



Hospitality Platform

Products & Features

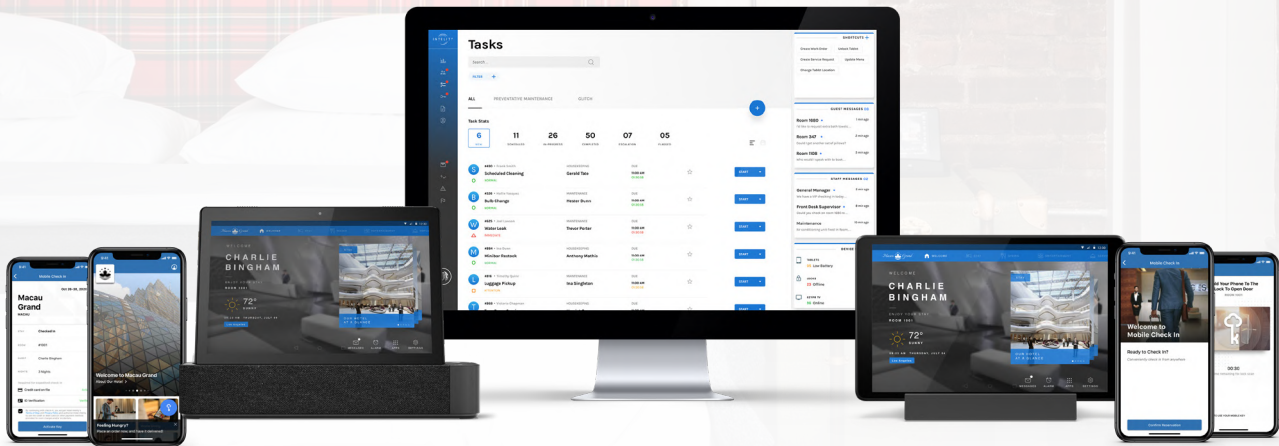
Housekeeping

Food & Dining

Fitness

Entertainment





INTELITY is the global leader in contactless guest experience technology, uniting **mobile, in-room, and operational tools** into one fully-integrated hospitality platform.

Named the "Official Mobile and In-Room Technology Provider" by the distinguished Forbes Travel Guide in 2017, 2018, 2019, and 2020, and is in use at boutique properties, casino-resorts, and global hotel brands, including **Marriott, Fairmont, Hard Rock**, and more.

The INTELITY platform includes customizable mobile apps and in-room tablets containing robust **guest-facing functionality, as well as a back-office dashboard** that captures detailed performance data and streamlines staff operations. It also integrates with over 150 software and hardware systems, including PMS, POS, in-room controls, spa management, and loyalty programs.

Looking for a personalized, in-depth walkthrough of how the INTELITY platform can help your property transform the guest experience and optimize processes? Reach out to our team at demos@integrity.com.

