

*SOLUTIONS FOR TODAY'S
HOSPITALITY ENVIRONMENT*

Runtriz is the Category-Leading Solution for Hotel Guest Engagement

Runtriz powers contactless experiences to streamline how locals and overnight guests enjoy your accommodations, amenities, services and F&B offerings.





PLATFORM OVERVIEW

BEST IN CLASS MOBILE EXPERIENCE

SUPPORTING
ALL DEVICES



ACROSS
PLATFORMS



MOBILE WEB



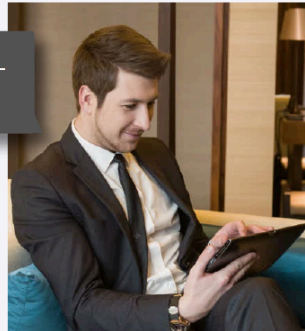
APPLE



ANDROID

DRIVING BETTER
GUEST ENGAGEMENT

GUEST



STAFF



INNOVATIVE GUEST SOLUTIONS FOR TODAY'S ENVIRONMENT

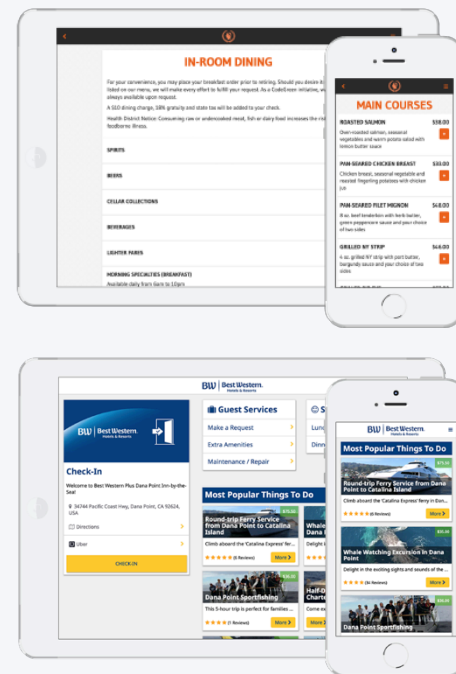
SEAMLESS CONVERSATIONS



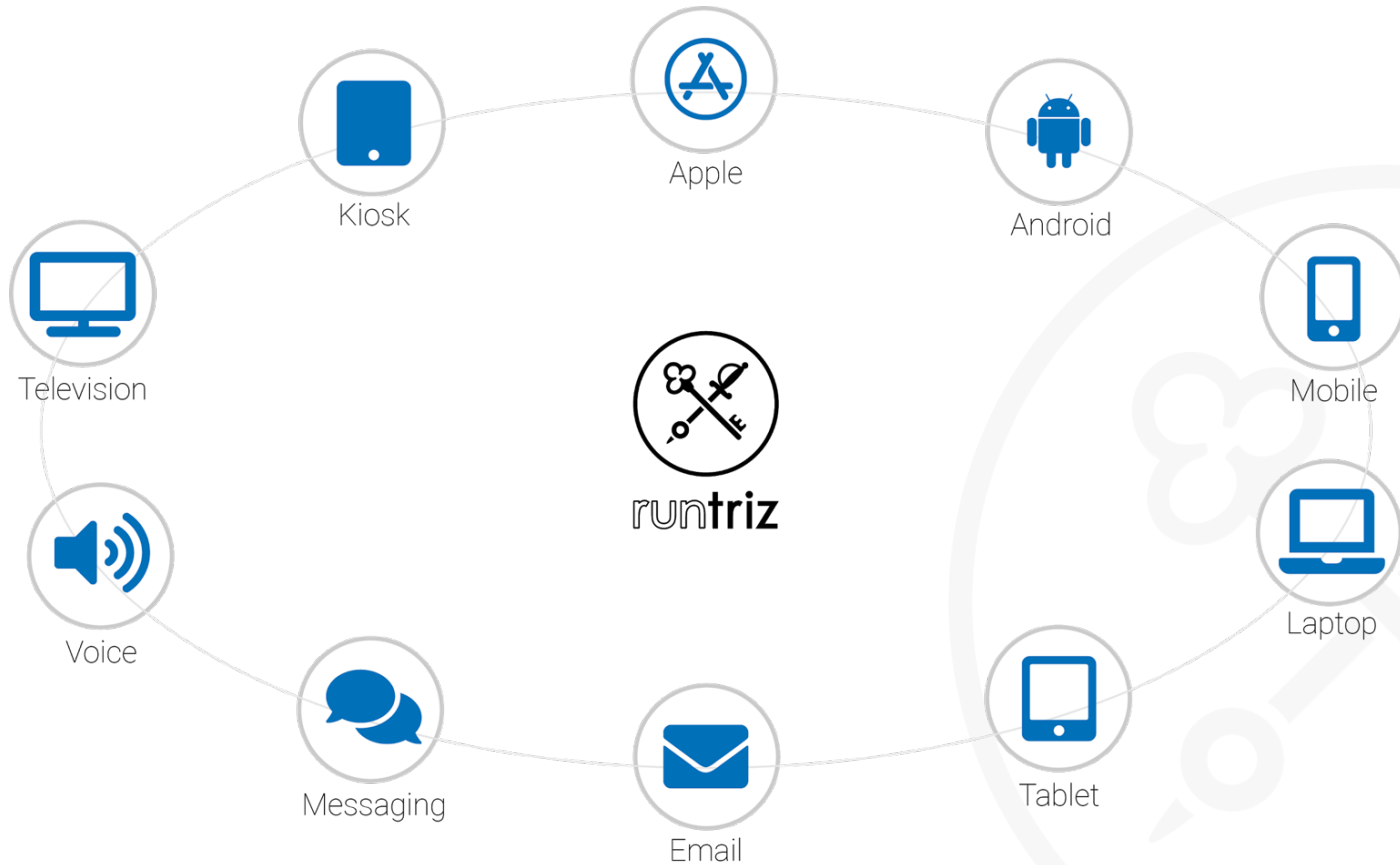
SMART EXPERIENCES



ENABLED COMMERCE



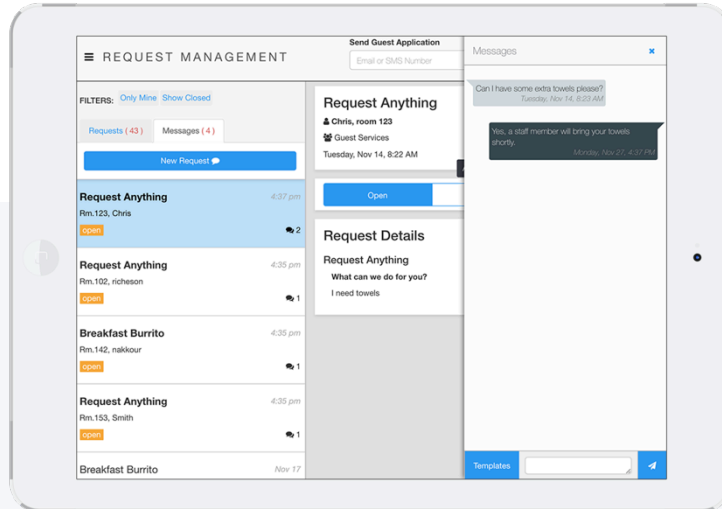
SAFE, MULTI-CHANNEL COMMUNICATION FOR GUESTS & STAFF



