

**INPLASS**  
LET'S HOTEL

# THE NEXTGEN HOTEL MANAGEMENT SOLUTION

**GUEST**  
by  
**INPLASS**  
LET'S HOTEL

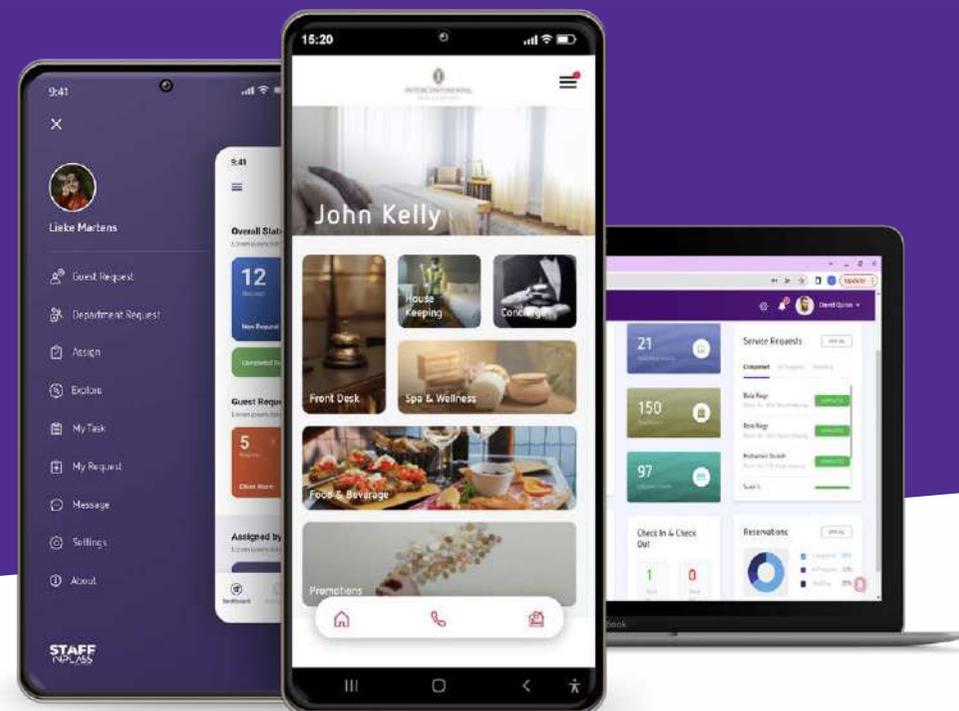
**STAFF**  
by  
**INPLASS**  
LET'S HOTEL

**HOP**  
by  
**INPLASS**  
LET'S HOTEL

# iNPLASS SOLUTION

iNPLASS Hotel Management Solution is a combination of three close-knit products for guest communication, staff coordination and hotel management. Understanding the many variations and facets of the problem in the hospitality industry is the first and most crucial tactic that should be adopted when a solution is thought upon. iNPLASS did just that.

This seamless communication platform is designed with three key components. GUESTbyiNPLASS and STAFFbyiNPLASS as their names indicate serve the respective group while the web-based application HOPbyiNPLASS caters to hotel operations and its management.



Hotel Guests can communicate in their language using the GUESTbyiNPLASS app and the staff will receive the service requests in a language they understand through the STAFFbyiNPLASS app. The management can happily follow up on guest entertainment and staff performance through the HOPbyiNPLASS portal.



## HOW IT WORKS

One integrated platform for three industry-oriented solutions, iNPLASS promises easy navigation, hassle free communication, faster response time, among many features. A very clear user interface, most user-friendly features and information galore on your fingertips, our apps are easy to navigate, use and get the desired result.



GUESTbyINPLASS focuses on simplifying communication routines in hotels. Be it the guest trying to connect to the reception, order food, request minibar refilling, laundry pick up or even for the valet parking.