Guest Mobile Apps



Stay Connected from Anywhere

Mobile Check-In & Mobile Key



Skip the Front Desk

Mobile & In-Room Dining



Order from Any Device, Anywhere, Anytime

In-Room Tablets



Deliver High-Impact Guest Engagement

Guest Messaging



Communicate in Real Time

Ticketing



Track & Manage Work Orders

Content Management



Create Dynamic Digital Content

Device Management



Monitor Your Property's Devices

Guest Marketing



Leverage Omnichannel Engagement

Guest Feedback



Improve Service Recovery

Integrations

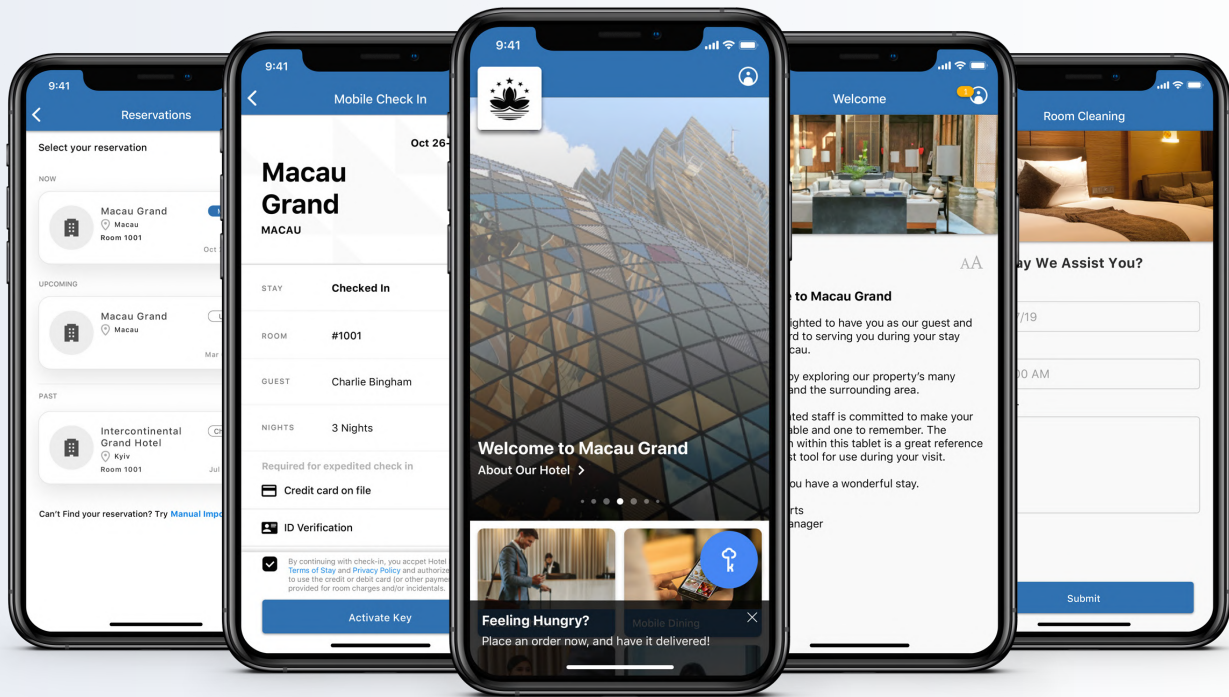


Unify Your Technology Stack

Premium Partners



Extend the Guest Experience



Stay Connected from Anywhere



Guest Mobile Apps

Give guests the safe, modern travel experience they're looking for with a mobile app that connects every part of their stay, from their room to the pool to the restaurant—offering contactless service options that reduce touchpoints and increase safety.

Details

Single & Multi-Property

A perfect fit for everything from individual boutique properties to enterprise brands

Multiple Build Frameworks

iOS, Android, and HTML 5 for web-based builds

Features

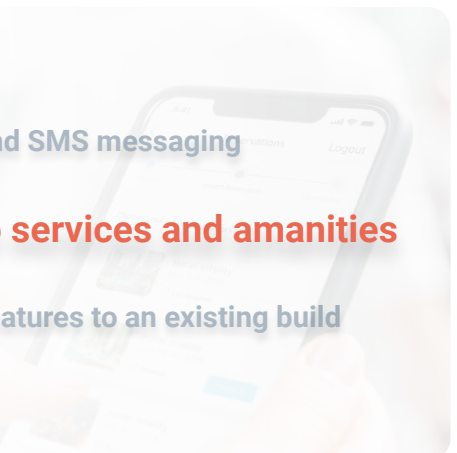
Submit service requests

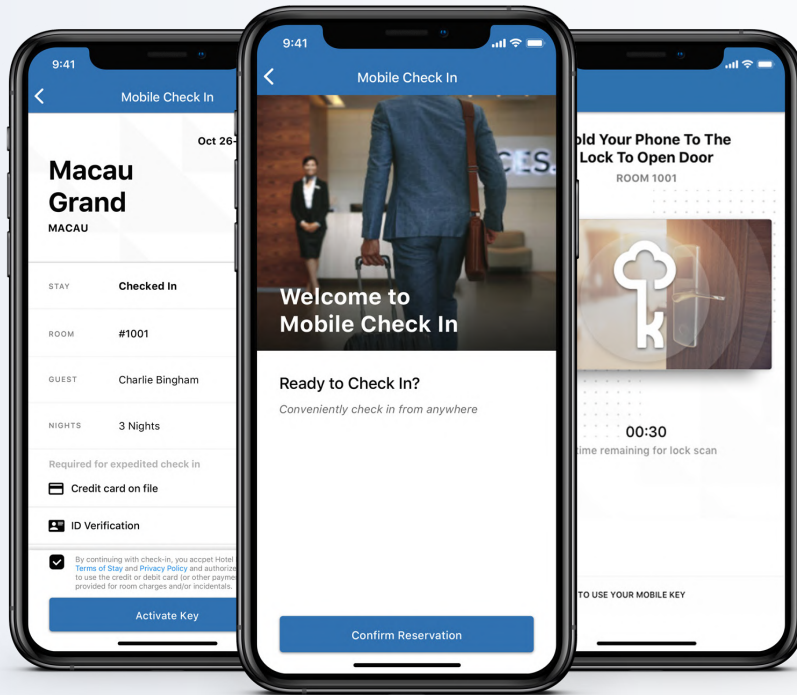
Push notifications and SMS messaging

Digital access to services and amenities

Mobile SDK to add features to an existing build

Fully custom branding





Skip the Front Desk



Mobile Check-In & Mobile Key

Allow guests to use reservation information to check-in and activate their mobile room key before they even arrive at the property, then head straight to their room upon arrival, prioritizing guest convenience and safety through physical distancing.