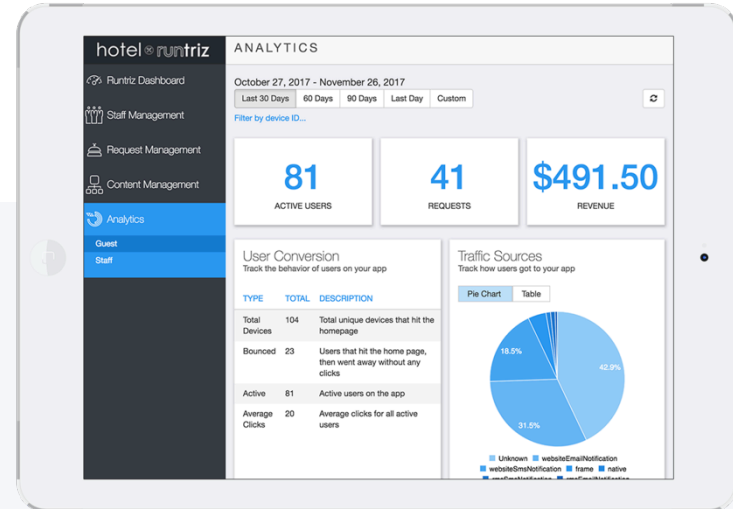
ENABLING STAFF WITH SIMPLE TOOLS & POWERFUL ANALYTICS



STAFF CONTROL PANEL



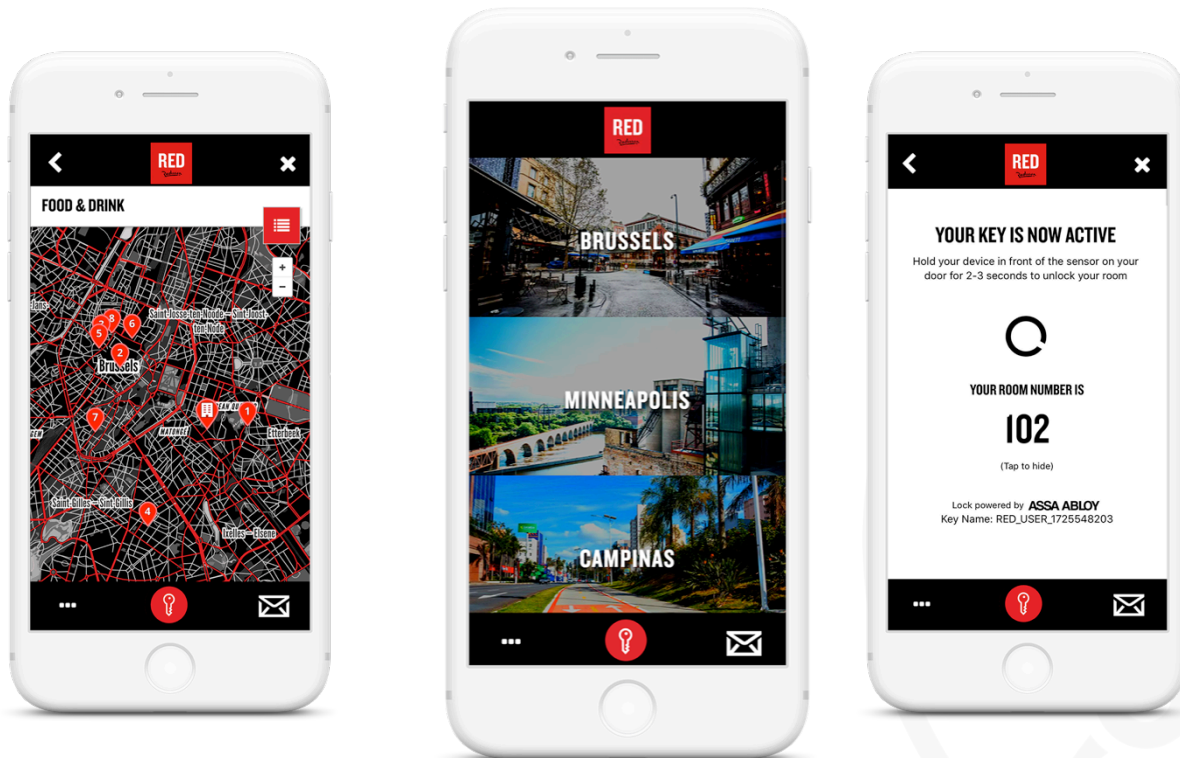
MANAGEMENT DASHBOARD



