowed for incremental enhancements and adaptations based on specific hotel needs and guest feedback. This case study serves as a testament to Duve's impact on large hotel chains, showcasing a clear rollout plan and significant improvements in operational efficiency and guest engagement.
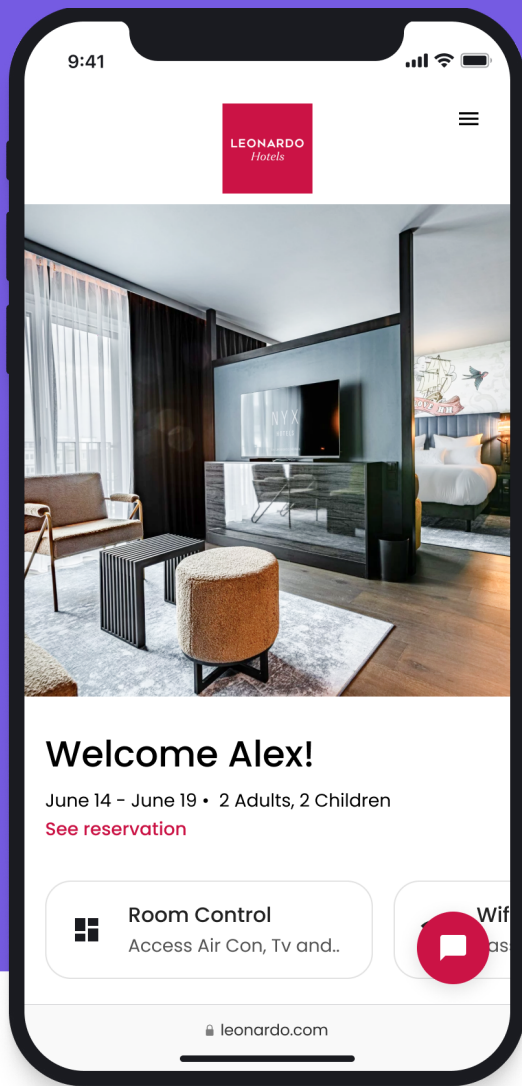
About Duve

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 Leonardo

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June 14 - June 19 • 2 Adults, 2 Children

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leonardo.com

- Online check-in
- Upsells
- Guest app
- Scheduled messages
- Communication hub
- Check-out
- Digital spots

Don't settle for less. Get Duve Now!

With Duve's online check-in, over 73% of guests complete the check-in process before arrival – leaving your staff time to give each guest a truly personal experience.

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