Details

Reduce use of unsanitary, expensive plastic keycards in favor of a greener, solution

Eliminate an unnecessary physical interaction between staff and guests

Features

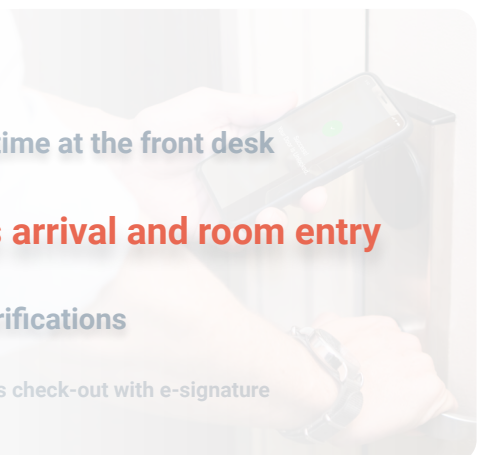
Securely share keys

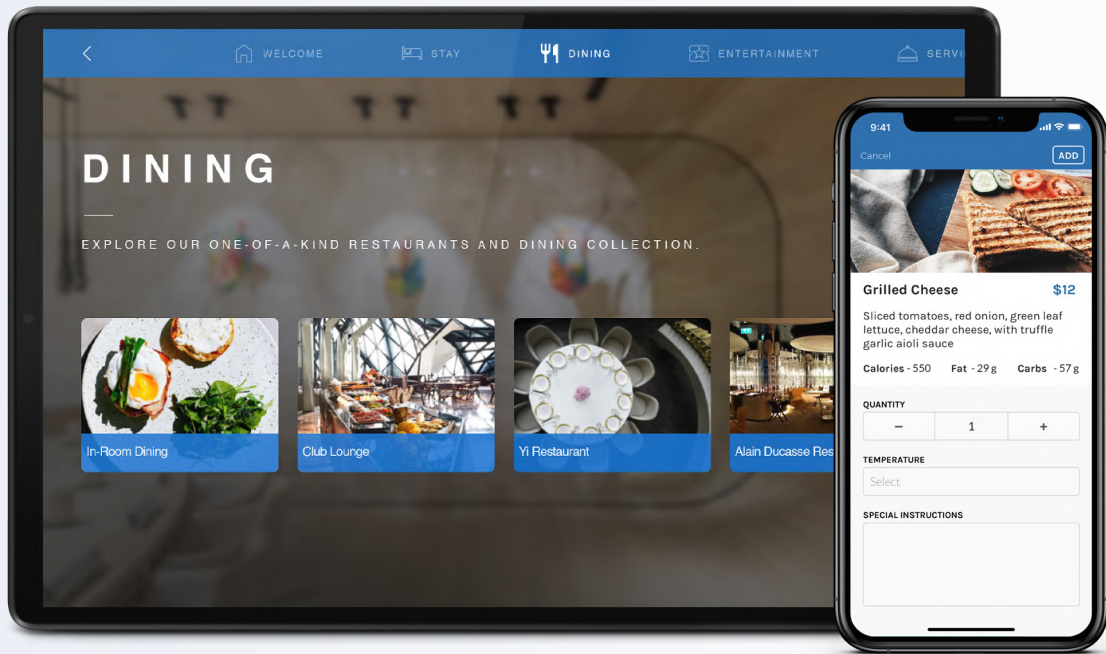
Free up employee time at the front desk

Fully touchless arrival and room entry

ID and payment verifications

Enable simple, contactless check-out with e-signature





Order from Any Device, Anywhere, Anytime



Mobile & In-Room Dining

Streamline guest dining experiences while reducing unnecessary touchpoints and eliminating hard-to-sanitize print collateral with mobile and in-room contactless hotel dining technology. Our dining solutions digitize ordering, automate service request delivery, empower touchless deliveries, track request fulfillment time, and much more.

Details

Guests can place room service or restaurant orders from their own devices or an in-room tablet