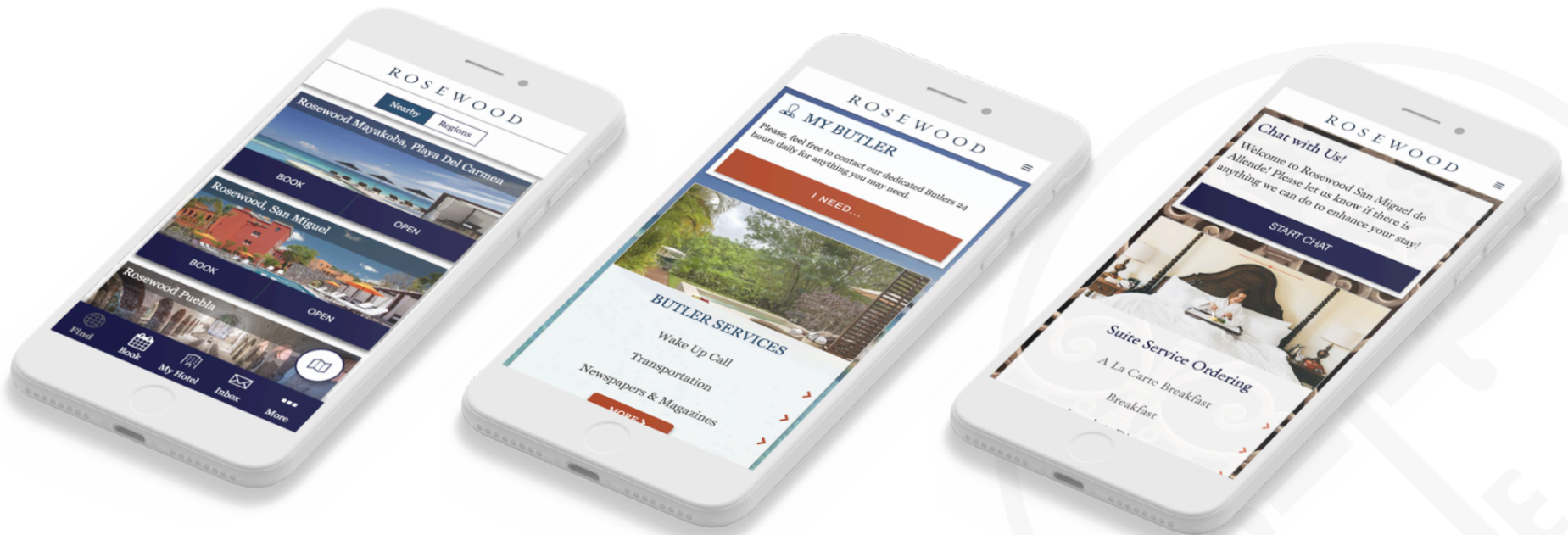


CLIENT ENGAGEMENTS

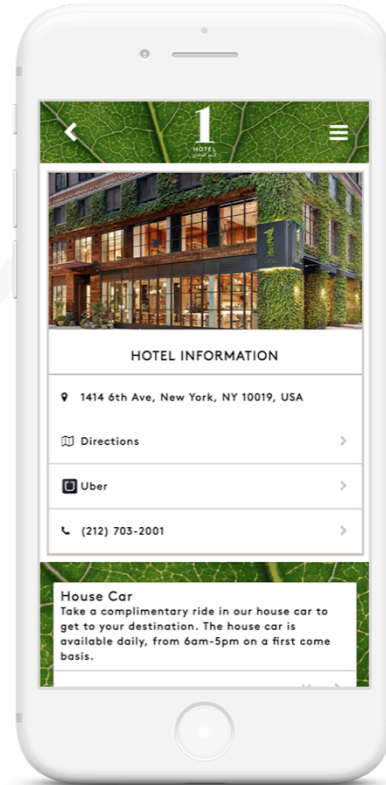
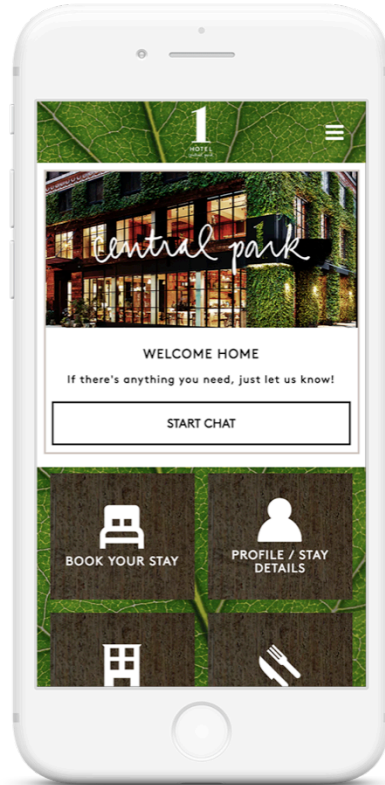
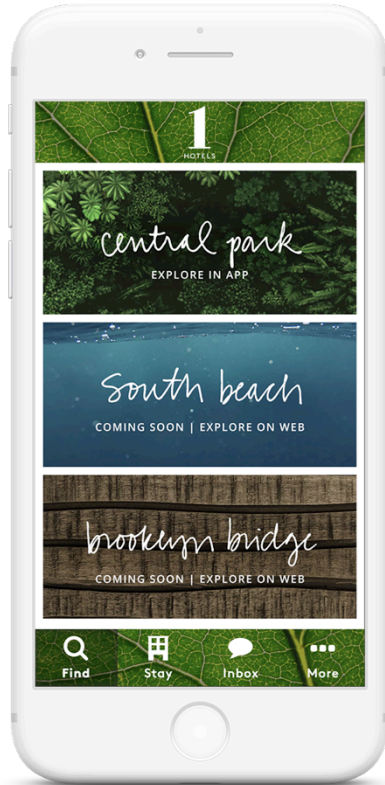
HIGH TECH: RADISSON RED