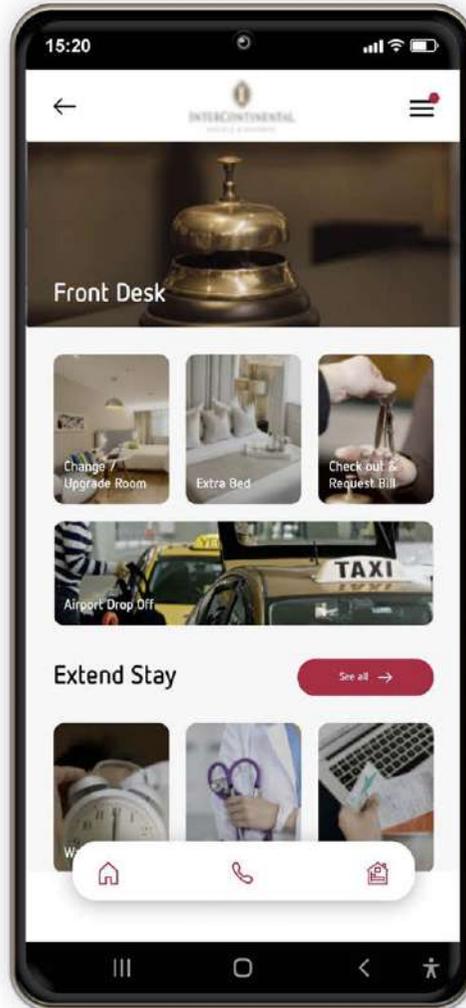
GUESTbyINPLASS is designed to ease out the communication barriers by enabling options for the guest to express his requirements in his own language. Irrespective of the language the request is made, the hotel staff receives the message in a language he/she understands, completing a full successful circle that ensures total guest satisfaction and hassle-free service by the hotel staff.

The logo for GUEST by INPLASS LET'S HOTEL is centered within a large, light gray circle that has a white border. The word "GUEST" is in a bold, dark blue font with a small orange triangle above the letter 'E'. Below it, "INPLASS" is in a similar dark blue font, with a small orange triangle above the letter 'I'. To the right of "INPLASS" is the word "by" in a smaller, dark blue font. Below "INPLASS" is the phrase "LET'S HOTEL" in a smaller, dark blue font.

**GUEST** by  
**INPLASS**  
LET'S HOTEL

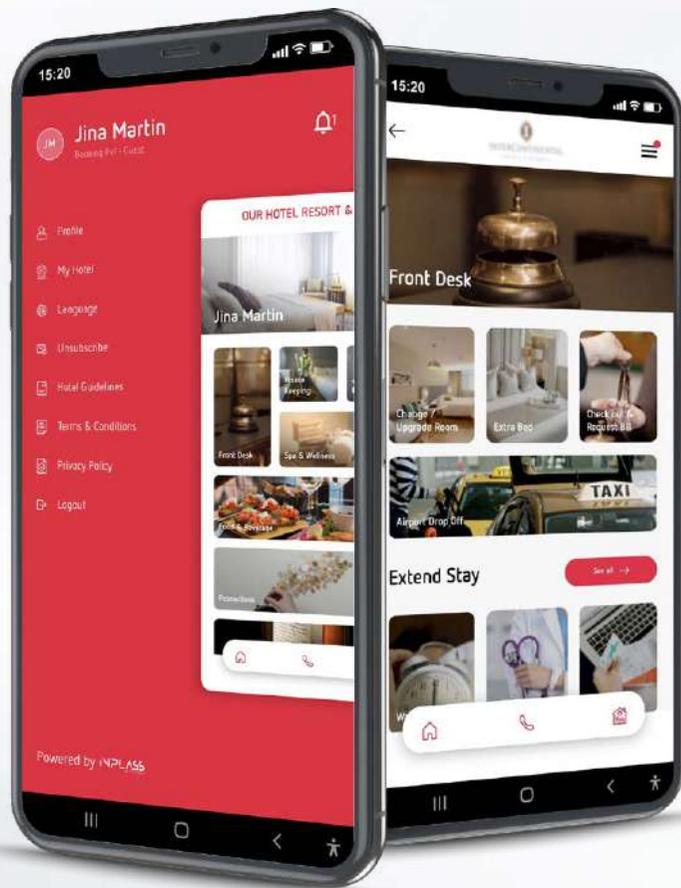
# Features

- Multi-lingual HYBRID APP** 
- Hotel branded App** 
- Artistic Designs / Cool to Engage** 
- No more downloads. Just pin in home screen** 
- Easy Login options** 
- Digital Hotel Directory** 
- Interactive multilingual Food menu** 
- Zero dependency on telephone calls** 



-  **Automated direct access to the duty staff**
-  **Push Notifications on the progress of all service requests**
-  **Movie / cab / events booking**
-  **City Transport / Train / Metro information and ticket booking**
-  **City Tour guides and booking**
-  **Loyalty incentives**
-  **Promotions and offers**
-  **Guest Feedback**

