



Duve

How Edgar Suites Leverages DuveAI to Automate 80% of Guest Inquiries and Deliver a Seamless Reception-Free Experience.

Highlights

80% of guests complete online check-in

enabling Edgar Suites to collect crucial contact details and streamline arrivals..

AI-powered communication handles 80% of guest inquiries

significantly reducing staff workload.

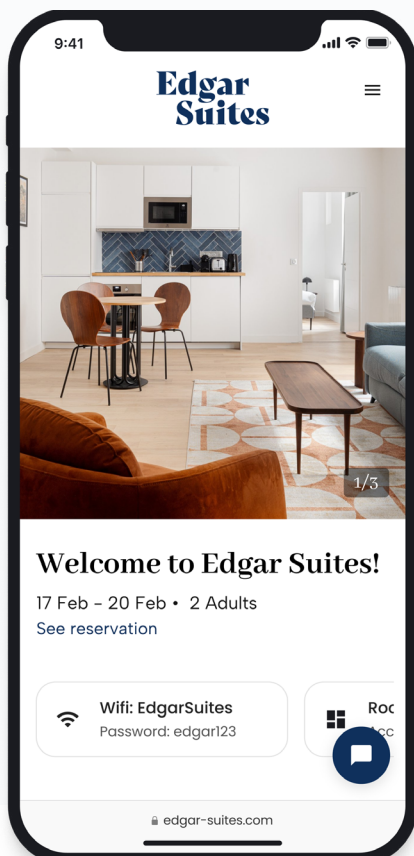
With over six Guest App sessions per reservation

the app significantly reduces incoming calls to digital reception, serving as a direct communication channel that enhances guest satisfaction and operational efficiency.

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DuveAI has transformed guest communications at Edgar Suites.



Claire Vatin,
Responsible for Guest Satisfaction, Edgar Suites



Modules Used

- ✓ Online check-in (pre-check-in form)
- ✓ Guest app
- ✓ Communication Hub (Whatsapp, SMS, email)
- ✓ Generative AI Agents
- ✓ Smart lock, Access codes (SAG)
- ✓ Scheduled messages
- ✓ Digital spots (QR codes)

Introduction

Edgar Suites is a leading vacation rental and aparthotel brand, operating 415 properties under 20 different brands across major European cities. As a digital-first hospitality provider with no on-site reception, Edgar Suites needed a robust and scalable solution to manage guest communication, streamline check-ins, and enhance the guest experience. After struggling with their previous solution they had in place, Edgar Suites turned to Duve to centralize operations and elevate guest interactions.

**Edgar
Suites**



Challenges

1

Handling Communications Across Multiple Channels:

Edgar Suites previously used a different guest messaging solution but found it inflexible. The platform lacked integration with Airbnb and Booking.com chats, had no AI-driven automation, and didn't support upselling opportunities. Managing messages manually across various platforms was time-consuming and inefficient.

2

Manual Guest Check-In & Key Code Distribution:

With no physical reception, Edgar Suites needed a fully automated system for check-in instructions and digital key distribution. Previously, staff had to manually send access codes, leading to operational delays and inefficiencies.

3

Ensuring Guests Have All Necessary Information:

Without an on-site reception, Edgar Suites had to ensure that guests could access all relevant information on demand. The digital reception team was overwhelmed with repetitive inquiries, highlighting the need for self-service solutions to reduce response times and improve efficiency.



The Solution

Duve's Advanced Guest Experience Suite enabled Edgar Suites to centralize communication, automate key processes, and enhance operational efficiency. With AI-driven automation, online check-in, and a unified messaging system, Edgar Suites improved guest interactions while freeing staff to focus on higher-value tasks. Duve's Guest App also played a crucial role, providing guests with essential information and increasing their autonomy. As a result, Edgar Suites saw a significant drop in incoming messages.



Results Achieved with Duve

— 80% Online Check-In Completion – Enabling Direct Guest Engagement and a Seamless Arrival Experience:

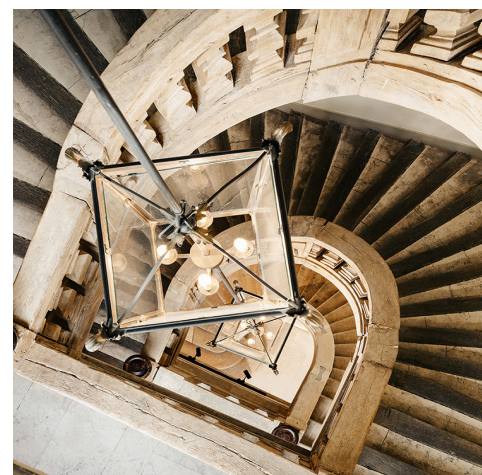
By implementing Duve’s online check-in, Edgar Suites captures guest emails and phone numbers for over 80% of bookings, enabling direct communication. Leveraging Duve’s integration with SAG locks, Edgar Suites automatically distributes room key information to guests. By automating key delivery through smart scheduled messages upon check-in completion, they eliminate arrival delays, ensuring a smooth, hassle-free experience.

— Over 80% of Guest Inquiries Automated with Duve’s Generative AI Agents:

Edgar Suites has streamlined guest communications by consolidating inquiries from multiple channels—including WhatsApp, Airbnb, Booking.com, and email—into Duve’s Communication Hub, enabling faster, more efficient responses.

By integrating DuveAI across its three largest brands, Edgar Suites has automated over 80% of guest inquiries, significantly reducing response times and boosting efficiency. DuveAI seamlessly handles FAQs and routine requests, allowing staff to focus on complex cases requiring human attention, such as invoice requests and booking modifications.

To maintain a consistent guest experience, Edgar Suites has trained DuveAI to align with its brand voice and communication style. The AI Agents are especially valuable during peak morning hours, when staff are catching up on tasks. With plans to expand DuveAI across all 17 remaining brands by February, Edgar Suites expects even greater efficiency gains.



Results Achieved with Duve

— Over 6 Guest App Sessions Per Reservation – Transforming Communication & Enhancing Efficiency:

The Duve Guest App provides instant access to essential information, such as appliance instructions and local recommendations, reducing repetitive inquiries and the need for direct support. With guests engaging in over six sessions per reservation, the app has evolved into a primary communication channel, dramatically reducing calls to digital reception while fostering seamless interactions throughout the guest journey.





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DuveAI has transformed guest communications at Edgar Suites. With AI seamlessly handling over 80% of inquiries across WhatsApp, Airbnb, Booking.com, and SMS, we've significantly reduced response times while empowering our team to focus on complex interactions. DuveAI's ability to deliver automated yet personalized, brand-aligned responses has been a true game-changer for us.

—Claire Vatin,
Responsible for Guest Satisfaction, Edgar Suites



Conclusion

By implementing Duve, Edgar Suites has successfully digitized its guest engagement strategy, streamlined check-in and communication processes, and enhanced overall guest satisfaction. As they continue expanding DuveAI across all brands, Edgar Suites is well-positioned to scale its operations efficiently while maintaining a high level of service.



About Duve

Duve is redefining the way guests experience hospitality with its fully personalized Guest Experience Suite. By tailoring every aspect of the guest journey, Duve empowers hospitality businesses with a solution that crafts memorable guest experiences. Seamlessly combining automation with a personal touch, Duve helps hoteliers streamline operations, save time, enhance guest satisfaction, and unlock new revenue opportunities—all while keeping their brand at the forefront.

Trusted by thousands of hotels and vacation rentals worldwide, Duve enables hospitality businesses to personalize interactions, anticipate guest needs, and exceed expectations across the guest journey.



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