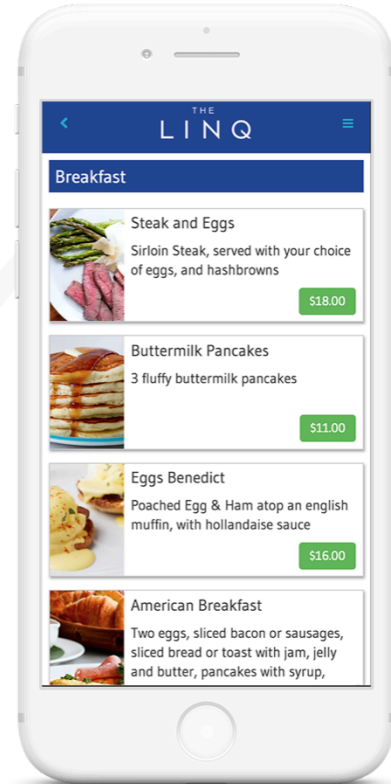
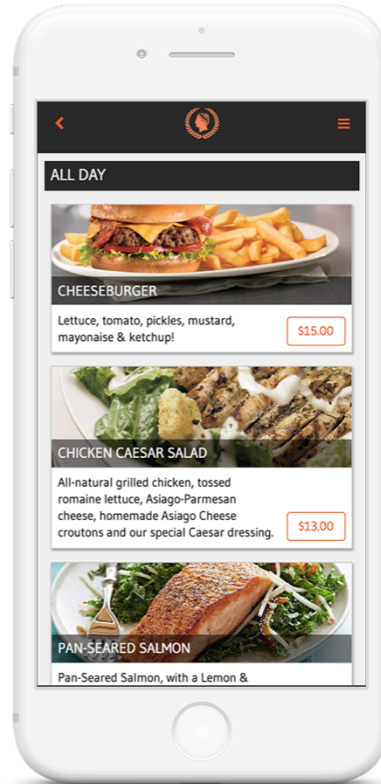
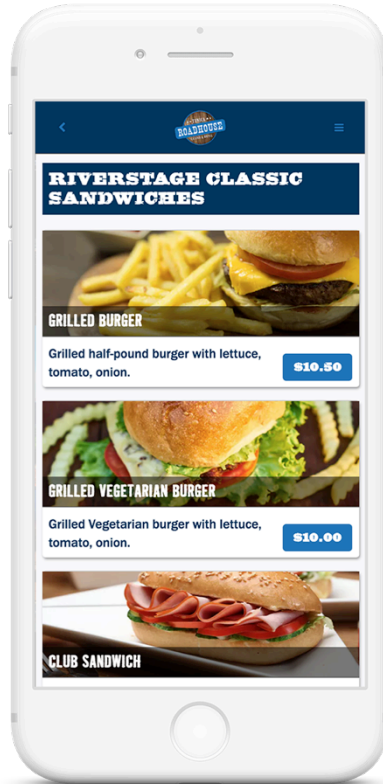
LUXURY: ROSEWOOD HOTELS



URBAN: 1 HOTELS



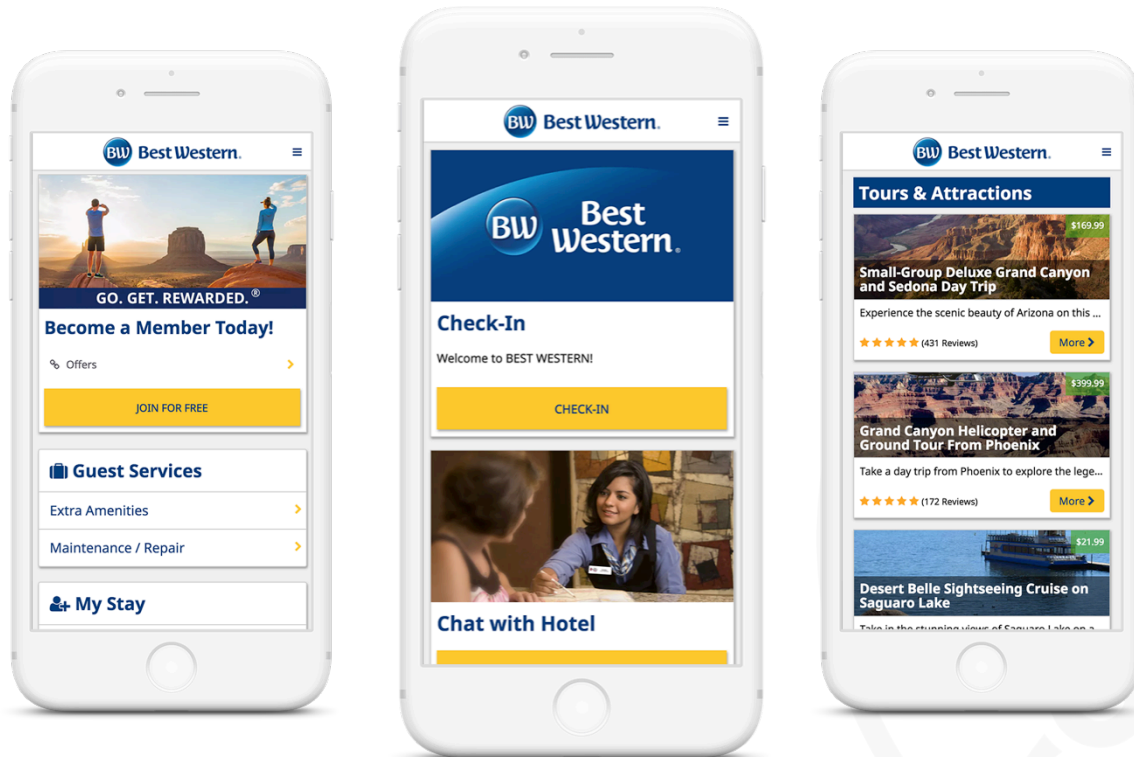
GAMING: CAESARS ENTERTAINMENT



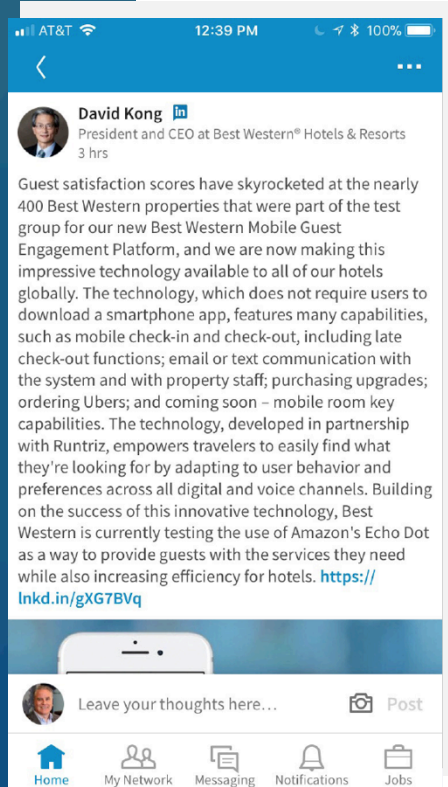
BUSINESS: CLUB QUARTERS



LIMITED SERVICE: BEST WESTERN HOTELS



WHAT CLIENTS SAY ABOUT RUNTRIZ



SATISFACTION AT BEST WESTERN

Guest satisfaction scores have skyrocketed at the nearly 400 Best Western properties that were part of the test group for our new Best Western Mobile Guest Engagement Platform, and we are now making this impressive technology available to all of our hotels globally.