Properties can track and accelerate fulfillment while keeping everyone safe

Features

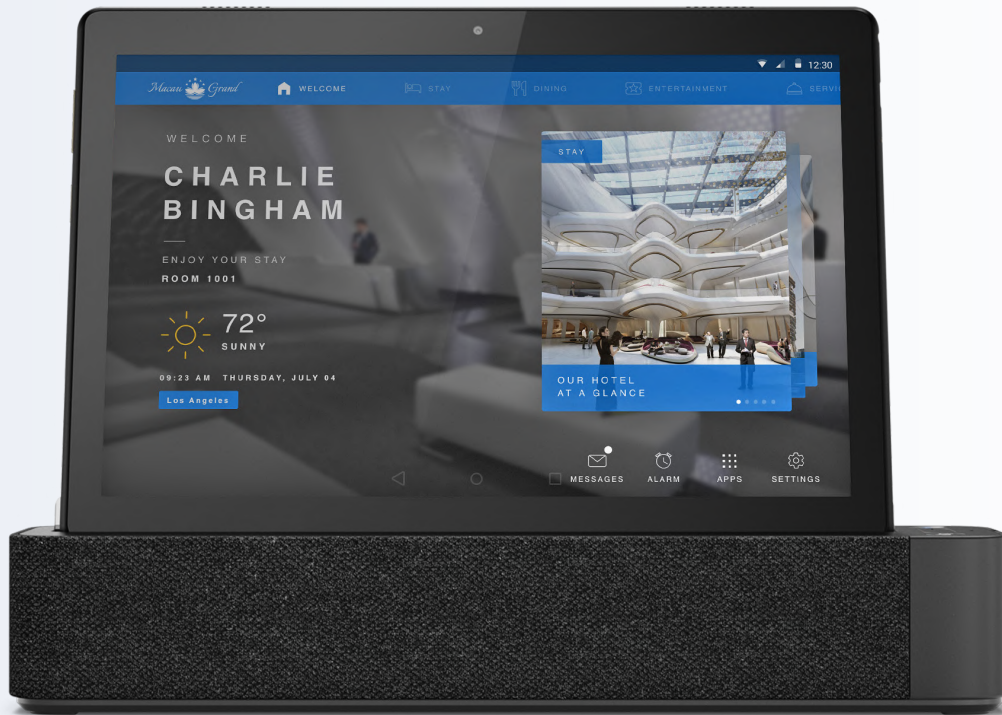
Reduce the chance of human error

Update menus as availability changes

Offer or mandate touchless delivery

Deliver to anywhere on property

Generate meaningful data on dining patterns



High-Impact Guest Engagement



In-Room Tablets

Replace expensive and difficult to clean printed compendiums and collateral with a digital alternative that offers guests contactless access to services, amenities, dining, and more. At the same time, automate guest services and enable touchless communication between guests and staff.

Details

3 Hardware Models

- 10-in Lenovo M10 with Bluetooth charging cradle
- 8-in Lenovo M8 Smart Tab
- Apple iPad

Features

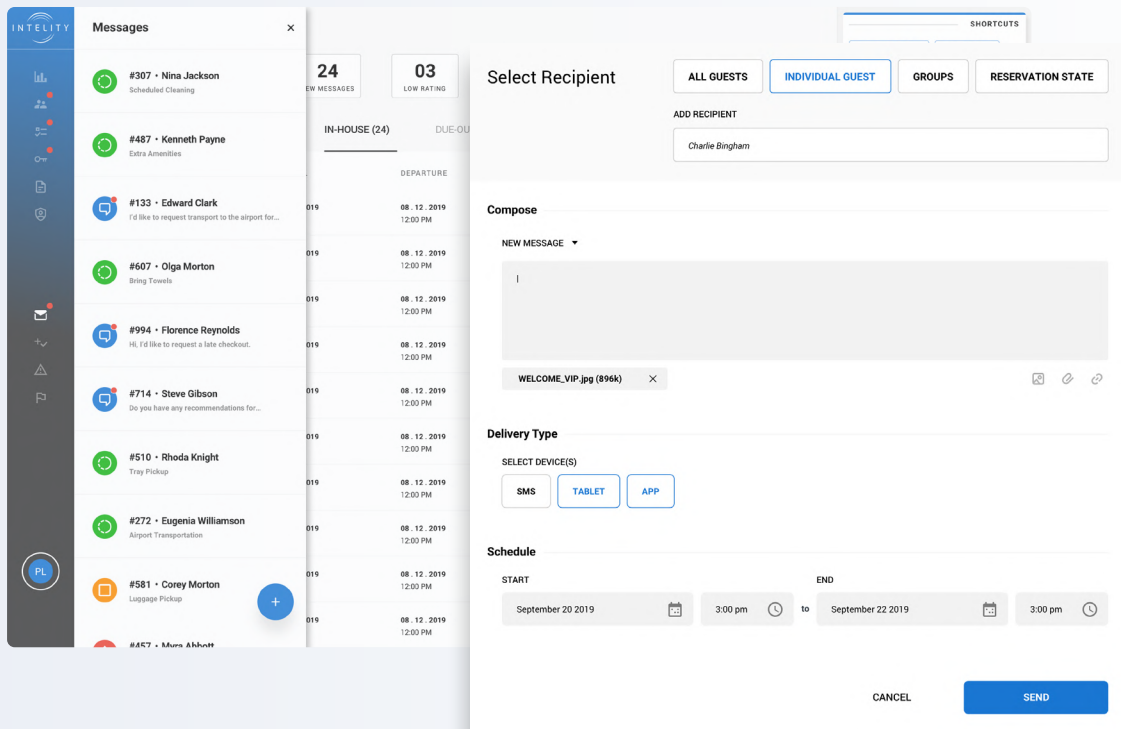
Make reservations and book activities

Submit service requests

Personalize offers and promotions

Streamline in-room dining ordering

Access hotel compendium



Communicate in Real Time



GEMS: Guest-Staff Messaging

Connect with guests in real time through SMS, push notifications, and in-app chat, all managed through a single interface. Receive instant feedback and resolve escalations quickly using a more familiar and seamless mode of communication.

