

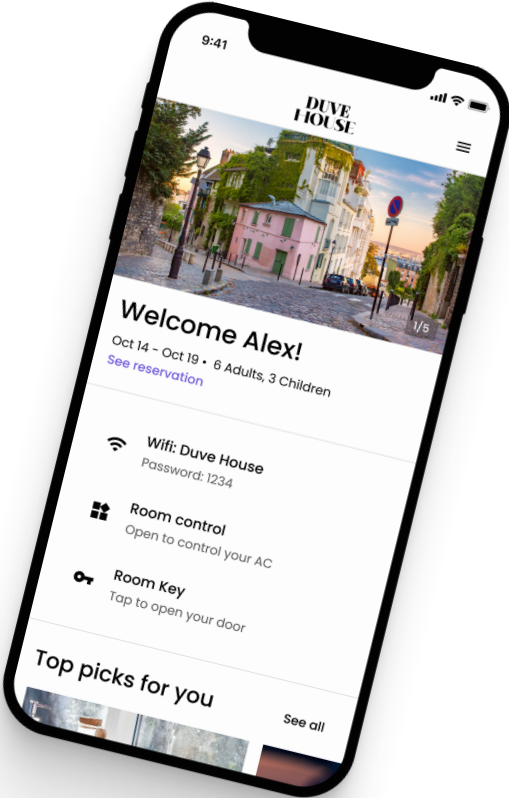
Duve



The world's first
personalized end-to-end
Guest Experience Platform.

Duve's end-to-end guest management platform helps hoteliers and hosts offer a personalized and digital experience for guests throughout their entire journey - from their reservation and through check-out. Duve's web-based solutions covers the entire digital guest journey, from post-reservation confirmation emails to pre-arrival messages and online check-in, through a white-labeled guest app, an omni-channel communication center, and even an upselling platform.

Whether you manage an independent hotel, a hotel group, a vacation rental agency, an apartment hotel, or camping or glamping sites - with Duve, you'll offer guests a personalized experience that's fully tailored to their specific profile.



- ✓ Confirmation emails
- ✓ Online check-in
- ✓ Guest app
- ✓ Personalized upselling
- ✓ Guest communication
- ✓ Digital check-out
- ✓ Digital spots
- ✓ Data & analytics

Trusted by Over 1,000 Brands Across 60 Countries





How it works

Duve operates across 60 countries and supports over 150 integration partners, including PMS's, PSP's, POS's, Digital Key providers, IoT's and 3rd-party vendors. With these integrations Duve enables hoteliers and hosts to manage the entire guest experience from the moment a reservation is received from the PMS and until the guests have checked out.

ORACLE
HOSPITALITY

protel

MEWS

adyen

stripe

ASSA ABLOY

SALTO

dorma
kaba

[See More Integrations →](#)

Don't see your PMS?

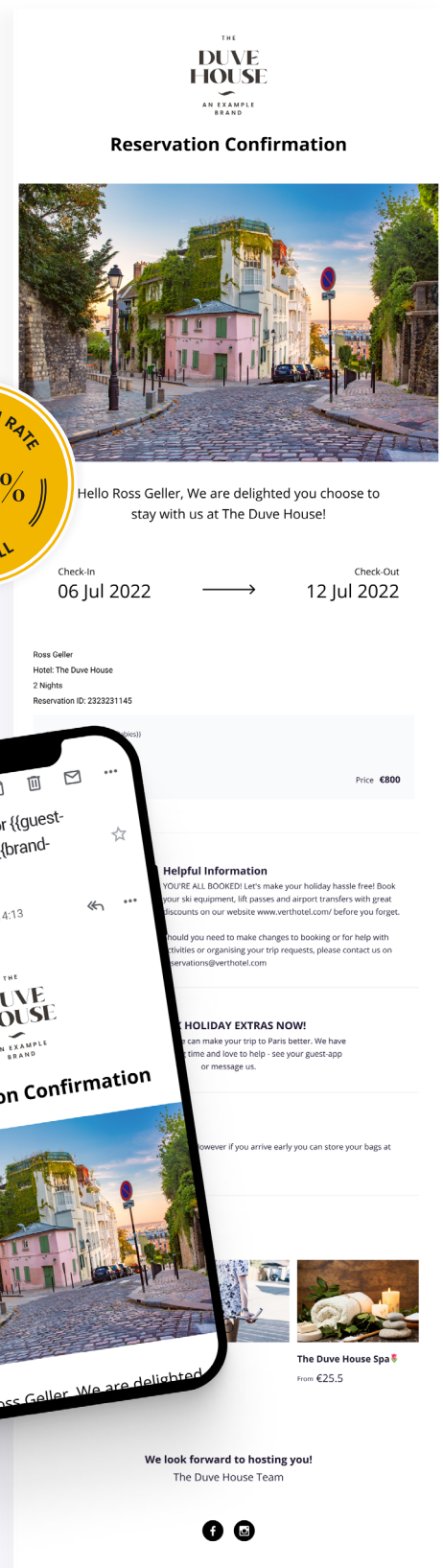
Contact us to request an integration with your PMS or ask us about the option to integrate to Duve's API.



