

Frictionless Arrival enabled by a unified self-service platform

Allegro Cloud is a true omni-channel solution. Benefit from the combined power of the web, mobile applications, and self-service kiosks in one complete set of solutions enabling truly frictionless arrival and departure for hotel guests.

Self-service is all about giving the guest a choice and doesn't have to equal poor service. Allegro Cloud enables your employees to benefit from the power of a unified self-service platform to increase efficiency, level of service, and guest satisfaction.

The Microsoft Azure Cloud Computing platform powers Allegro Cloud. Cloud Computing delivers an innovative, high-performance solution and seamless integration with Allegro Cloud.

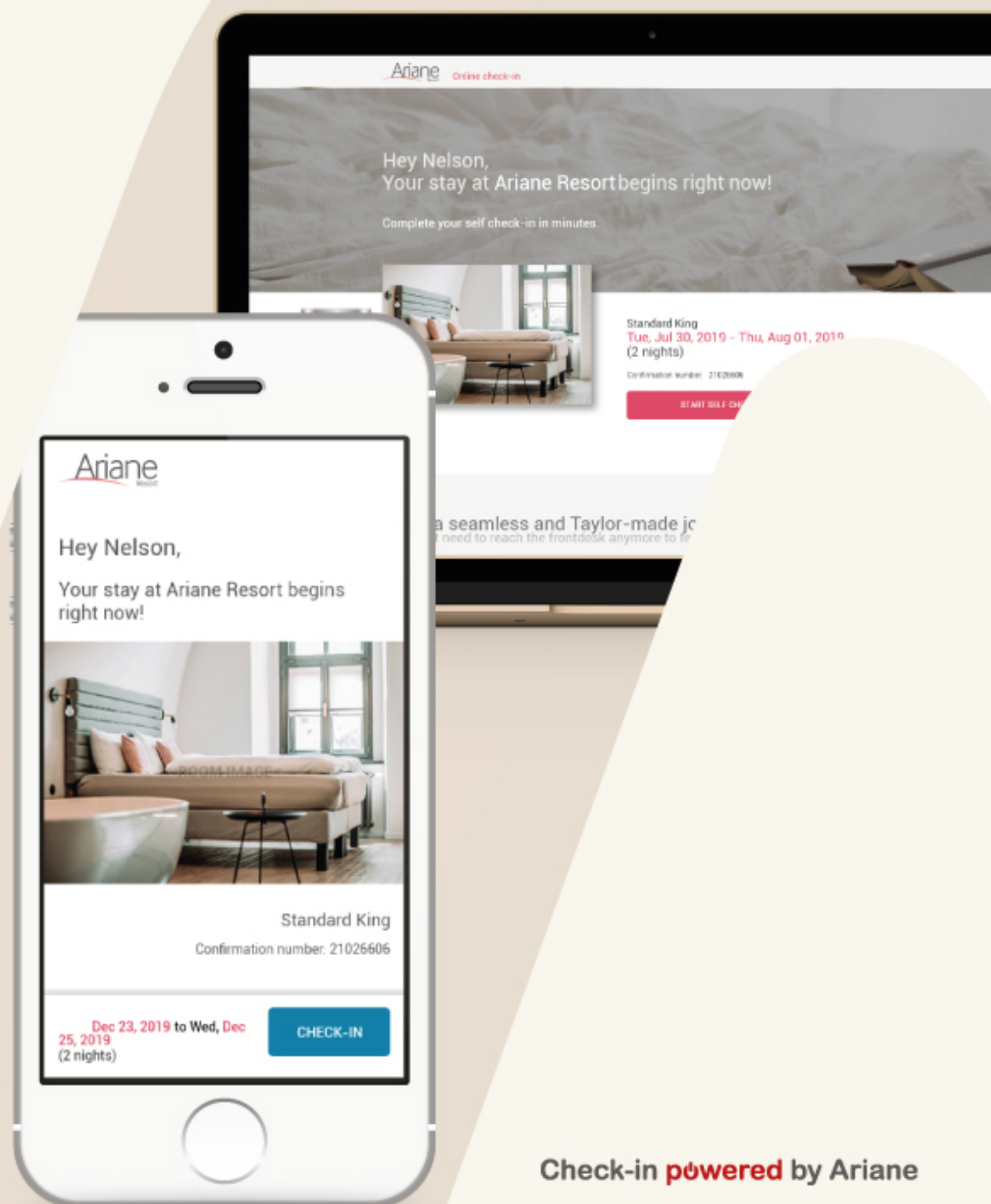
CHECK-IN

KEY PICKUP

INHOUSE SERVICES

CHECK-OUT

UNIFIED BACKOFFICE WITH
DASHBOARD, MONITORING
AND STATISTICS



Check-in **powered** by Ariane

Check-in

Arriving guests with reservations can complete check-in and grab their key in a few simple steps. Check-in includes multiple methods for reservation lookup, registration card, credit card payment, automatic room assignment, and fully automatic key encoding.

Enhance security and compliance by adding guest signature and ID or passport scanning. Improve your return of investment by offering early check-in, late check-out, room upgrades and other upsells.

Key Pickup

Check-in can be made even easier by adding mobile check-in. Guests connect to the mobile check-in service and complete their check-in even before arriving at the hotel. A pickup code is sent by SMS and e-mail once the room is assigned and ready. The room key can be created in less than 17 seconds after scanning a QR code on any of our kiosks or keycard dispensers.

Frictionless arrival delivered!



Walk-In

Not all guests have a reservation. Our walk-in functionality makes it easy to choose an available room matching your needs and complete the check-in in one easy process.

Allegro Queuing

Every guest interaction is "backed-up" by the powerful Allegro Queuing System. The advanced queuing system is integrated with the PMS and handles "exemptions" that would normally result in a failed guest interaction.

Exemptions include when no room is available on arrival, staff override and direct billing preventing Allegro from completing automatic check-out. The queuing system is designed to reassure the guest and give the sense of a successful self-service interaction.

Inhouse

Inhouse guests can use the kiosk to get additional keys for their room, or new keys if the previously issued are lost.

Check-out

Departing guests can easily review invoices, update business address, pay and complete check-out in a few simple steps. Check-out includes the option to review invoices, update business address and complete payment using either card on file or a new credit card. Check-out is fully automatic and keeps your PMS up to date. Get ahead of the cleaning schedule with real-time reports for housekeeping on vacant and dirty rooms.

ARIANE AT A GLANCE

World leader in self-service solutions for the hotel industry

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More than 100 available interfaces (PMS, locks, payment systems)

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info@ariane.com
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