 **Social media**



## Benefits

- ▶ No language barriers - INPLASS speaks your language
- ▶ Guests promote hotel brand
- ▶ Auto Check-in minimizes workload of the front office
- ▶ Enhances Guest experience
- ▶ Increases hotel revenue
- ▶ Minimizes telephone calls
- ▶ Contactless guest journey and increased safety
- ▶ All hotel information on guests' fingertips in the app
- ▶ Stay informed about hotel's special offers and events
- ▶ Keep in touch with the hotel staff even if the guest is outside the hotel
- ▶ Guest loyalty programs
- ▶ Guest privacy
- ▶ Gather Guest Feedback

STAFFbyINPLASS is innovation in interdepartmental communications in the hospitality industry. This novel idea serves as collaboration tool connecting all departments in the hotel as well as the guests with hotel staff directly, who is on duty of the particular department that is assigned for the task. STAFFbyINPLASS helps hotel staff to receive any guest requests directly to them even if they're not in their seats or not even in the hotel premises. The request directly reaches the duty staff's mobile notification bar.



STAFFbyINPLASS app ensures flawless distribution of guest requests to the right department and helps track the progress of the requirement. It applies escalation matrix to all such assignments and alerts the higher officials/department heads if a request is not completed in the time frame allotted. The STAFF by INPLASS App enables not just tracking, fixing loopholes but also helps manage and execute guest requests and other inter-department requests with greater efficiency and transparency.

# Features



**Hotel branded Staff Application** 

**Available on both Android / iOS** 

**Well defined access protocol which allows department-wise staff access** 

**Off-site access enables staff to act upon guest requests even if they are out side the hotel** 

**Option to make inter/intra departmental requests related to guest** 

**Option to make requests on behalf of Guest** 

**Work allocation option for Managers/Supervisors so they can assign/reassign a task to team members** 

**Enables to configure escalation hierarchy and process flow** 

**Generates Push Notifications to alert on requests and their progress** 

**Chat options available with anyone who's a registered staff.** 

**Clean UI and user-friendly** 

**Quick Access to Guest Request** 

**Staff Collaboration** 

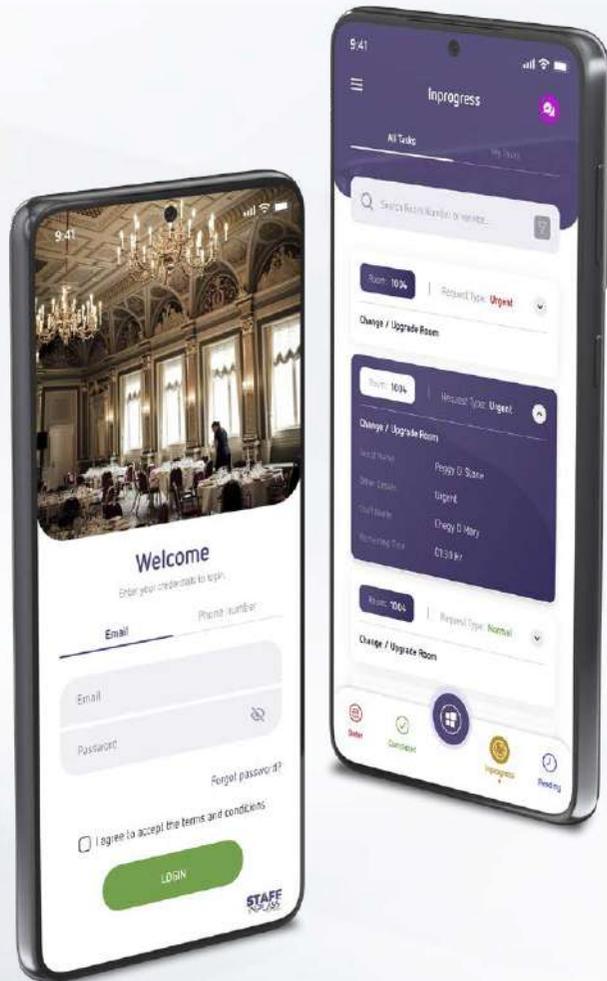
**Allocate, Monitor & Evaluate** 

 **Inter/Intra Departmental Communication**

 **Chat, Share Files, Voice & Video**

 **Announcement Board**

 **Task Timeline & Escalation Matrix**



## Benefits

- ▶ Digitizing all hotel communications and operations
- ▶ Quick task management
- ▶ Staff / Group chat box Enable & encourage team work and better output from the staff
- ▶ Get full visibility into your hotel operations
- ▶ Real time receipt of service requests from rooms
- ▶ Department managers/supervisor can assign, allocate and supervise tasks and they can take subsequent action on each request
- ▶ Escalation notifications to alert the manager/supervisor for every task that is not completed in time
- ▶ Improve staff efficiency
- ▶ Optimize the resources
- ▶ Staff will be better armed with useful tools to control work and as a result improve their work efficiency
- ▶ Gather & Monitor Staff Performance
- ▶ Quick response to Guest requests
- ▶ Plug Communication Gap between Guest & Hotel Staff
- ▶ Improve staff and department efficiency
- ▶ Easy Inter / Inter Departmental Request Tracking