Details

Communicate across multiple platforms and channels

Reduce delay in service recovery efforts with instant feedback

Features

Deliver service request status updates

Eliminate dependency on third-party platforms

Enable staff to communicate with guests

Provide guests with room status updates

Allow guests to give instant feedback

The screenshot displays the GEMS: Ticketing interface. On the left, a sidebar contains navigation icons. The main area is titled 'Tasks' and features a summary bar with counts: 06 NEW, 11 SCHEDULED, 26 IN-PROGRESS, 50 COMPLETED, 07 ESCALATION, and 20 FLAGGED. Below this, a table lists tasks with columns for TASKS, ASSIGNED, DUE, and SORT BY. The tasks include various requests like 'Scheduled Cleaning', 'Bulb Change', 'Water Leak', 'Minibar Restock', 'Luggage Pickup', 'Turndown Service', 'Extra Towels', 'Tray Pickup', 'Extra Amenities', and 'Room Refresh'. A modal window on the right provides a detailed view of a task assigned to Frank Smith (VIP) in Room 490. The task is 'Scheduled Cleaning' with a 4 out of 5 star rating. It shows a completion status of '09.20.2019 completed' and '09.20.2019 submitted'. Other details include 'TIME STARTED: 10:15 AM', 'CHECKLIST: 100% Complete', 'TIME TO COMPLETION: 00 hrs : 10 mins : 00 sec', and the assigned staff member 'HOUSEKEEPING: Gerald Tate'.

TASKS	ASSIGNED	DUE	SORT BY
#490 - Scheduled Cleaning Frank Smith • VIP	HOUSEKEEPING Gerald Tate	11:00 AM 01 h : 30 m : 58 s	☆
#526 - Bulb Change Hallie Vasquez • VIP	MAINTENANCE Hester Dunn	11:00 AM 01 h : 30 m : 58 s	☆
#625 - Water Leak Joel Lawson	MAINTENANCE Trevor Porter	11:00 AM 00 h : 30 m : 12 s	☆
#884 - Minibar Restock Ina Dunn • DND	HOUSEKEEPING Anthony Mathis	11:00 AM 01 h : 30 m : 58 s	☆
#816 - Luggage Pickup Timothy Quinn • Returning	BELL DESK Ina Singleton	11:00 AM 01 h : 05 m : 15 s	☆
#868 - Turndown Service Victoria Chapman • VIP	HOUSEKEEPING Harriet Guerrero	11:00 AM 00 h : 30 m : 12 s	☆
#893 - Extra Towels Terry Flowers • Returning	HOUSEKEEPING Herman Bryant	11:00 AM 01 h : 30 m : 58 s	☆
#902 - Tray Pickup Jay Benson	HOUSEKEEPING Madge Perez	11:00 AM 01 h : 05 m : 15 s	☆
#903 - Extra Amenities Callie Morgan • DND	HOUSEKEEPING Paul Logan	11:00 AM 01 h : 30 m : 58 s	☆
#916 - Room Refresh Dollie Poole • MUR	HOUSEKEEPING Abbie Baldwin	11:00 AM 01 h : 30 m : 58 s	☆

Track & Manage Work Orders



GEMS: Ticketing

Provide management and staff with a central location to track and dispatch guest requests, work orders, and preventative maintenance. Improve your operational efficiency with a complete set of workflow management tools.

Details

Manage, track, and organize all staff tasks and guest service requests in a single dashboard