David Kong

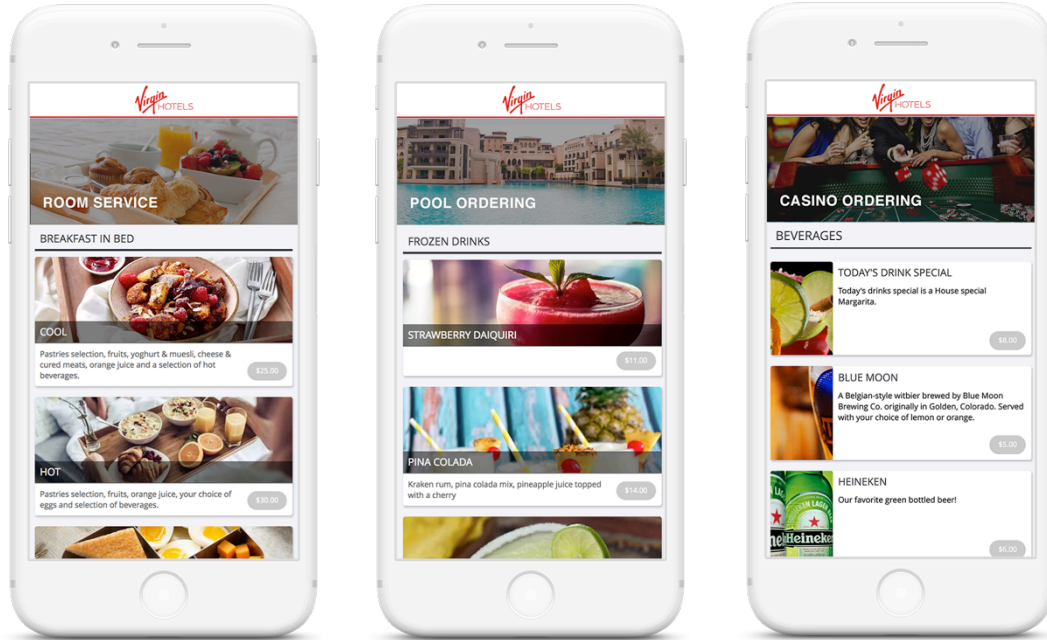
CEO of Best Western





SOLUTIONS

MOBILE ORDERING FOR LOCALS & OVERNIGHT GUESTS



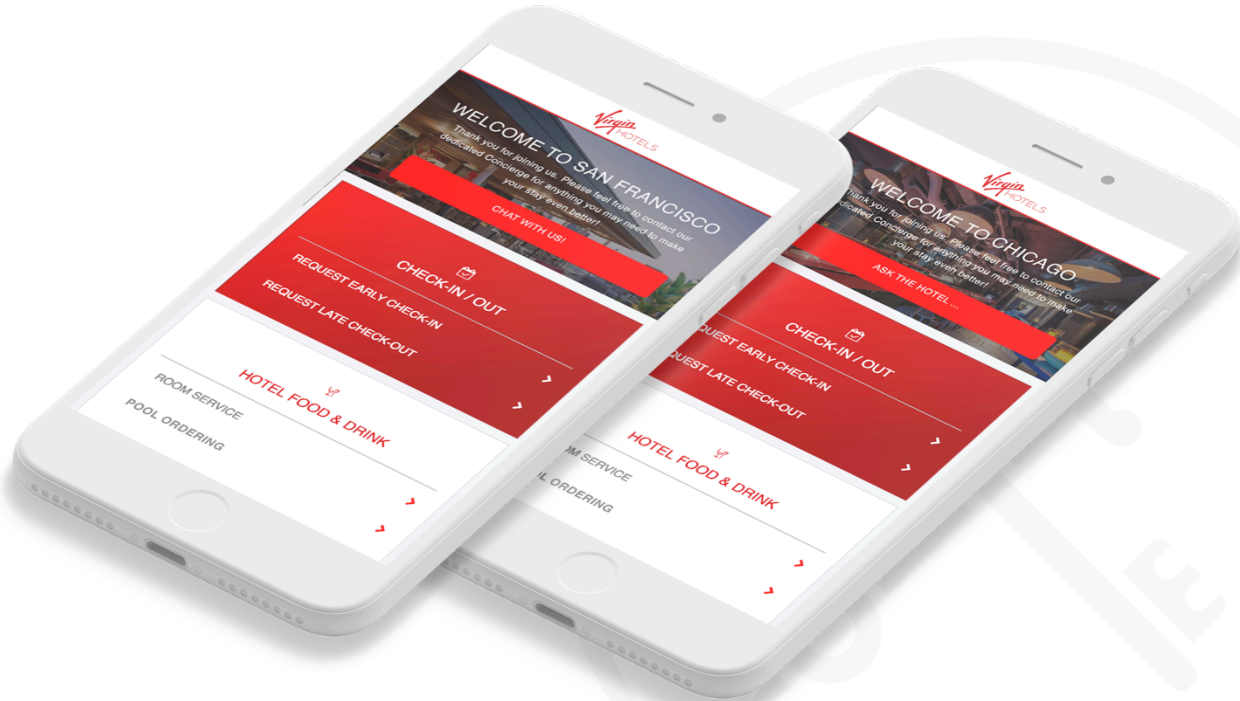
ORDER FROM ANYWHERE

- ❖ Curbside
- ❖ Grab N Go
- ❖ Room Service
- ❖ Restaurants
- ❖ Pool
- ❖ Lobby
- ❖ Casino floor

