



The New Era of digital hotel experience

Delivering an AI based automated & personalized guest experience and excellence in hotel performance

Free Audit
for QHA
members

Guest journey map

In the Guest journey map, here are some important things to know.

PLANNING

53%

Users prefer to engage with businesses on social media rather than by phone.

Solution:

Multi-channel customer experience for the best user experience possible.

CHECK-IN

66%

ANZ customers are happy to have completely automated interactions if done well.

Solution:

AI based automated system for reservations is of paramount importance.

ON-PROPERTY

79%

ANZ consumers demand tailored experiences for them.

Solution:

Know your guests' preferences, so that you can serve them with a personal touch.

CHECKOUT

98%

Share positive hotel experiences with friends and family.

Solution:

Send personalized thank-you notes, hotel bills, and promotions to guests' devices.

“Digital Technologies are contributing to guest loyalty, differentiation, competitive advantage, and bottom line.”

VIS Global offering for hospitality

VIS global works with hospitality groups around the world to help them use communications to differentiate their properties in today's expanding, competitive marketplace.

Let us serve you with:

- Telephony applications that keep hotel amenities at guests finger tips.
- AI based automated system for reservation and back-end processes.
- Integrated and automated property management system.
- Multichannel customer experience for maximizing touch points.
- Video conferencing to enhance customer experience.
- Cloud based options available for optimizing cost and infrastructure utilization.
- Simple, scalable and secured wired and wireless networking infrastructures that reduce cost.





OUR PARTNERS



What We Offer



CONSULTING

Strategy and a Road-map, including Tool Selection, Productivity Metrics and ROI Models.



PROJECT DELIVERY

Project management, Deployment and Training of Digital solutions, establish governance, address IT and security concerns.



MANAGED SERVICES

Manage and monitor, optimize and enhance to ensure adherence to SLAs.

ABOUT US

At VIS we are committed to delivering outcomes for our clients in the areas of Collaboration, Customer Experience and Automation through our offerings in Consulting, Project Delivery and Managed Services. With a footprint spanning 7 countries and investments into Innovation Labs & Software Development Centers we are just the right size that allows us to be agile and yet have a matured process on the back-end. Focused at helping our customers in navigating the Digital Transformation journey in Hospitality industry, VIS Global promises to transform guest service, empower employees and enhance business process efficiency and accelerate revenue generation.

We are extremely excited to be part of the Queensland Hotels Association and would be happy to support the member organizations in differentiating themselves using digital technologies.

