



Duve

How ULIV Improved Guest Experiences and Achieved \$20K Monthly Upsell Revenue with Duve.

Highlights

\$20,000+ Monthly Upsell Revenue

From offerings like early check-in, late check-out, massages, and more. ULIV consistently meets its goal of at least one upsell order per unit, per month.

86% Online Check-in Rate

Exceeding their 85% KPI target, streamlining operations and boosting guest satisfaction.

4.8 Guest App Sessions Per Reservation

Far surpassing the goal of four sessions, with guests using the app for tours, Wi-Fi details, housekeeping, massages, local recommendations, parking info, and more.

1,460 Hours Saved Monthly

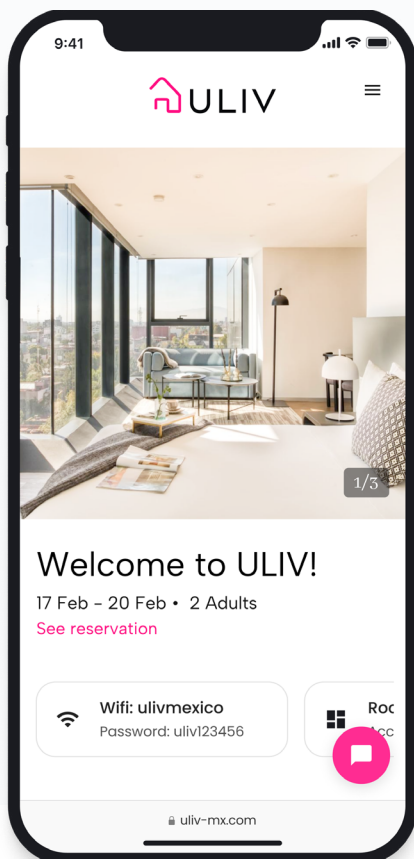
By automating communications and online check-out, ULIV optimized staff workflows and improved operational efficiency.



For our property managers, it's a lifesaver—it simplifies day-to-day tasks and helps them stay organized. Guests love the seamless experience, and we love how easy it is to engage with them through their preferred channels, like WhatsApp and SMS."



Alan Ilitzky,
Content Manager at ULIV



Modules Used

- ✓ Online check-in
- ✓ Smart upsells
- ✓ Guest app
- ✓ Scheduled pre-arrival messages
- ✓ Communication Hub
(Whatsapp - Branded Number, SMS, email)
- ✓ Digital spots (QR codes)
- ✓ Online check-out

Introduction

ULIV, a leading vacation rental company in Mexico, operates over 850 units across 23 buildings. Focused on delivering seamless and memorable stays, ULIV partnered with Duve to enhance guest satisfaction, streamline operations, and unlock new revenue opportunities.



Challenges

1

Maximizing Upsell Potential:

Prior to Duve, ULIV was using an alternative solution for pre-check-ins for their guests. They were not performing any automated upselling and quickly realized the potential of upselling prior to arrival as well as mid-stay, and began searching for a tool that would help them do so. They realized they were missing opportunities to generate additional revenue and improve guest experiences by not offering services like massages, early check-in, late check-out, and room upgrades.

2

Streamlining Guest Check-ins and Arrivals:

With many properties operating without a reception, ULIV needed an efficient way to ensure guests completed check-in steps to access their apartments. Their previous solution only achieved a 50% online check-in rate, creating bottlenecks and delays.

3

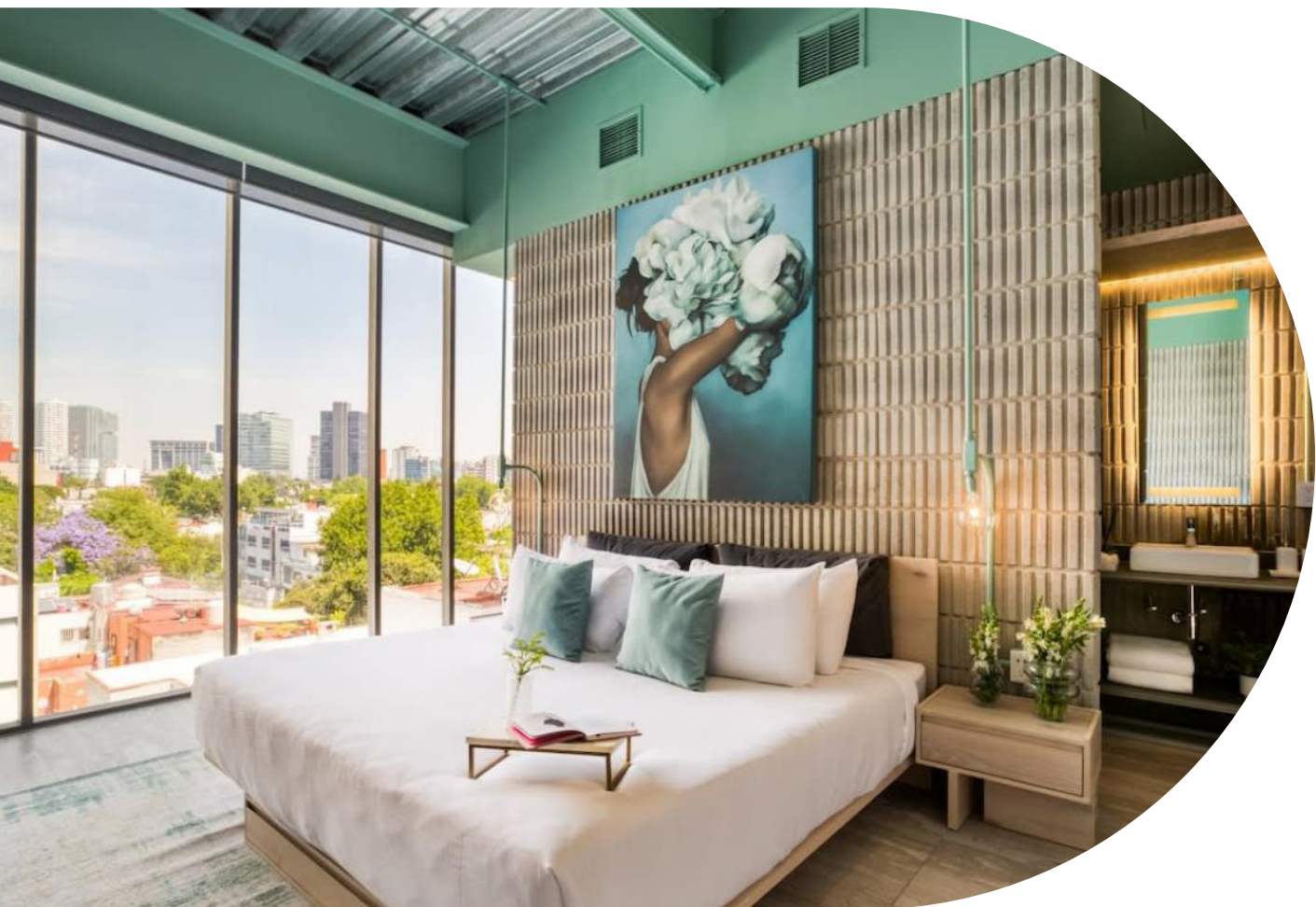
Streamlining Guest Communications:

ULIV used multiple tools for guest communications, leading to inefficiencies and slower response times. They sought a unified hub to centralize guest engagement across multiple communication channels.



The Solution

Duve's Guest Experience Suite provided ULIV with the tools to automate processes, personalize interactions, and improve guest experiences. By leveraging modules like Online Check-in, Smart Upsells, and the Communication Hub, ULIV transformed their operations and guest journeys.



Results Achieved with Duve

— \$20,000+ Monthly Upsell Revenue:

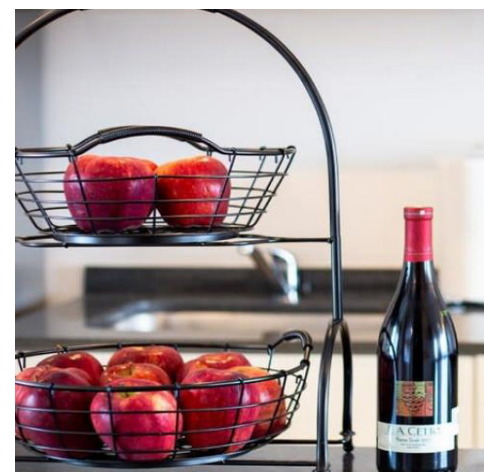
ULIV used Duve to embed upsell offerings directly in confirmation emails and pre-arrival messages, promoting services like early check-in, massages, pet fees, room upgrades, and late checkouts. They also placed QR codes in property lobbies, which direct guests to the Guest App for add-on purchases, local recommendations and other important information for the guests' stays. This strategic approach not only boosted ancillary revenue to over \$20,000 per month but also drove consistent month-over-month growth while improving guest satisfaction.

— 86% Online Check-in Rate:

With Duve's automated pre-check-in reminders, ULIV ensured that an average of 86% of guests complete the process before arrival, surpassing their KPI of 85% check-in rates. Guests appreciated the convenience, while staff used Duve's dashboard to monitor check-in statuses in real time, ensuring a smooth arrival experience. Additionally, with Duve's smart scheduled messaging capabilities, ULIV was able to automatically send access codes to guests upon check-in completion, further streamlining the arrival process.

— 1,460 Hours Saved Monthly:

By automating communications, check-in, and check-out processes, ULIV significantly reduced manual workloads. Tools like Duve's Communication Hub allowed them to interact with guests via WhatsApp, SMS, and email, ensuring timely communication via channels that guests are commonly using. The Guest App also became a central hub for guests to access local recommendations, arrival instructions, Wi-Fi details, and more. This level of engagement exceeded ULIV's goal of four sessions per reservation, enhancing the overall guest experience, and saving the property staff significant time.





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Duve has been a game changer for us—enhancing guest experience, generating extra revenue, and helping us provide better hospitality. It's truly a win-win solution for our property and for our guests. The automation and upselling features have transformed our operations and allowed us to focus on what matters most: our guests.

—Alan Ilitzky,
Content Manager at ULIV



Conclusion

With Duve's Guest Experience Suite, ULIV achieved operational excellence, increased guest satisfaction, and drove substantial revenue growth. By adopting modules like Online Check-in, Smart Upsells, and the Communication Hub, ULIV not only streamlined day-to-day operations but also set a new standard for vacation rental hospitality in Mexico.



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Guests love the seamless experience, and we love how easy it is to engage with them

Alan Ilitzky,
Content Manager at ULIV



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.



Don't settle for less.
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