HOP by iNPLASS, the backbone of iNPLASS solution is a cloud-based web application that integrates the guest and staff apps in an interactive portal. It tracks the Guest requests closely and monitors progress of the service by staff. HOPbyiNPLASS has built-in service scheduler to escalate pending / overdue guest requests and triggers push notifications and alerts the higher-level officials. The application provides the Hotel Management with data to assess their staff performance and to take appropriate action. Being in the loop here helps the management ensure smooth operation of the hotel and that quality service is delivered to the Hotel Guest on-time, every time.



# Features



**Department wise access for Hotel Staff**



**Staff can view All Guest Request and take necessary actions**



**Can add promotions and offers**



**Collaboration Platform for Hotel Staff**



**Cloud based solution**



**Easy setup and deployment**



**Sustainability**



**Clean UI and user-friendly**



**Staff Performance monitoring**



**Informative Dashboards**



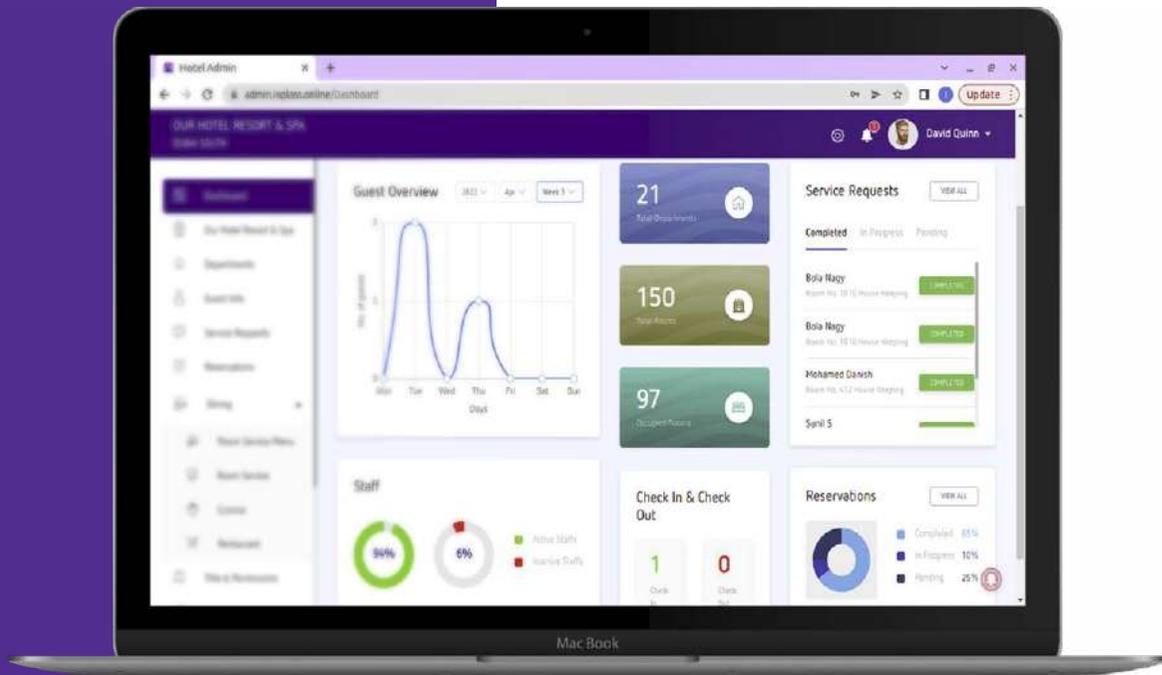
**Quick Overview of Guest Requests**



**Setup Staff Access Privileges**



**Escalation Matrix**





## Benefits

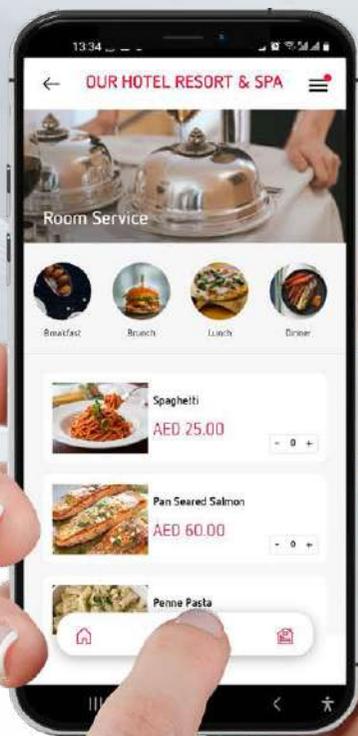