Features

Workflow management tools

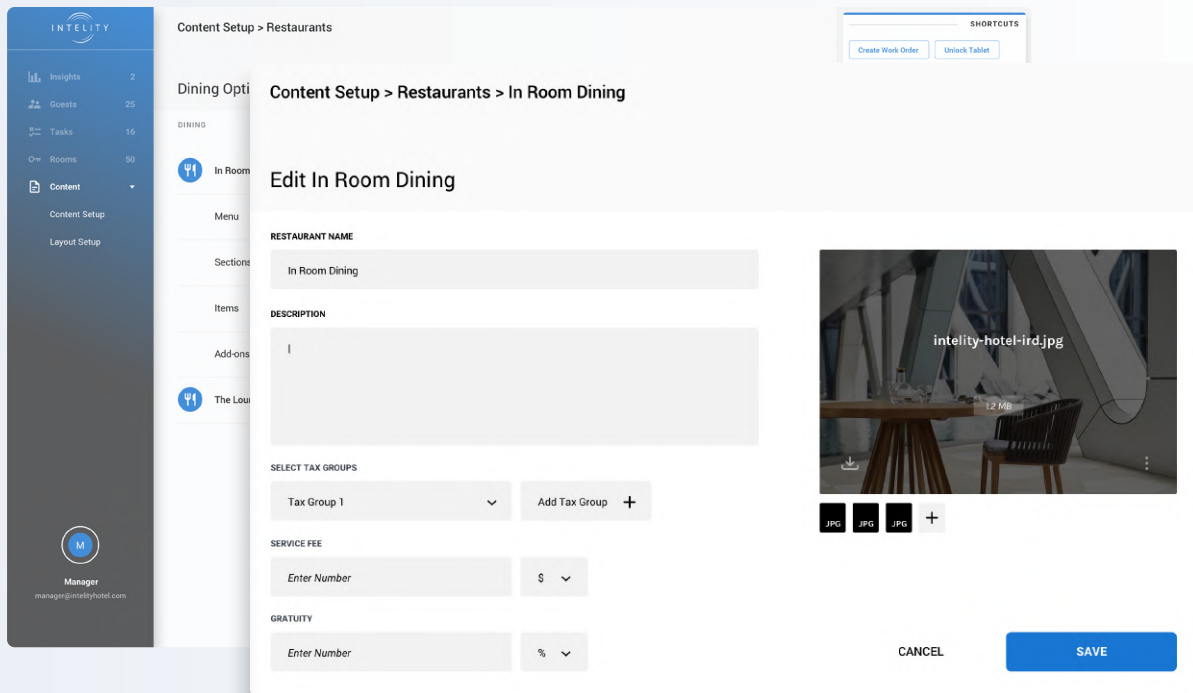
Improve operational efficiency

Automate service recovery efforts

Organize service requests

Automate escalations





Dynamic Digital Content Creation



GEMS: Content Management

Control the content on your Mobile App, In-Room Tablets, Casting screens, and Smart Mirrors while reducing the high costs associated with printing and making updates as soon as information becomes outdated.

Details

Real-time updates for all digital content including safety policies, menus, retail shops, and your digital compendium

Features

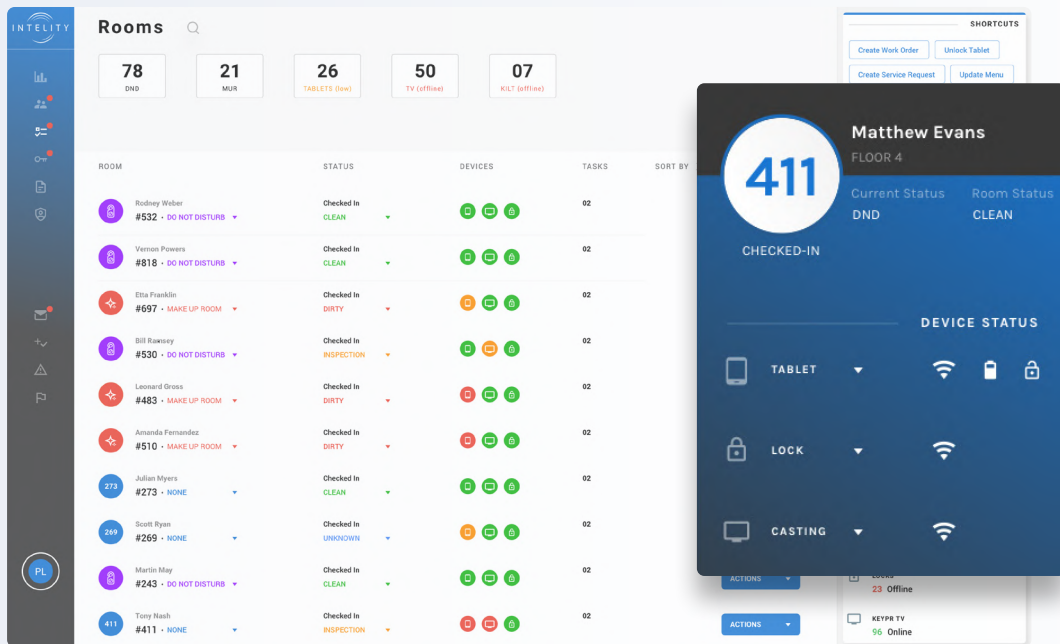
Reduce printing costs

Easily make changes to in-room dining menus

Update all digital content in real time

Engage guests through targeted promotions

Make revenue streams more agile



Monitor & Update Your Property's Devices



GEMS: Device Management

Monitor and manage your In-Room Tablets and other devices without disturbing your guests. Automate software installations and upgrades while providing your team with the information they need to ensure a frictionless user experience.

