



How Duve and Igloohome join forces to streamline check-ins and guest experiences for OYO.

[OYO](#) is a global platform that empowers hotels and homes by providing full-stack technology products and services to increase revenue and ease operations; bringing easy-to-book, affordable, and trusted accommodation to customers around the world. OYO offers 40+ integrated products and solutions to patrons who operate over 175K hotel and home storefronts in more than 35 countries including India, Europe and Southeast Asia.

In the UK the company offers a range of leased and franchised hotels and homes. With properties varying from small units to large-scale accommodations, OYO's primary goal is to offer an end-to-end solution for its partners, helping them focus on providing seamless guest experiences while minimizing the administrative workload. OYO's UK network comprises over 200 hotels across more than 65 cities, with London, Birmingham, Torquay, Great Yarmouth, and Manchester as its top markets.

To further streamline the check-in process and boost operational efficiency, OYO partnered with Duve and Igloohome to implement a fully automated self-check-in solution. This case study dives into the integration of Igloohome and Duve, examining its positive impact on OYO's operations and the resulting benefits for both guests and hotel partners.





Key Challenges

- **Manual check-in processes:**

OYO partners' existing check-in process was heavily reliant on a manned desk, with staff calling guests to confirm check-in prior to arrival. There was no centralized way to manage guest communications across multiple platforms, making it difficult for hotel operators to maintain a seamless flow of information and communicate with guests on a one-to-one basis other than calls.

- **Outdated room access methods:**

Before the integration, 99% of OYO properties did not use digital locks, relying on physical keys. This resulted in time-consuming key replacements, security risks, and additional operational costs. The process was manual, which created inefficiencies and operational challenges for OYO's partners.

- **Difficulties managing cross-channel communications:**

Operators had to juggle communication across multiple systems (OTAs, direct bookings, etc.), causing delays and inconsistencies in guest interactions and information provided.



Solution

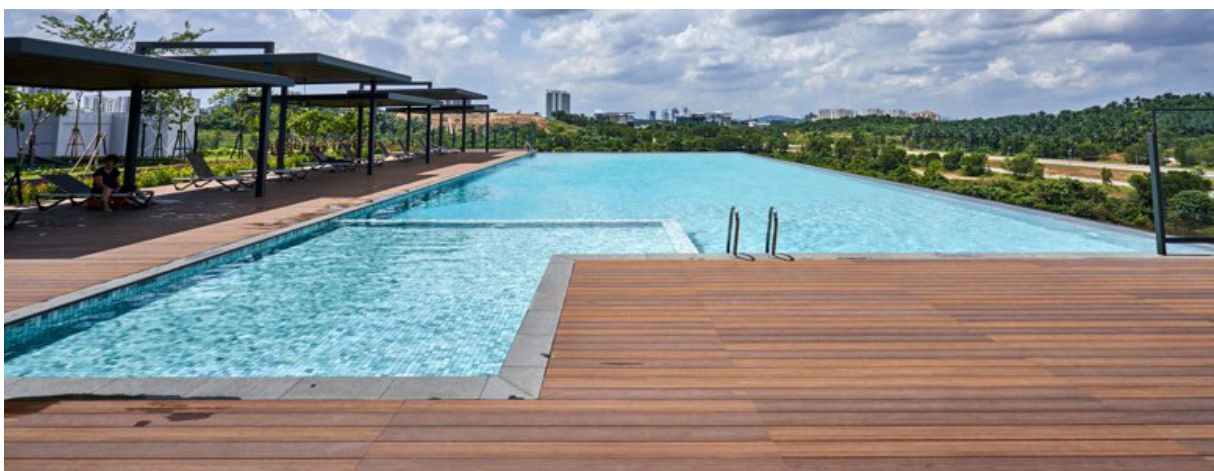
By integrating Duve's guest experience platform with Igloohome's digital lock technology, OYO was able to streamline its check-in process and entire guest experience across its properties. Duve enabled centralized guest communications, allowing operators to communicate directly with guests via a single platform, regardless of the booking channel. Igloohome's access codes, triggered by valid guest information and credit card details, provided a secure, automated solution for room access. The integration eliminated the need for manual key repl.