Confirmation Email

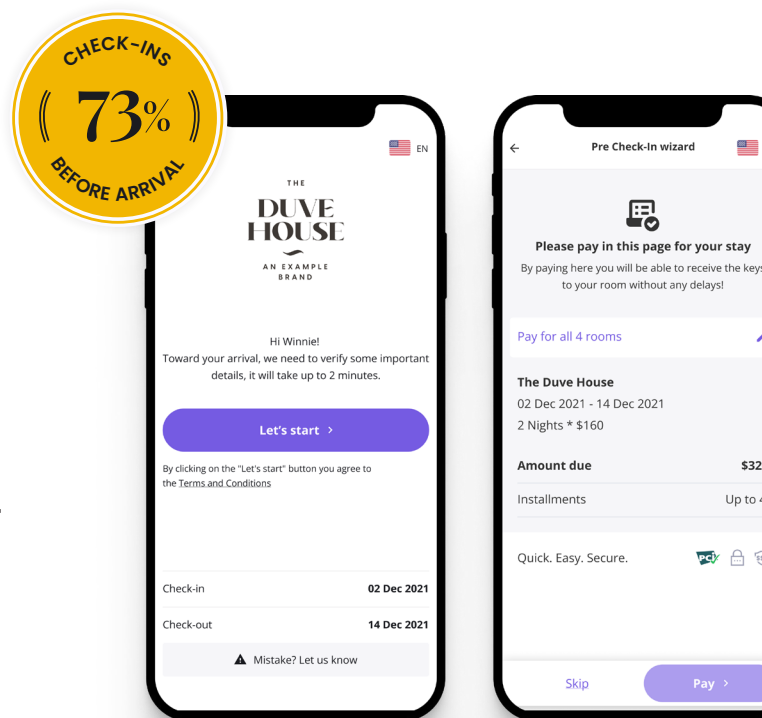
Offer your guests a fully digital experience once they've reserved at your property by automatically sending them one standard confirmation email - no matter the booking source. By offering a completely white-labeled solution, your guests will receive a confirmation email that's completely customizable and in line with your brand. Plus, you can already begin generating extra revenue by offering tailored upsells from the moment the reservation has been confirmed.

- ✓ **Additional revenue generator**
Start generating additional revenues before your guests' arrival with Duve's upsells.
- ✓ **Increase brand awareness**
Increase brand awareness by customizing confirmation emails according to your brand.
- ✓ **Important information sharing**
Provide your guests with any essential information they need to know before they arrive.



Online Check-In

Allow your guests to check-in either prior to their arrival – by sending them the pre-check-in link by SMS, email or WhatsApp – or upon their arrival – by placing QR codes, kiosks or tablets for guests to check-in from your reception. By collecting information about your guests prior to their arrival, you'll ensure a profile-driven experience for your guests.



✓ Arrival coordination

Coordinate your guests' arrival details and automatically present different check-in options according to arrival times and methods. In just a few clicks, users can purchase early check-in, transportation services, or alternative check-in methods depending on each guest's arrival details

✓ Room upgrading

Smart tools in Duve will offer room upgrades to guests according to live availability in your PMS, ensuring that you're maximizing potential revenues even when occupancy rates are not reaching 100%.