- ▶ Simplifies hotel communication technology
- ▶ Streamline Hotel operations
- ▶ Reporting Tools for Top Management
- ▶ Multi property management options
- ▶ KPI and reports
- ▶ Preventive maintenance reports
- ▶ Promotions and offers to boost sales
- ▶ HR Efficiency
- ▶ Saves Printing Cost
- ▶ Saves Draining Revenue
- ▶ Resources Management
- ▶ Digitizing the Hotel
- ▶ Drive customer acquisition/retention
- ▶ Minimize Housekeeping issues
- ▶ Cost effective Hotel Promotions
- ▶ Full Audit of staff, Departments & multiple

# DIGITAL INTERACTIVE ROOM SERVICE MENU

Guest can view Room Service Menu in their preferred language and order through a Multilingual interactive Digital menu. All the room service orders are directly delivered to the kitchen or the F&B dept. The hotel has total control over the menu, pricing and the offers. The hotel can completely skip printed menus and rely on NextGen iNPLASS ROOM SERVICE. Unlike printed menu, there are no restrictions or costs to update the menu any time. Saving printing cost is an additional benefit.

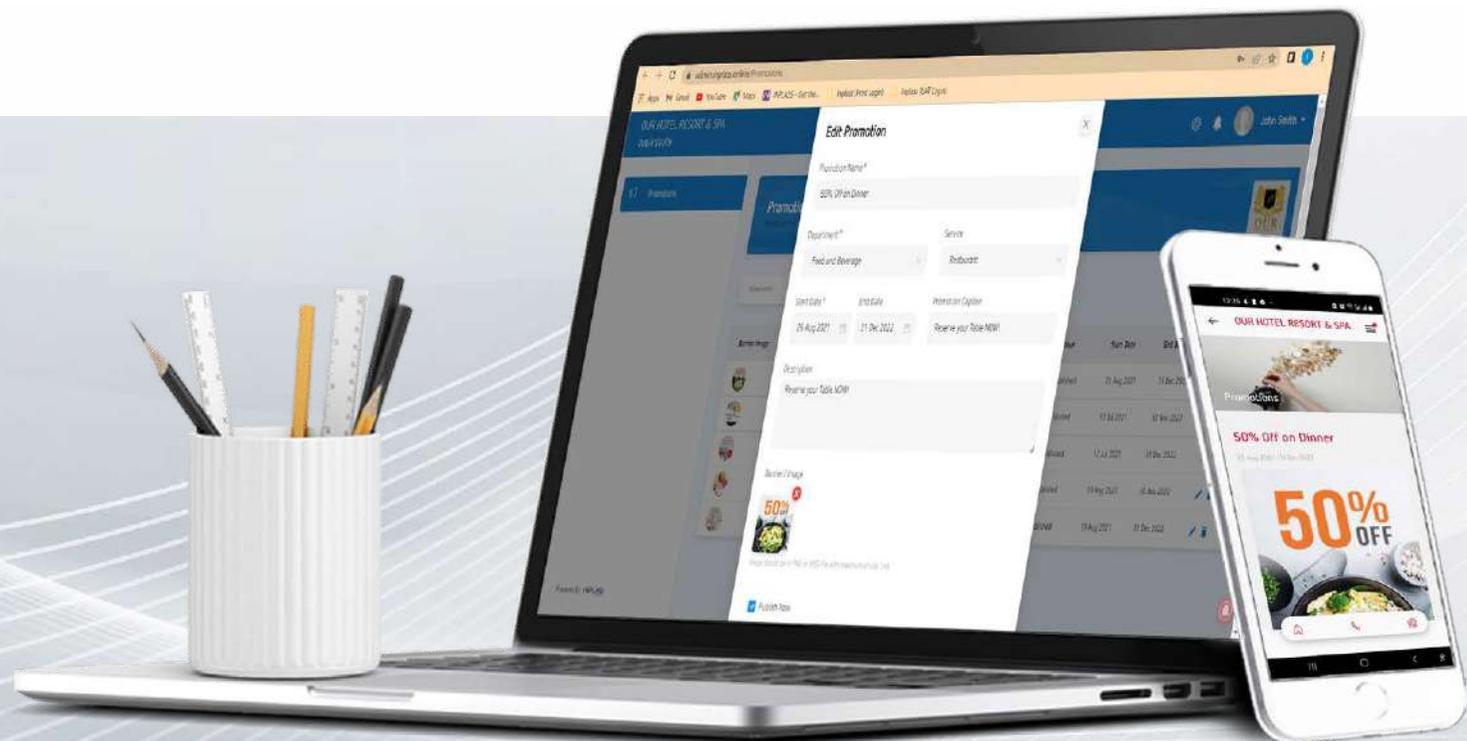
The guest has options to view the restaurants' menu and even to reserve a table at the restaurant outlets.



