



## Appian for Hospitality and Hotel Operations

Digital innovation that transforms guest experiences and hotel operations.

Appian helps hoteliers and hospitality groups exceed guest expectations. Our low-code solution frees staff from manual tasks so they can focus on guest engagement, not systems.

Given the rise of online rental and hospitality brokerage companies, compelling experiences are more critical than ever for attracting and retaining guests. Yet the daily management of hotels, resorts, and other properties involves a complex combination of customer service, logistics, financial management, and operations.

How can hospitality organizations and hotels deliver memorable stays and complete customer satisfaction while keeping operations running? Eliminate data silos, unify operational views, and coordinate every aspect of the guest experience. Here's how.

### The Appian difference.

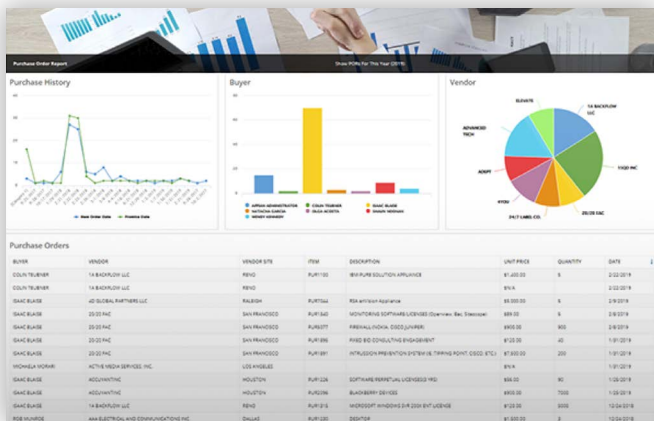
With Appian, hoteliers and hospitality groups can build solutions that break down front- and back-office silos and orchestrate the entire guest experience.

- **Increase guest satisfaction.** Deliver employees a single view of guests, properties, and assets, so they can focus on improving guest satisfaction, experience, and engagement.
- **Streamline hotel operations.** Use artificial intelligence (AI) and Robotic Process Automation (RPA) to automate and optimize outdated manual processes across the enterprise.
- **Speed time to business impact.** Unlock current systems' potential while deploying new solutions across any device, to accelerate impact and value.

### One platform — unlimited possibilities.

Use Appian to create powerful new solutions that align with—and enhance—legacy applications. They integrate seamlessly, which means you don't have to migrate data.

- 20X faster low-code development.
- Unlimited power through industrial-strength BPM.
- RPA for comprehensive enterprise automation.
- Native AI and no-code integration to public cloud cognitive services.
- Dynamic case management.
- Eliminate data silos through unified records.
- Proven reliable and secure cloud architecture.
- Write once, run everywhere capabilities with anywhere, anytime, any device access.



## Deploy Dynamic Solutions Across Your Organization

- **Guest engagement, services, and awards.** Attract and retain loyal guests with applications and guest services solutions that leverage new technologies and integrate legacy rewards systems.
- **Quality management.** Ensure the highest quality guest experiences with solutions for onsite room and facility checks and post-stay surveys.
- **Hotel operations.** Create a single, mobile-ready view of hotel operations, giving management and staff access to the data they need to handle requests quickly and deliver fast service.
- **Revenue management.** Streamline time-consuming revenue management processes, including pricing strategies, portfolio performance, and month-end close.
- **Intelligent contact center.** Provide the complete guest views that allow agents to handle reservations, rewards, and guest inquiries fast and deliver fantastic experiences.
- **HR service center and lifecycle management.** Consolidate employee inquiries into a single employee-centric solution, freeing HR leaders and specialists to resolve requests fast and focus on engagement, not systems.
- **Supply chain management.** Monitor and optimize activities across properties to synchronize supply and demand and improve efficiency.

## Turn ideas into applications, faster. We guarantee it.

The Appian Guarantee is our commitment that you will realize incredible productivity and impact with Appian's low-code platform. The Appian Guarantee establishes an accelerated 8-week project for your first application at a fixed price. Appian also guarantees that anyone technical can be trained as an Appian developer in 2 weeks.<sup>1</sup>

## Take the next step

For more information about Appian complete automation and how it can help transform your organization, request a free demo of the Appian Low-code Automation Platform or visit the [appian.com](https://appian.com).

1. The Appian Guarantee is available to new Appian customers developing and deploying in the cloud who purchase Appian software with an annual contract value in excess of an Appian-set minimum, who agree to fully use standard Appian features and prioritize scope according to the guidelines as qualified by Appian Professional Services. These guidelines are best practices for fast delivery as they relate to project delivery methodology, integrations, data manipulation, and data design. The 10-day design course fees are not included in the first application project cost. Subject to project scope and conditions. Visit [appian.com/company/appian-guarantee/](https://appian.com/company/appian-guarantee/) to learn more.