✓ Document scanning

Reduce your staff's paperwork load for bureaucratic processes such as scanning guests' documents by allowing guests to scan and upload them for themselves from their devices.

✓ Payment collection

Collect full or partial payments for rooms or rentals before guests arrive. Charge any pre-authorization payments or additional hold for incidentals, and allow users to easily purchase any upsells through the online check-in wizard.

✓ Profile enrichment

Collect essential information about your guests before they've arrived at your property so that you can segment them according to their specific profile. Ask any custom questions to help you better understand who your guests are.

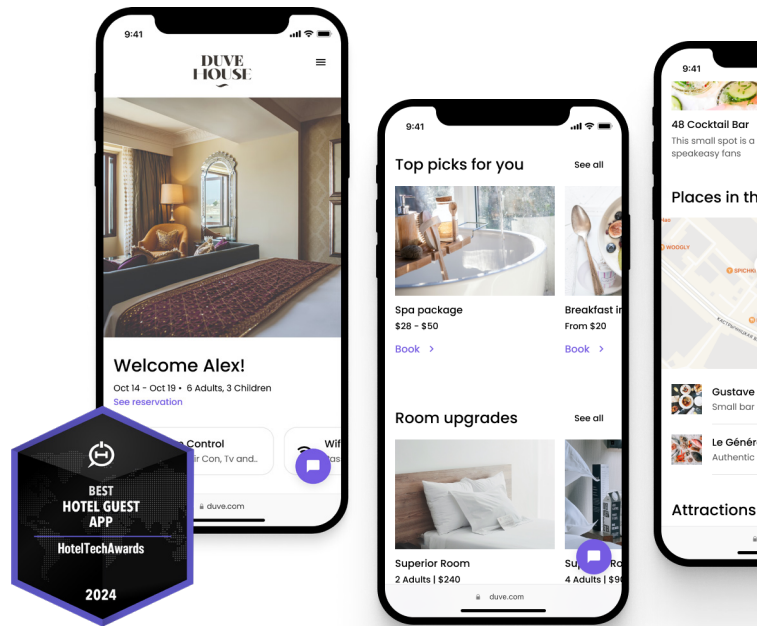
✓ E-signature collection

Upload any contracts or guest registration cards to your online check-in wizard to allow guests to read and electronically sign any required documents before their arrival.



Guest App

With a built-in Guest App, guests can communicate with your staff in their native language, purchase upsells with the click-of-a-button, access information about hotel facilities and recommendations, as well as open room doors without the need for a physical keycard – all while navigating through a web-app that’s fully branded according to your company.



✓ Web-based app

Chances are your guests are not going to download another app to their phone just for a short vacation. With Duve’s web-based, white-labeled app, your guests can interact with your brand without needing to download anything to their phone.

✓ Digital guidebook

Toss your printed manuals and let your guests know everything they need to know about your facilities in a digital guest app. Easily edit content and publish your changes whenever you need so that guests always have access to the most updated information.

✓ Profile-driven upsells

Give your guests access to upsells that are specifically relevant to their interests, and allow them to easily browse through offerings and purchase them directly from the Guest App in just a few clicks.

✓ Built-in guest chat

With a built-in chat, you can communicate with your guests throughout their stay to notify them about special events or important announcements or to respond to any inquiries or requests they may have.

