

jos

IT Solutions in Hospitality

Improving the customer journey at every step



In hospitality, the customer journey doesn't begin at check-in or end at check-out. To capture customers and keep them loyal, hoteliers need business solutions that address every step of the guest experience.

AFTER CHECK-OUT:
Big data capabilities allow hoteliers to keep in touch by email and social media, improving customer loyalty with personalised offers.



TRAVEL INSPIRATION:
Targeted advertisements based on big data insights can inspire an upcoming holiday or 'staycation'.



New technology makes it possible to enhance the guest experience like never before. Today's travellers have exacting expectations and count on seamless internet connectivity throughout hotel properties and a broad selection of in-room entertainment. They want to pay safely and easily, and on the go. They expect hotel staff to remember and respond to their preferences with a personalised experience – particularly if they are members of a loyalty scheme.

ON PROPERTY:
Digital business solutions streamline housekeeping, entertainment and guest comfort for a seamless and effortless experience.



BOOKING:
Travellers today prefer to compare accommodation options, read reviews and book online.



Digital business solutions provide end-to-end convenience and tailored experiences for guests. Technology isn't just supporting front and back office operations – it's now playing a crucial role in the hospitality customer experience.

PRE-VISIT SERVICE:

Thanks to cutting edge technology, guests can check-in, receive travel alerts and make requests before they arrive.



IT solutions transform hospitality business

In the digital age, global hotel groups rely on digital business solutions to enhance guest experience and stay competitive.

Working with a world-class systems integrator and solutions provider like JOS will help hoteliers to improve the customer journey at every step – designing, managing and deploying digital and mobility solutions.

Now, big data collection and analysis is helping hoteliers personalise marketing campaigns to target new customers. With enterprise applications, the online booking process is now more attractive and intuitive for users around the globe. Mobile check-in and customer alerts mean proactive guest service starts before the customer sets foot on the property. Advanced business, concierge and entertainment options are delivering unforgettable experiences, and a coordinated CRM platform makes every stay tailored and effortless. And the customer journey doesn't end upon departure – new marketing and communication tools allow for ongoing customer engagement.

These digital solutions offer cost-effective yet complex technology that's easy to use, allowing management, service staff and marketing teams to readily deliver a superior guest experience.