# PROMOTIONS & OFFERS

Hotel can Publish any Hotel / outlets' Promotions or events to the checked in guests.

Hotel has the option to pre schedule the time or classify of promotion and publish it live on the event time. All Checked-in Guests receive a Push Notifications on published Promotions. This assures the best guest engagement, upselling and cross-selling hotel outlets.



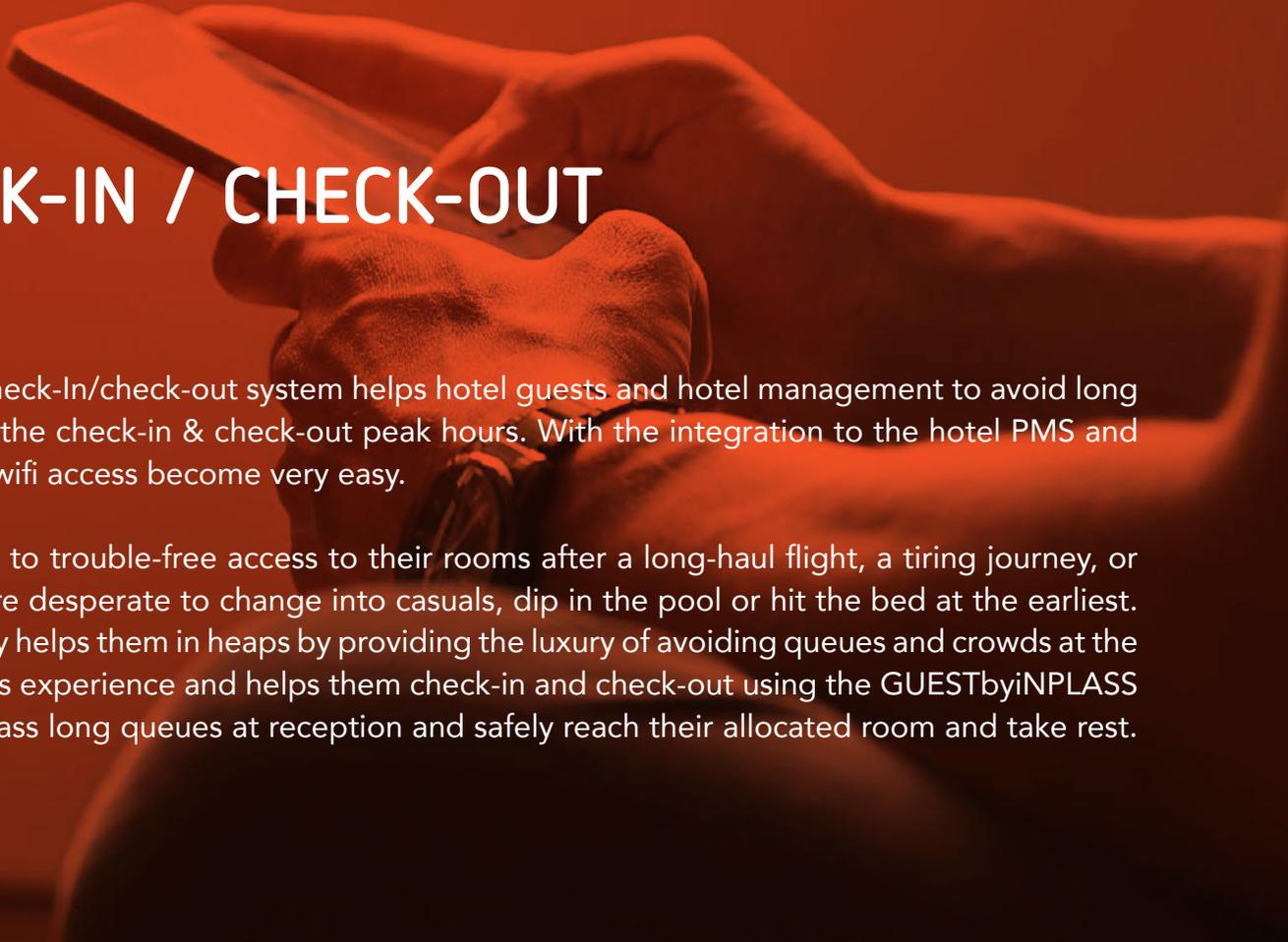


# MOBILE CHECK-IN / CHECK-OUT

(COMING SOON)