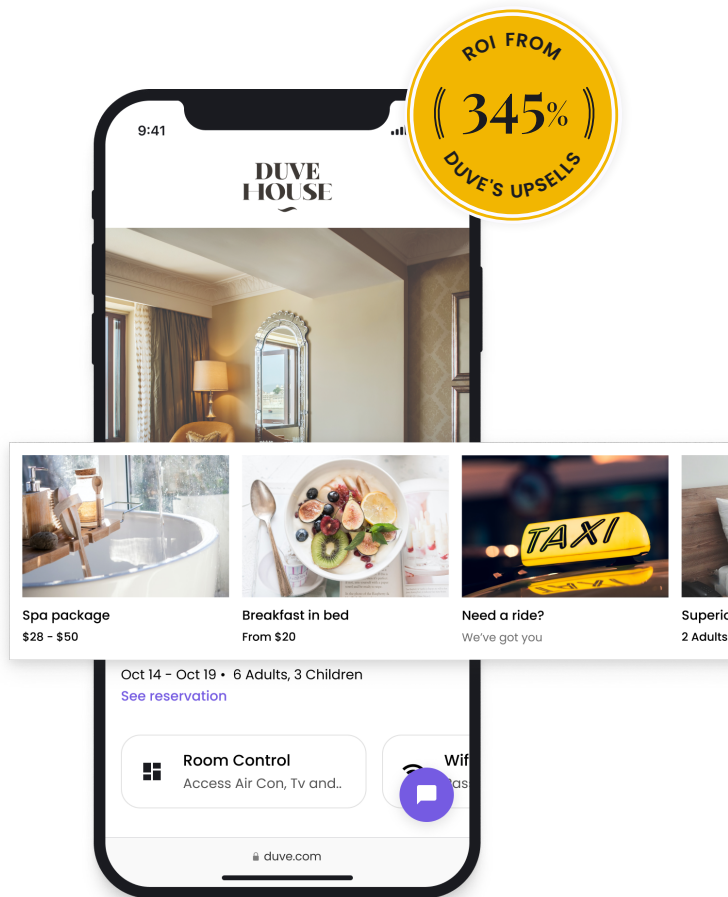
✓ Access rooms

Duve’s integration with digital key providers enables your guests to easily access their rooms from the Guest App. Your staff can share access with guests at any time and revoke access when guests should no longer be able to access the rooms or rentals.



Personalized Upselling

Personalize your upsell offerings to instantly maximize the potential revenue that you generate from each guest. By integrating with numerous PSP's, your guests can easily select and pay for upsells from their personal devices.



✓ Smart upselling

With smart tools that recognize when you have extra room availability, your guests will be offered early check in, late check out, or room upgrades.

✓ Transportation services

Coordinate your guests arrival details to offer them arrival and departure services to and from your property.

✓ Marketplace services

Connect third party vendors to Duve's marketplace and earn additional profit when your guests purchase services from third-party vendors or reserve at local spots near your property.

✓ Customized discounts

Offer profile-drive discounts for upsells, such as guests that are part of your loyalty club or any other of the dozens of filters that you can customize by.

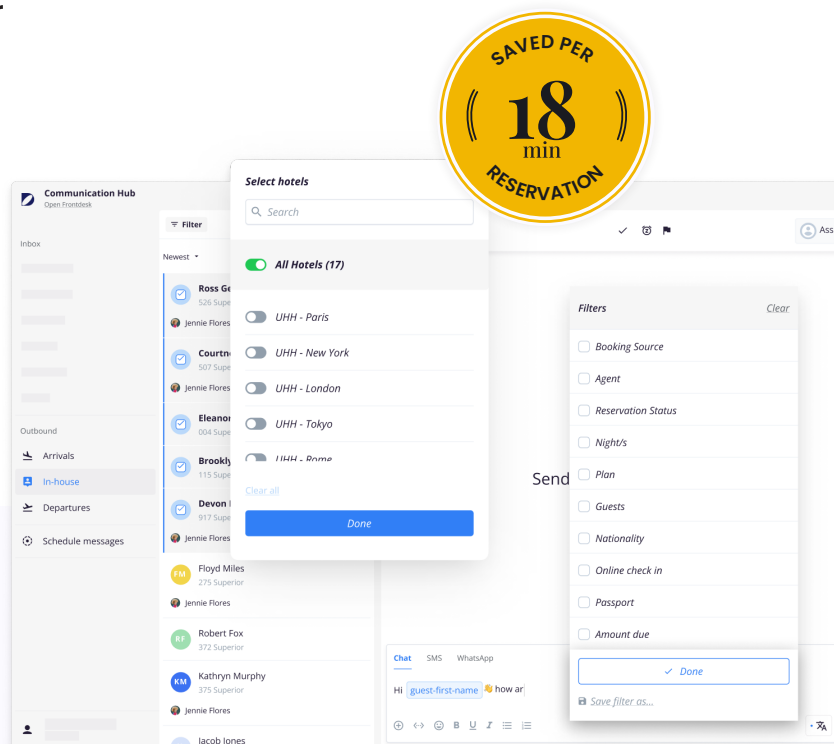
✓ In-house services

Personalize upsells that you offer in-house according to different guest profiles. Duve's customization tools allow you to automatically offer more personalized offerings to guests such as kids club access to families with children or a couple's massage at your spa to lovebirds on a honeymoon.



