

In an industry where guest experience defines the core business, travel & hospitality organizations are under pressure to dramatically alter their business models to meet an ever-evolving set of customer expectations. Today's guests demand more personalized interactions, but with the autonomy to control their own experiences. As a result, these verticals have been leveraging cloud technologies to predict customer behavior, streamline the travel process, and create tailored experiences that are unforgettable.

What you get with our Travel & Hospitality expertise:

Organizations in travel and hospitality verticals are leveraging our strategies and integrated sets of solutions, such as IoT and data analytics, to increase the speed and efficiency of their processes while continuously innovating and improving their guests' experiences.



Premier
**Consulting
Partner**

DevOps Competency

Machine Learning
Competency

IoT Competency

Data & Analytics
Competency

Migration Competency

Capabilities & Solutions:



Smart Hotel Rooms

Leverage IoT devices and self-service applications that enable guests to control and customize their experiences through connected in-room solutions. Enhance a guest's convenience and accessibility to control rooms as well as connect them to other guest services like in-room dining and hotel reservations.



Supply Chain Management

Leverage AI/ML solutions with your operational data to predict resource needs based on historical trends and external factors that could disrupt your supply chain.



Dashboard Reporting & Analytics

Access insights to help make informed decisions, more accurately predict and anticipate demand, and increase overall customer satisfaction and revenue. Gain valuable, real-time information on the status of equipment to ensure rapid repairs and replacements before they stop functioning, improving the safety and satisfaction of guests.



Enhanced Guest Experience

Streamline the customer experience across all areas of the travel and hospitality industry from mobile travel alerts to seamless check-in to electronic key cards. Engage customers at every stage of the travel planning process through location-based mobile apps, providing guests with more flexibility, options, and freedom to access your services and explore local attractions.



Energy Management and Sustainability

Utilize cloud-based occupancy IoT sensors and automation to adjust utilities for unoccupied spaces, helping to reduce costs while supporting energy responsibility initiatives.



Personalized Customer Experience

Leverage AI/ML and data analytics services to make recommendations tailored to each guest, allowing the ability to distinguish between business and leisure stays and cater services such as room upgrades, spa amenities or restaurants, accordingly.

Customer Success

Case Study: A global hospitality group optimizes workforce + reduces costs with IoT

The Customer: The customer, a leading global hospitality group, was looking to optimize the utilization & cost-efficiency of their custodial staff workforce that is responsible for monitoring over 10,000 beverage dispensers and hundreds of on-ground facilities, while maintaining the highest standards in tidiness.

What we did: Onica implemented an IoT software solution and serverless architecture to support devices that detect receptacle fill levels. The application ingests the data from the devices, analyzing fill levels and managing task queues to assign staff for refills and spill clean-up.

Outcomes: Onica's solution has optimized custodial routes by algorithmically prioritizing service schedules, thereby reducing custodial headcount without affecting customer experience. By leveraging cloud technologies, the global company built and deployed major innovations at 2x the normal pace and referenced these projects as their most successful product launches ever.