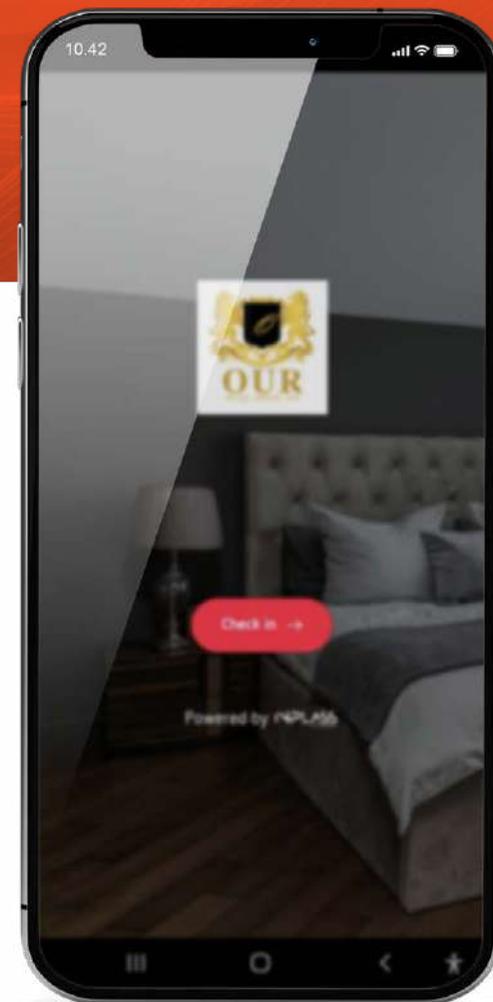
iNPLASS' automated Mobile Check-In/check-out system helps hotel guests and hotel management to avoid long queue at the front desk during the check-in & check-out peak hours. With the integration to the hotel PMS and HSI, processes of check-in and wifi access become very easy.

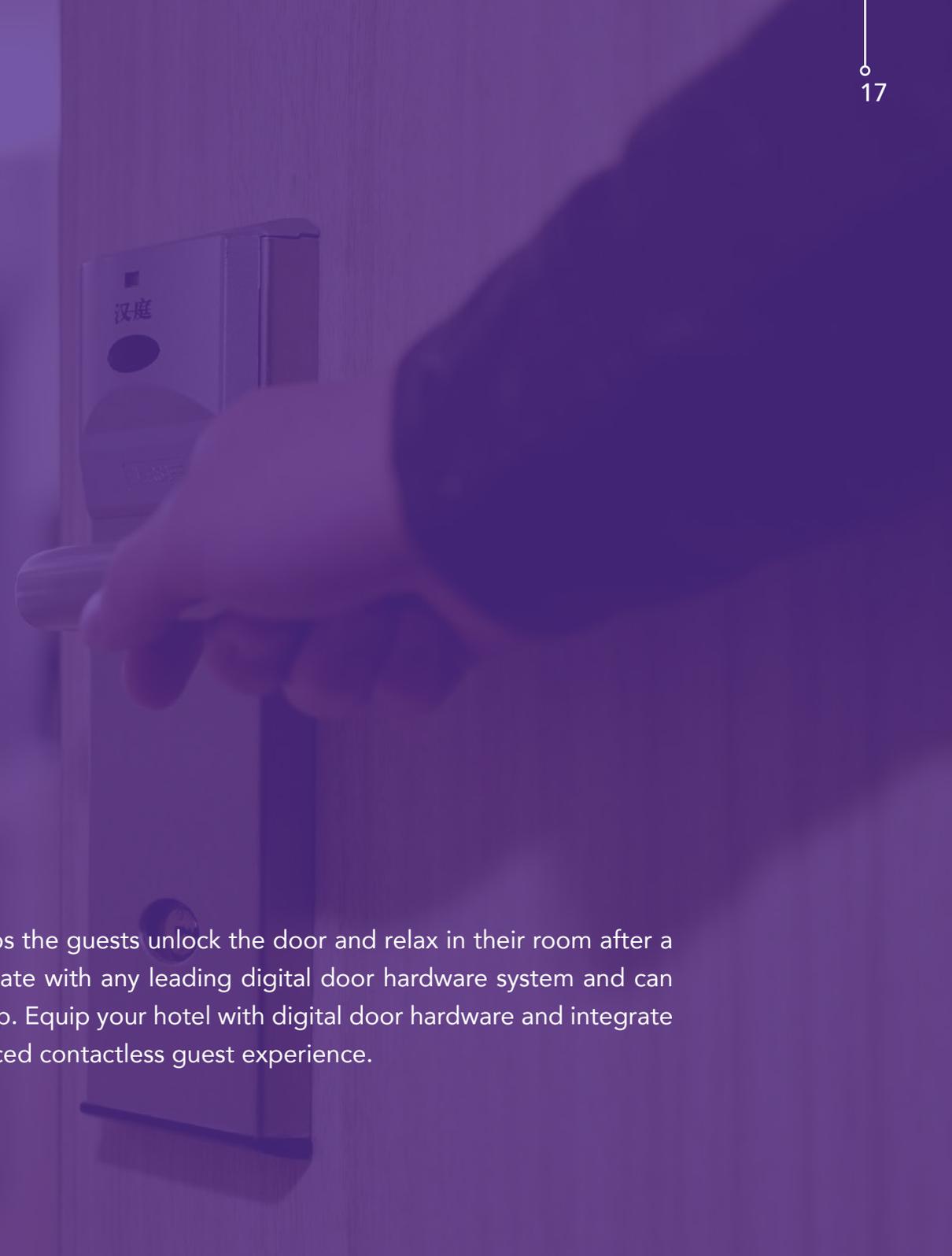
Most hotel guests look forward to trouble-free access to their rooms after a long-haul flight, a tiring journey, or a hectic business travel. They are desperate to change into casuals, dip in the pool or hit the bed at the earliest. iNPLASS' mobile check-in facility helps them in heaps by providing the luxury of avoiding queues and crowds at the front-desk. It offers a contactless experience and helps them check-in and check-out using the GUESTbyiNPLASS app in no time. Guests can bypass long queues at reception and safely reach their allocated room and take rest. Room Access at the finger tips!