Guest Communication

An omni-channel communication center enables your staff to communicate with your guests through SMS, WhatsApp, Email or a built-in chat, helping you streamline communication with your guests and increase guest satisfaction and responsiveness.



✓ Broadcast messaging

Send broadcast messages to all guests that are currently at your property or to specific groups based on their guest profiles.

✓ Pre-scheduled messages

Prepare pre-schedule messages to send out to guests according to specific profiles, while including dynamic parameters that are relevant to each of your guests.

✓ Automated replies

Set up auto-replies to be sent to your guests so that your responsiveness is not being affected during peak hours.

✓ Canned responses

Save time by preparing in advance for any frequently asked questions. Create canned responses to easily send in one-click, helping reduce the workload on your staff

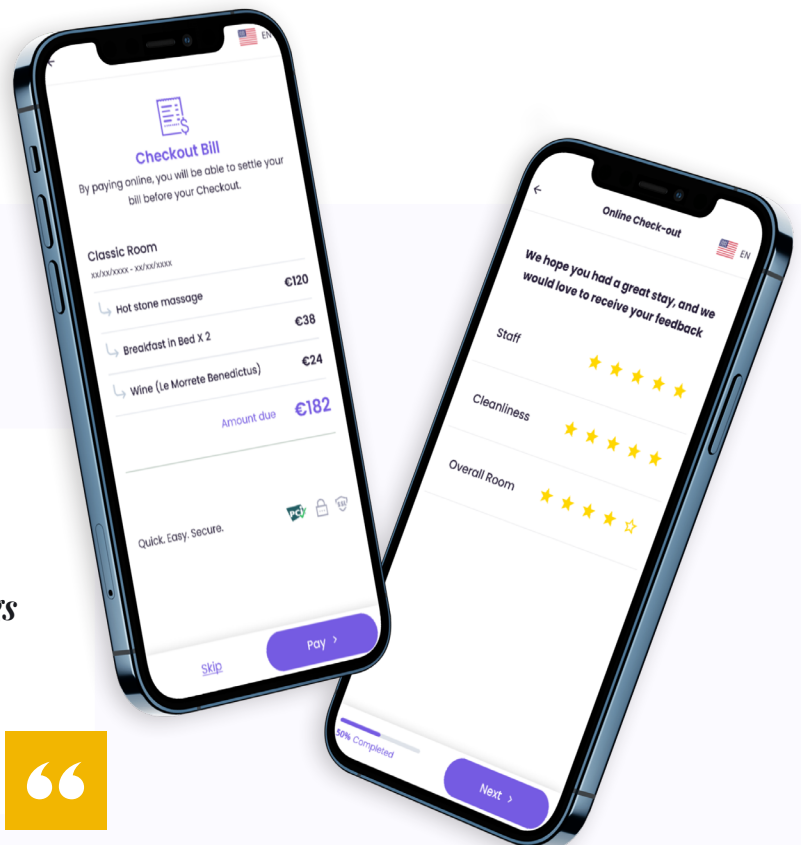
✓ Internal task assignments

With Duve's integration to task managers, allow your guests to easily place requests with one-click which is then handled and executed by the hotel's staff. Duve enables hoteliers to tag other staff members and assign them to certain tasks helping you maximize reaction time and your guest's experience.



Digital Check-Out

Close off your guests' digital experience with a quick and easy check out from the comfort of their phones.



“Thanks to Duve’s internal review collection in the digital check-out, we’ve been getting excellent ratings on OTA sites



✓ Check-out coordination

Coordinate check-out times and automatically offer late check-out or transportation services accordingly.

✓ Ratings & reviews

Collect ratings and review from your guest for internal purposes to try and improve any poor experiences before guests have left your property

✓ Last minute upsells

Offer upsells one last time before guests have left so that you can generate maximum potential revenue from each guest.