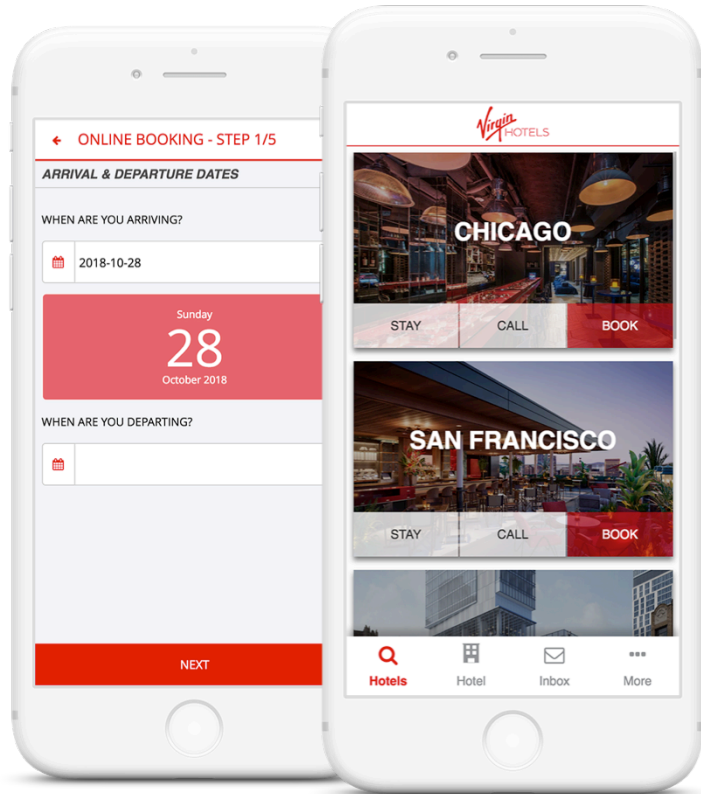
IN-STAY SERVICES

- ❖ Check-in
- ❖ Two-way chat
- ❖ In room services
- ❖ Concierge
- ❖ Hotel information
- ❖ Checkout

viator Uber



SEAMLESS BOOKING

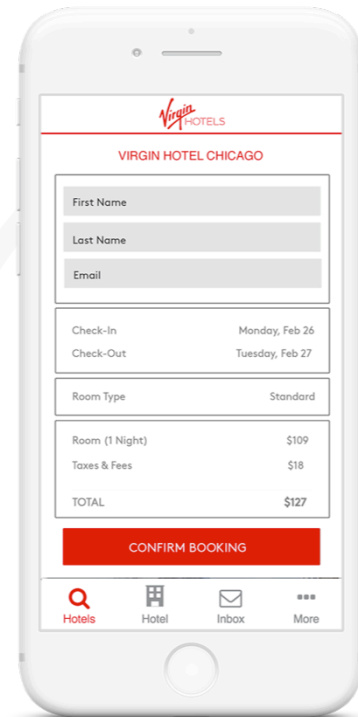
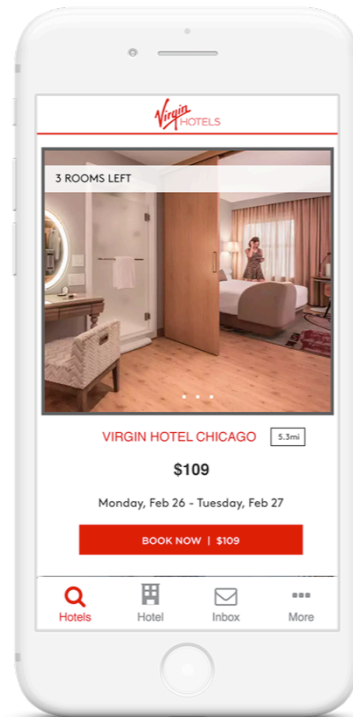
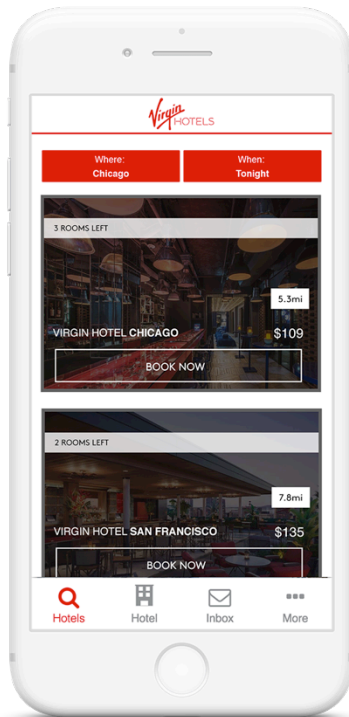


BOOKING

- ❖ Direct booking
- ❖ Payment
- ❖ Apple Pay / Google Wallet
- ❖ Live Chat

“YOUR HOTEL TONIGHT”

Drive last minute bookings or dedicated booking channel for future offerings



LOYALTY OFFERINGS

BE A VIP

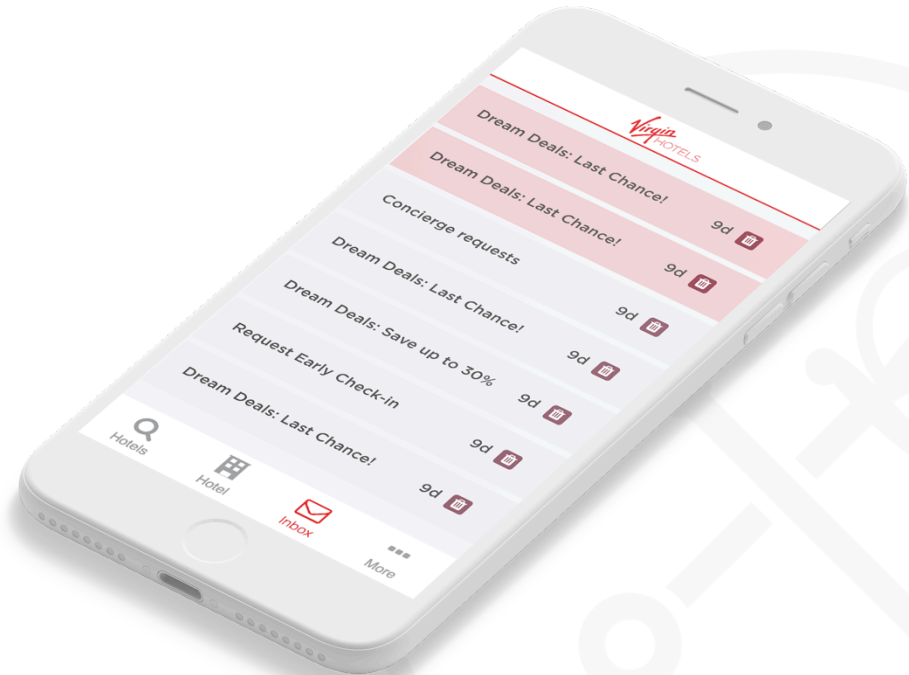
- ❖ Account creation / login
- ❖ Upcoming / past reservations
- ❖ Profile management
- ❖ Earn & burn