Details

Devices can be managed individually or all at once

Fully manage and secure in-room tablets from a single dashboard

Features

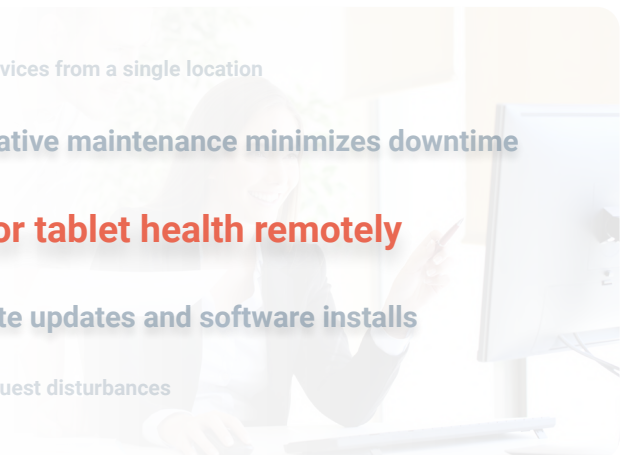
Manage devices from a single location

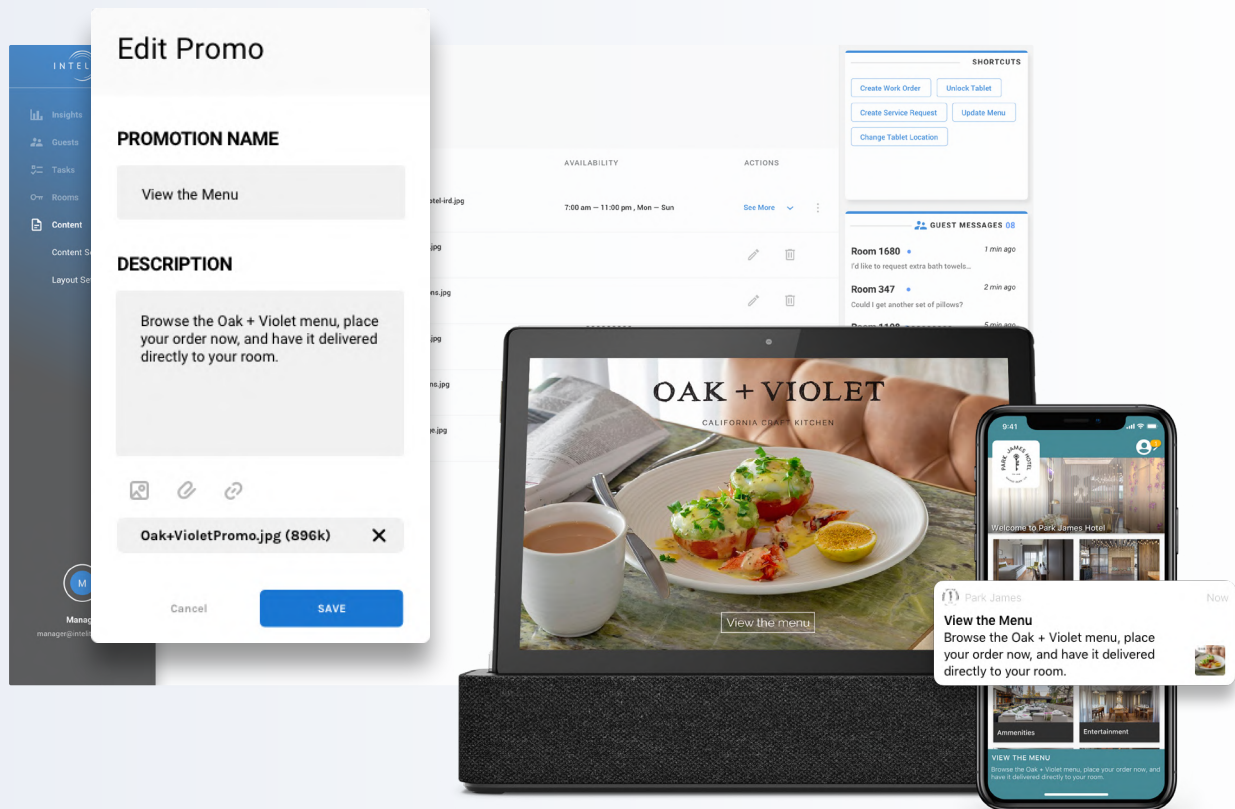
Preventative maintenance minimizes downtime

Monitor tablet health remotely

Automate updates and software installs

Minimize guest disturbances





Omnichannel Engagement Platform



GEMS: Guest Marketing

Reach your target audience when they're paying the most attention. By seamlessly managing multiple in-platform channels, you can engage guests with tailored messaging at every critical point in their stay—from before they even arrive on property until they depart.

Details

Create promotional campaigns that include:

- Push notifications
- Full screen graphic promos
- SMS messaging
- Pre-arrival emails
- Geo-targeting