## WHY INPLASS MOBILE CHECK-IN

- ▶ As the guest details are shared from PMS, their remote check-in is made easy
- ▶ Stamps out long queue and crowd in the hotel reception
- ▶ No more waiting time for guests at the reception
- ▶ Guests can directly check in from their mobile phone and head directly to their allocated rooms
- ▶ Supports contactless check-in and social distancing
- ▶ The Front desk staff has to take less effort in guest management as their most tedious task is digitized by iNPLASS
- ▶ First impression, is the best impression. As the reception crowd is eliminated, the guest satisfaction is guaranteed





# INPLASS DIGITAL KEY

(COMING SOON)

iNPLASS DIGITAL KEY Aka MOBILE DOOR KEY helps the guests unlock the door and relax in their room after a quick mobile check-in. GUESTbyINPLASS can integrate with any leading digital door hardware system and can allow the guest to easily unlock them through the app. Equip your hotel with digital door hardware and integrate them with GUESTbyINPLASS, and provide an enhanced contactless guest experience.

## WHY INPLASS DIGITAL KEY

- ▶ iNPLASS DIGITAL KEY allows Guest to use their own smart phone as hotel keys
- ▶ Make guests comfortable by offering the luxury of digital keys alternative to the conventional door keys. It offers safety and hygiene
- ▶ Hotels can upgrade from the conventional keys or plastic cards being passed from hand to hand. The guests receive their iNPLASS DIGITAL KEY even before arrival and can access rooms without any physical contact to the staff
- ▶ Digitize your hotel with futuristic iNPLASS technology
- ▶ Complete contactless guest journey
- ▶ Mobile keys are the safest form of guestroom entry in hotels
- ▶ Optimize HR efficiency
- ▶ Privacy of the guest



## QR CODE



\*Trial Access to Guest by Implass App will be provided only for authorised users by inplass InfoTech. T&c Apply.

## INTEGRATION

All INPLASS products are suitable to integrate with most renowned hotel PMS, POS, Door Locks, IPTV and HSI.

## SUPPORT

iNPLASS will make available all the user guides, tutorials, consultancy and training to the hotel management and staff. INPLASS has a dedicated 24x7 customer support call center to support clients across the continents. Besides the online technical support iNPLASS blog is updated with iNPLASS' new features and periodic updates. The iNPLASS e-books are available for free download at [www.getinplass.com](http://www.getinplass.com)



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