BRAND INBOX

Message Center

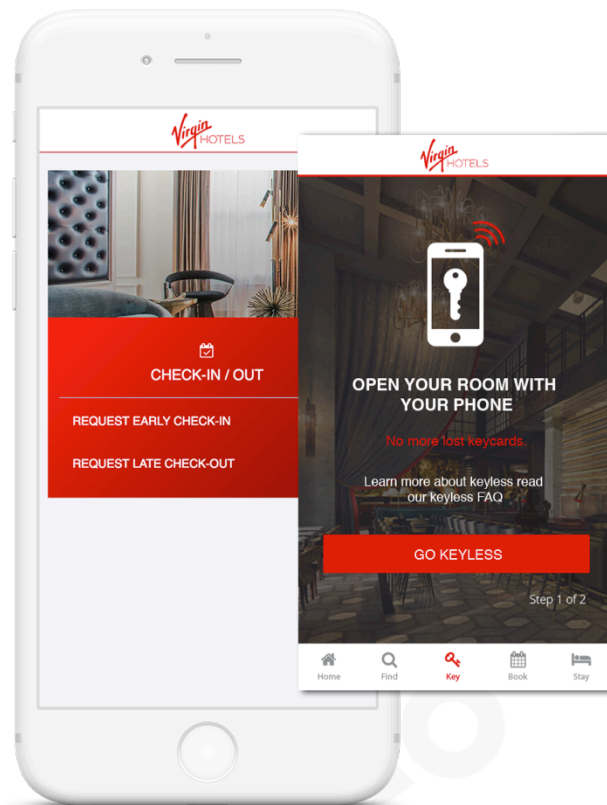
- ❖ Brand messaging / content
- ❖ New opening announcements
- ❖ Booking promotions
- ❖ In stay messages / offers
- ❖ Audience segmentation



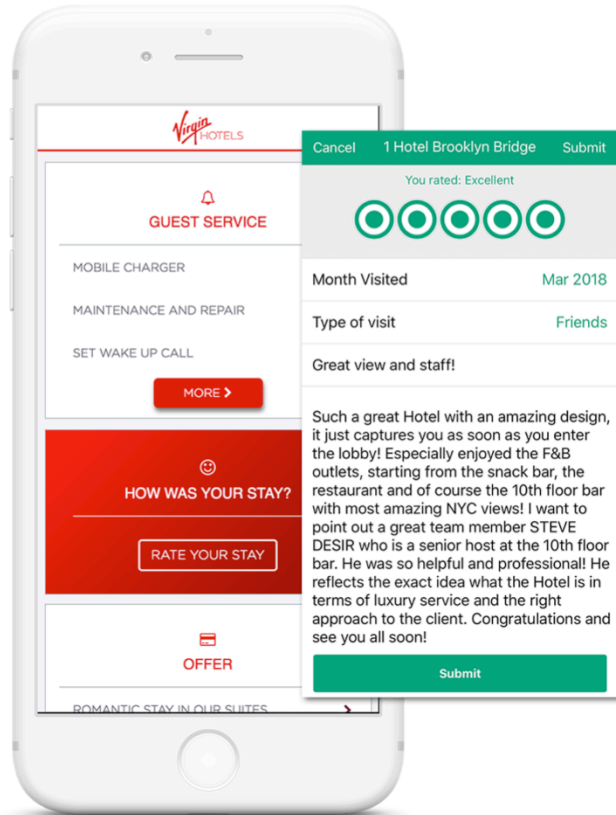
SEAMLESS CHECK-IN

CHECK-IN/ MOBILE KEY

- ❖ Check-in
- ❖ Payment / Passport
- ❖ Room assignment
- ❖ Mobile key issuance
- ❖ Push notifications



SERVICE RECOVERY



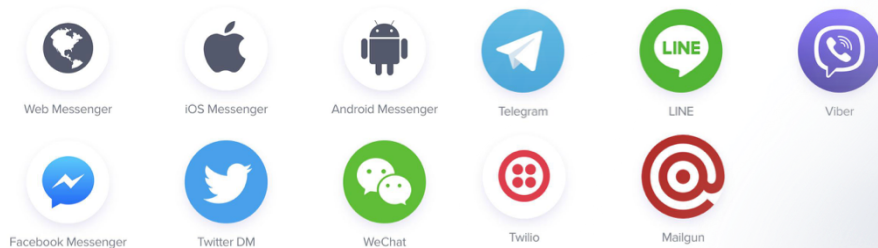
TRIPADVISOR

- ❖ Guests can directly rate their stay through TripAdvisor
- ❖ Guest can share feedback directly & privately with hotel

CONVERSATIONAL COMMERCE

Be wherever your guests want you to be through multi channel conversations

- ❖ Guest services and curated experiences
- ❖ Roaming conversations across channels
- ❖ Engage with guests on their preferred channels
- ❖ Generate revenue with conversations



CONNECTED ROOM

Alexa, ask the hotel for the wifi password.

Alexa, ask the hotel for check-out time.

Alexa, ask the hotel about the local area.

Alexa, ask the hotel for extra towels.

