



dotHospitality

for Guest Relationship Management

Microsoft Dynamics 365

Your **current** situation

Staff members' mental focus is on the software. The Guest is annoyed and alienated.

Guests' details are all in silos and data management is technical.

Guest Services do not have the right history and information to efficiently react in guest requests.

Your **Marketing processes are fragmented**, and so are your **Sales processes**.

Rooms Sales operations and MICE, Group and Corporate Sales staff are **in 2 separate worlds**.



Post-**dotHospitality** Era

Colleagues **focus on Guest interactions**. The Guest is pleased and engaged.



You have a **Single Guest 360° Degree View**, with comprehensive all-around details from all systems.



Guest Services react instantaneously and even proact with **clear Guest background and preferences**.



You have a **clear and streamlined Marketing to Sales** management process.



B2C clients can also be B2B clients, and vice versa. **Cross-sell and up-sell on all levels** is automated.

- ▶ Your IT is **paying for licenses across dozens of systems** and then working in integrating these systems.
- ▶ Each staff member needs to be able to **fulfill their role's activities and work in only 1 platform**.
- ▶ It should be easy to **plug-in AI, VR, AR, IoT and Big Data**.
- ▶ Are you in control of your **Guest Retention and Churn Rates**? How about **loyalty programs**?
- ▶ **Complexities in adding new digital channels**, Guest interaction channels, and other innovative technologies.
- ▶ Are you really and carefully listening to the **Social universe in real-time**?
- ▶ You should have role-specific **mobile and tablet apps**, all linked back to a central platform.

dotHospitality Overview



Features

Guest 360 Degree View

- Room Bookings
- Service Requests
- Complaints
- Loyalty
- Social
- Preferences
- Leisure Activities

B2B Sales

- MICE, Group & Corporate Sales
- Leads and Opportunities
- Volume Contracts
- RFPs
- Venues and Events Management
- BEOs
- Microsoft Office Native Integration

Marketing

- Personalized Campaign Automation
- Cross-Sell/Up-Sell Suggestions
- Events and Promotions
- Campaign Planning
- Social Listening
- Digital Campaigns

Guest Services

- Service Requests
- Complaints
- Housekeeping
- Surveys
- Mobile Apps

Why not **manage** all **Guest Services, Marketing & Sales** operations in **one** globally **central platform**?

Integrations



PMS



Restaurants



Spa



Call Center



Office



Website



Data Warehouse

360-Degree Guest View

Venue Scheduling

Complaints Management

About Dot.Cy

Dot.Cy is a privately-owned company established in 1999, with offices in Nicosia, Cyprus, and Dubai, UAE. Dot.Cy is one of the leading implementation partners of Dynamics 365 in the region and has been awarded the Microsoft Dynamics Regional Partner of the Year Award from Microsoft, reaffirming a position of leadership in Microsoft Dynamics 365 implementations.

Dot.Cy focuses in Dynamics 365 implementations for the Hospitality, Travel, Leisure and Tourism industries and provides a base platform for Digital Transformation initiatives in the industries of focus. The company has an ever more growing reputation of being a Hospitality, Leisure and Travel Technology consultant; not just another software house or technology vendor. We speak the language of our clients and we are combining technology, processes and business consulting into one attractive package that is unique, efficient and simple to use.

Our key differentiator is that we consult and help our clients identify their pain points, and understand what are the possible solutions to these problems and using which industry best practices and readily available tools and solutions, while leveraging the benefits of existing Microsoft technologies. This enables our clients to differentiate themselves and stand out and digitally transform their operations.



Gold Cloud Customer Relationship Management



Headquarters

Dot.Cy Developments Ltd
28th October Avenue No. 1
Engomi Business Center
Block C, Office 106
2414 Engomi, Nicosia
Cyprus

Tel: +357-22444080
Fax: +357-22444085
Email: info@dotcy.com.cy
Web: <http://www.dotcy.com.cy>



The Middle East and the Gulf

DOTCY DMCC
10th Floor, Swiss Tower, Cluster Y
Jumeirah Lakes Tower
Dubai
United Arab Emirates

Tel: +971-42789610
Email: info@dotcy.ae
Web: <http://www.dotcy.ae>