Smart hospitality leaders are taking advantage of digital business solutions to

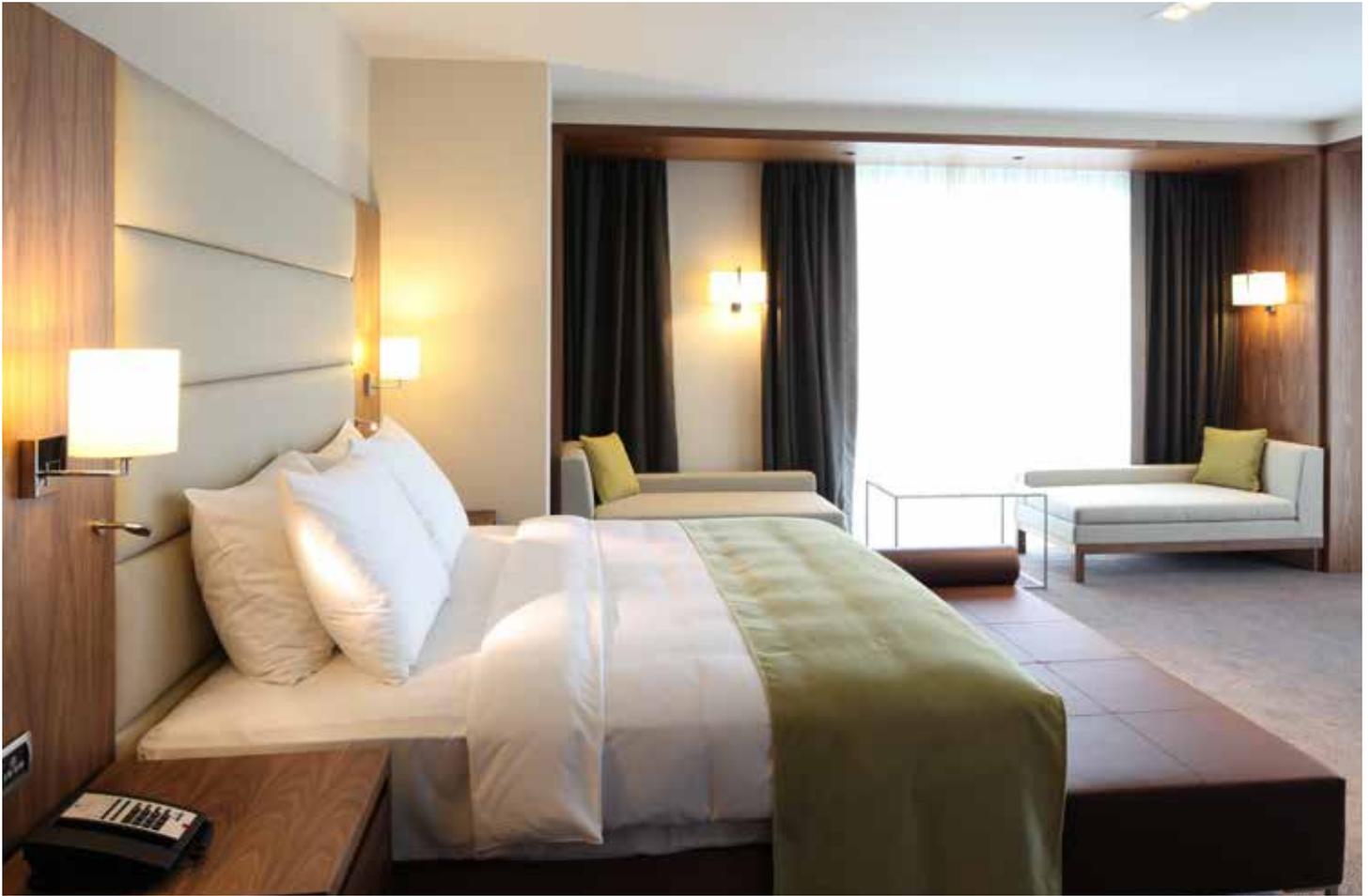


How do guests book their stay?

- Since 2010, global internet travel booking revenue has grown by more than **73%**¹.
- **By 2017, over 30%** of online travel bookings by value will be made on mobile devices².
- Asia-Pacific is expected to **double its online** travel sales by 2017².

SOURCES: 1 Statistic Brain (2015) 2 Euromonitor (2014)





JOS provides hospitality solutions and services including:



Consulting and planning



Quality and risk management



Training



Systems Design



Warranty and maintenance



CCTV



In-room guest comfort



Point-of-sales solutions



CRM



Entertainment



Mobile applications

JOS's capabilities in hospitality

With expertise gained from working with industry leaders such as the Mandarin Oriental Hotel Group, JOS knows how to deliver memorable guest experiences for the hospitality business. We work with hoteliers to implement and manage solutions backed by cutting-edge technology to integrate best practices into existing business processes. These digital solutions offer cost-effective yet comprehensive technology that's easy to use, allowing management, service staff and marketing teams to readily deliver a superior guest experience. JOS can offer:

- > Deep sector and market knowledge
- > High quality technology consultancy
- > Exceptional ability to execute



JOS helps hospitality leaders...

> Develop a business strategy for the digital age

A “digital strategy” is not enough. Smart companies are discovering how the right tools and processes can revitalise their hospitality offerings, from online to offline. An experienced systems integrator, JOS can provide solutions and consultancy to develop that digital business strategy.

> Use social media effectively

JOS’s superior technology consultancy helps hospitality brands capitalise on social media to communicate with customers directly, announce new offerings, and special deals with new and loyal customers.

> Extend personalisation and customer loyalty

Digital customer relationship management tools create a tailored experience for guests, while mobile outreach keeps loyal guests engaged and in-the-know about the latest offers. JOS applies the right proven and emerging technologies to keep this digital interaction effective.

> Think small on big data

Big data is becoming a sharp tool for more effective, personalised marketing that matches customers’ preferences, better resource management and predicting the needs of current and future customers. Big data is

one of JOS’s core capabilities, and we show hospitality providers how to extract intelligence and insight from data flowing across the organisation.

> Appeal to digital natives

Digital natives have grown up at the cutting edge of technology. They expect one-click booking, instant upgrades, and seamless Wi-Fi from lobby to ballroom to guestroom. JOS partners with best-in-class industry specialists and solution providers, enabling hospitality providers to meet digital natives’ needs.



Why JOS?

A leading provider of integrated IT solutions in Asia with a track record of success spanning more than 60 years, JOS has a strong heritage in the region. We have earned our customers’ trust through a reputation for high quality, reliability and always taking the long-term view on their best interests.

Our core capabilities include big data, cloud computing, enterprise applications, enterprise security, mobility, internet of things and next generation infrastructure. JOS has built partnerships with highly capable IT partners across the globe to deliver on customers’ worldwide IT requirements. Wherever our customers want to do business in Asia, we have trusted

partners they can turn to. Carrying a broad selection of enterprise technologies from market-leading and pioneering vendors, our independence means that we can always choose the solution that’s right for them.

Our starting point is in gaining a thorough understanding of the unique circumstance of each customer’s business. From there, we can offer expert consultancy to provide tailor-made solutions for your organisation, helping you solve your business challenges. Our involvement doesn’t end there. To help you stay at the forefront of your industry, we provide ongoing consultancy along with the latest technology and infrastructure innovations.

JOS operates nine offices across Asia’s major business hubs in China, Hong Kong, Macau, Malaysia and Singapore.

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