Features

Steer foot traffic to on-site services

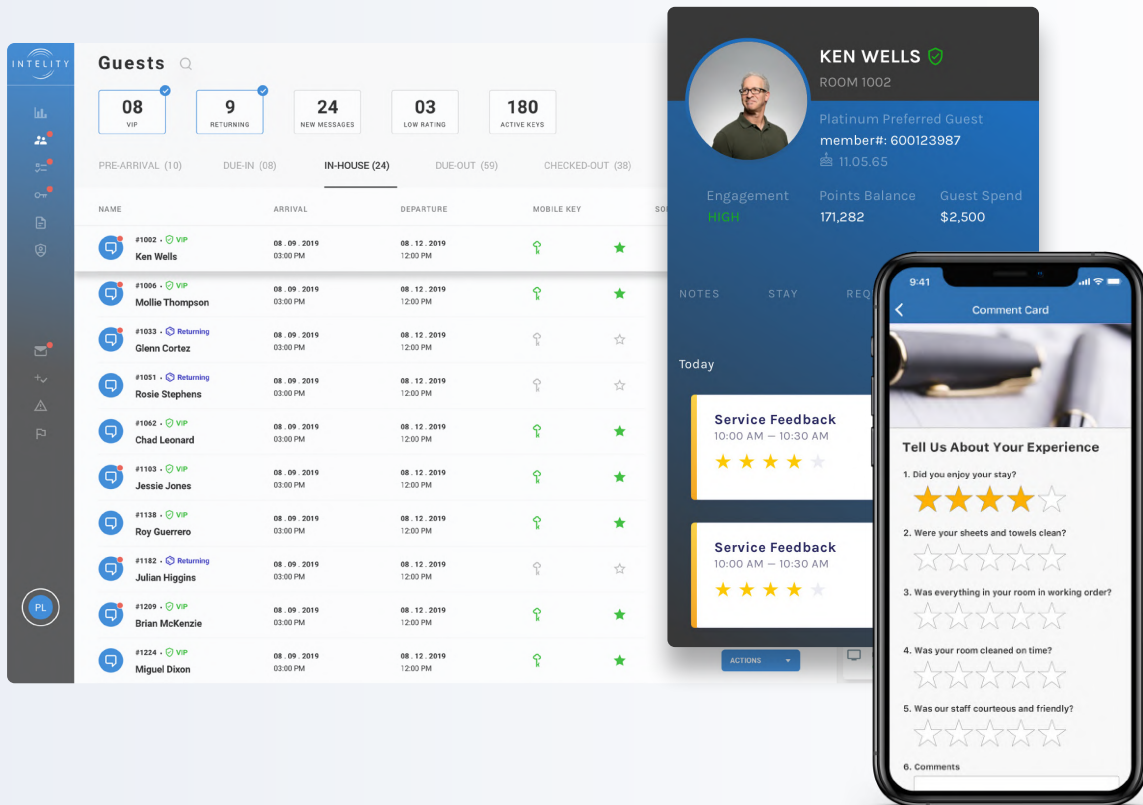
Create personalized offers

Engage guests through multiple channels

Drive direct bookings

Time-based promotional features





Improve Service Recovery



GEMS: Guest Feedback

Track guests' satisfaction throughout their stay with automated surveys that deploy upon completion of service request fulfillment. Then, use the real-time feedback on guest satisfaction to improve processes and drive higher property reviews.

Details

Instant feedback on services for improved guest satisfaction

Built-in escalation notifications for instant service recovery

Features

Send surveys immediately following service delivery

Built-in escalation notifications

Track guest satisfaction in real time

Proactively address poor guest experiences

Track the performance on each department

Unify Your Technology Stack



Integrations

Seamless integrations with industry-leading providers of PMS, POS, room controls, ticketing, booking, and service apps make INTELITY the most connected platform on the market—ensuring a frictionless experience, no matter what your tech stack looks like.

POS

micros

Somphony

Aphros
InfoGenesis

SILVERWARE
Advanced Hospitality Technology

Aloha

Infrasys
A SHL GROUP BRAND

PMS

Opera

ORACLE

infor

StayNTouch
A SHL GROUP BRAND

roomMaster

Agilysys

TICKETING

ALICE

TCA
Innsist

HotSOS
Hotel Service Optimization System

KNOWCROSS

Guestware

C7
CONCERGE
organizer

BLE LOCKS

ASSA ABLOY

dormakaba

SALTO

HAFELE

Onity

Saflok
A Member of the Kaba Group

ROOM CONTROLS

LUTRON

INNCOM

INTEREL

Control4

CRESTRON

AMX
HARMAN

Details

Enable service requests, dining orders, amenity reservations, and more with discrete and certified integrations with all major PMS, POS, and more

Extend the Guest Experience



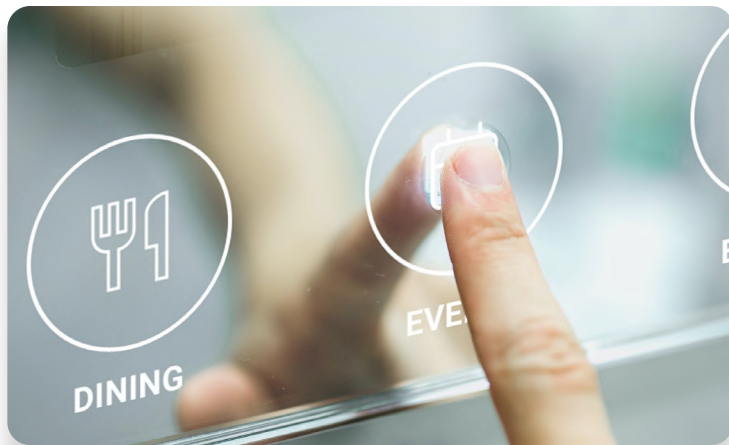
Premium Partnerships

Through partnerships with industry leaders, the core INTELITY platform expands to include additional, deeply-integrated hardware to elevate the guest experience even further.



Casting

Powered by **nevaya**.



Smart Mirrors

Powered by **remi**



Voice

Powered by  alexa for hospitality



Explore the full platform
at integrity.com



Verified Luxury

2017 • 2018 • 2019 • 2020 • 2021

Los Angeles | Orlando | London

INTELITY is the global provider of the most comprehensive guest experience and staff management platform.

Full Service. Full Circle.

For More Information
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To Schedule a Personalized Demo
demos@integrity.com