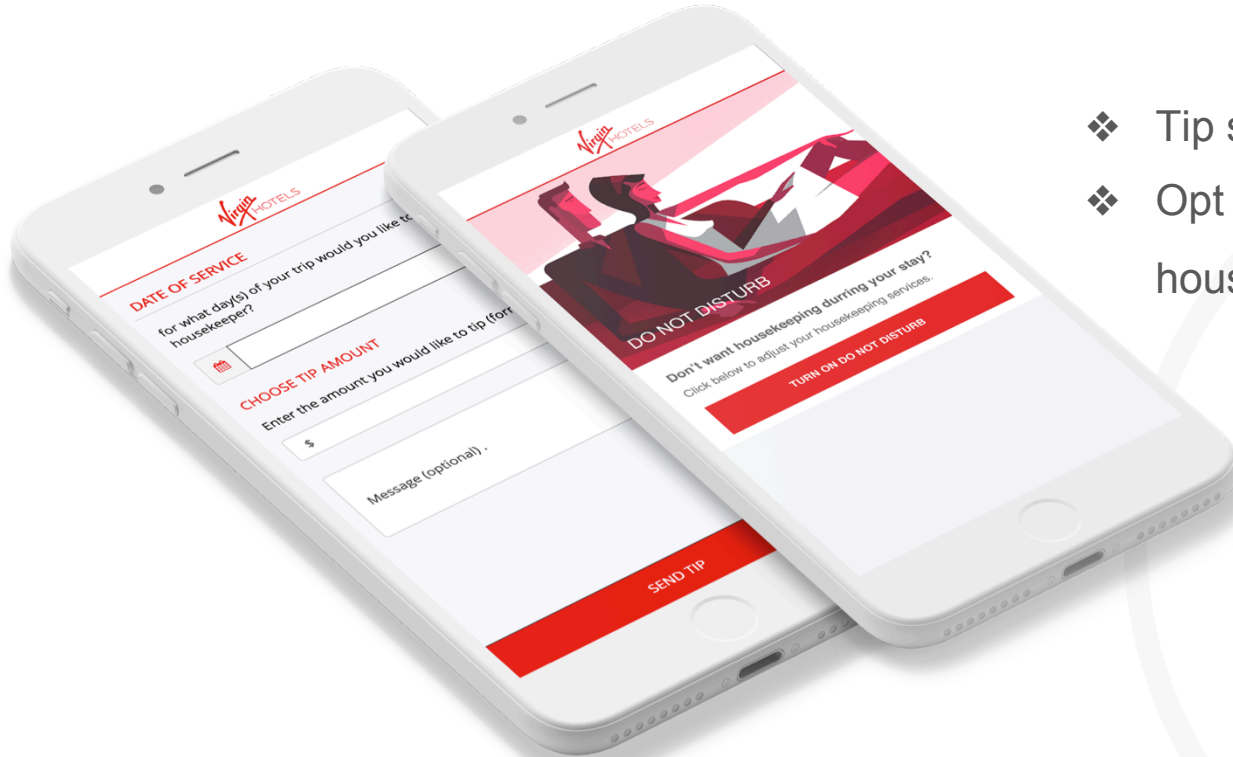
Great, I sent a request for extra towels to the hotel staff!



Allow guests to interact with the hotel and improve their experience with smart controls in their rooms

- ❖ Voice via Alexa
- ❖ Television
- ❖ Lighting
- ❖ Thermostat

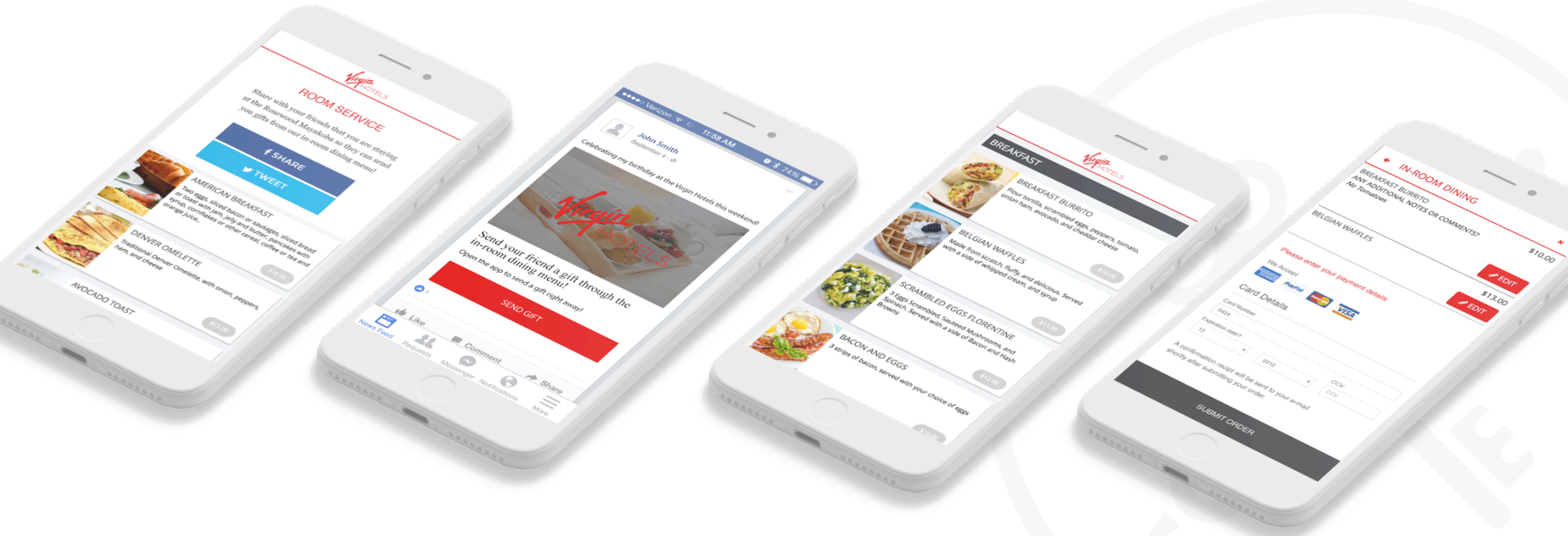
MOBILE TIPPING



- ❖ Tip staff
- ❖ Opt in and out of housekeeping services

“SEND TO A FRIEND” - AMENITY ORDERING

Guests can share their trip with friends and send gifts directly to their room!



SHUTTLE TRACKER

Allow guests to view airport shuttle locations in real time



LUGGAGE SHIPPING

Virgin HOTELS

LUGGAGE SHIPPING **RECENT BOOKINGS**

Fill out the following information to get started.

Round Trip ▼ 1x Carry-on ▼

FROM

TO

ARRIVAL

DEPARTURE

SEARCH

RECENT BOOKINGS

CHICAGO, IL
Los Angeles, CA >> Chicago, IL
4 business days via UPS
PRICE \$29.99 BAGS 1 Oversized bag

CHICAGO, IL
Los Angeles, CA >> Chicago, IL
3 business days via UPS
PRICE \$87.00 BAGS 4 Bags

SAN FRANCISCO, CA
Los Angeles, CA >> Chicago, IL
2 business days via UPS
PRICE \$32.99 BAGS 2 Bags

- ❖ Select shipping dates from start and end of trip
- ❖ View and track recent bookings