✓ Close unsettled payments

Let guests view and close their bills from their personal devices before they leave your property.



Digital Spots

Create QR codes from Duve's SaaS platform to print and place throughout your property so that guests can easily access different points in their journey.



✓ Upsells

Highlight and promote specific upsells throughout different areas of your property to allow users to easily scan, purchase, and order the upsells straight from their phone.

✓ Online check-in

Place QR codes in your reception area to allow guests to perform self-check-in upon their arrival with a refreshment at hand.

✓ Guest app

Allow your guests to easily navigate to the Guest App by placing QR Codes in each room or rental.

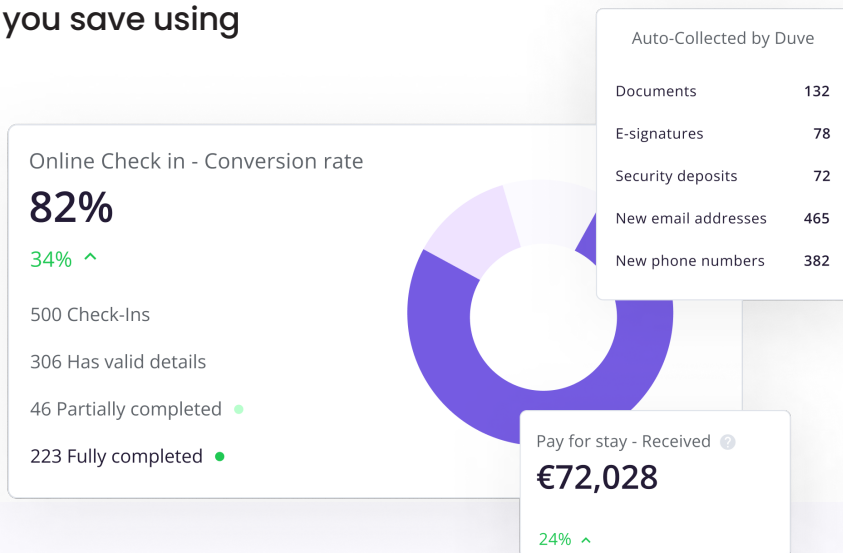
✓ Reservations for in-house facilities

Allow guests to easily reserve at your restaurant or spa by placing QR codes near relevant areas of your property



Data & Analytics

After letting Duve run, dive into the data and analytics page to receive actionable insights about your performance. View how much time you save using Duve's automated tools and how much new revenue you are generating with Duve's upselling tools. Also, compare insights about different methods that are working across your different properties.



✓ Upsell optimization

See which upsells are converting the best and to which audience so that you can optimize the upsells offered and increase revenues even further.

✓ Improve ratings & reviews

View the ratings received from guests during the online check-out, and implement changes to improve the overall ratings received on OTA sights.

✓ Reduce average response times

Analyze your average response times and create additional canned responses and auto-replies to continually reach reduced response times.

✓ Language stats

Duve supports automated content translations in up to 18 languages. By checking what languages are being used most by your guest you can improve language translation or increase hires in specific languages.

✓ Multiple-property insights

Hotel chains or large rental management companies can easily customize all information, Guest App content and upsells per property, while managing all activities from one central location. Dive into the analytics to drive actionable insights from the different properties that are managed within the group account.





Thousands of hospitality experts from around the world are already benefiting from Duve - from boutique hotels and vacation rentals, to large hotel groups and branded hotels.

Are you ready to join the transformation?



"Our goal is not only to shorten the check-in lines, but to truly reshape the way guests check-in and interact with our hotels. Duve has taken us lightyears ahead, and both our staff and guests love this direct, personal interaction."

Dor Levin,
Product Manager,
Fattal



"Duve enabled us to perfect the customer journey and allowed us to be 2 years ahead of schedule of where we thought we would be."

Moran Machtey,
Co-founder & CEO,
Kula Lisbon



"Duve had an immediate effect on our bottom line."

Leon Avigad,
Founder & Co-owner,
Brown Hotels



64+ Countries | 100+ Integrations | 1050+ Customers | 250k+ Engaged guests / mo

DuVe

Think professional. *Be personal.*