Results:

- **Streamlined check-in process:** With Duve's automated messaging capabilities, OYO guests now receive room access codes from Igloohome instantly based on predefined triggers. For example, once guests complete the required pre-arrival formalities in Duve's online check-in, such as providing valid credit card details, Duve sends a scheduled message with

the Igloohome-generated access code. This automation has significantly reduced staff workloads, freeing up time for more meaningful guest interactions instead of managing keys or making manual check-in calls. The entire process is seamless, ensuring that guests can enter their rooms without delays or complications.

- **Enhanced operational efficiency:** Igloohome's digital locks, implemented across multiple properties and over 670 rooms, provide a safer and more efficient room access solution. These Igloohome locks comply with fire safety regulations and eliminate the need for physical keys, minimizing security risks and the operational hassle of replacing lost keys. Moreover, lockboxes are being explored for properties with existing locks, offering further flexibility. The integration between Duve and Igloohome ensures that access codes are automatically generated based on the guest's provided arrival time and valid through their stay. If the guest's ETA changes or a late checkout is requested, the system automatically updates the access hours, providing both operational flexibility and an elevated guest experience.
- **Improved guest satisfaction:** The Igloohome x Duve integration has dramatically improved the guest experience at OYO properties. Guests now enjoy a seamless, stress-free check-in process with real-time communication throughout their stay. OYO partners have reported increased guest satisfaction, citing better communication and more positive feedback from guests. By streamlining check-ins and enhancing communication, the integration has uplifted the overall guest experience, leaving guests more satisfied and confident in their stay.





Fabian Vaughan, Head Of Key Account Management UK at OYO Rooms shares:

“The integration with Duvé and Igloohome has completely transformed the way we manage guest experiences. Our partners now have more time to focus on delivering exceptional service, while our guests benefit from a seamless, secure and hassle-free check-in process. Using Duvé and Igloohome gives us a level of flexibility that we didn’t have before. We can confidently say we now offer a comprehensive, end-to-end solution that not only helps simplifying operations but also enhances the support we provide to our partners.”



Conclusion

The collaboration between OYO, Duve and Igloohome, has significantly improved OYO's operational efficiency and enhanced the guest experience. By automating the check-in process and centralizing communication, OYO has been able to facilitate reducing administrative tasks and focus on delivering a seamless experience for guests.





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.

igloohome products used by OYO

Rim Lock

For wooden doors



Keybox 3

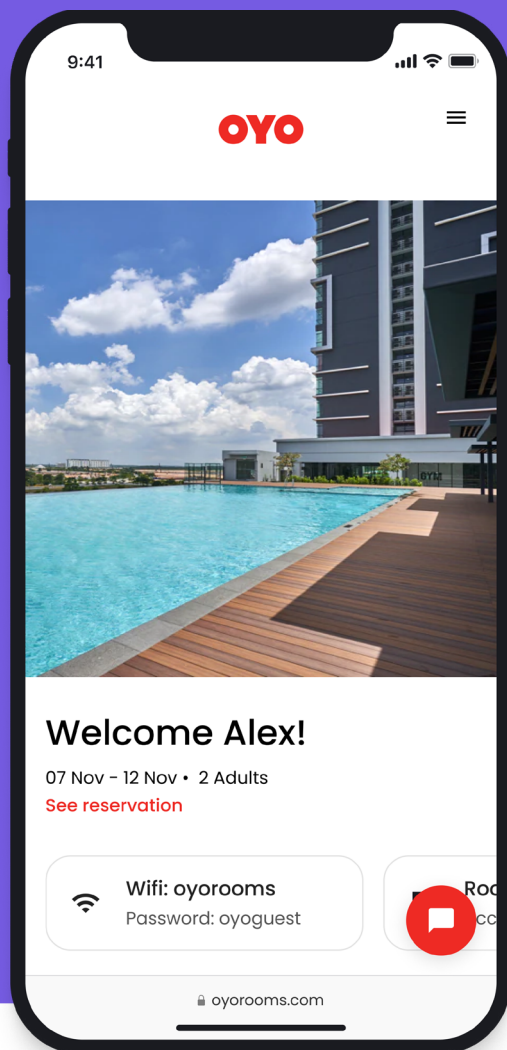
The smart lock box for
hassle-free key handovers



Smart Access Technology That Just Works.

Anytime. Anywhere.

Duve products used by OYO



- ✓ Online check-in
- ✓ Guest app
- ✓ Scheduled messages
- ✓ Communication hub
- ✓ Upsells
- ✓ Access code integration
- ✓ Digital check-out
- ✓ 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](#)

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