REVA™
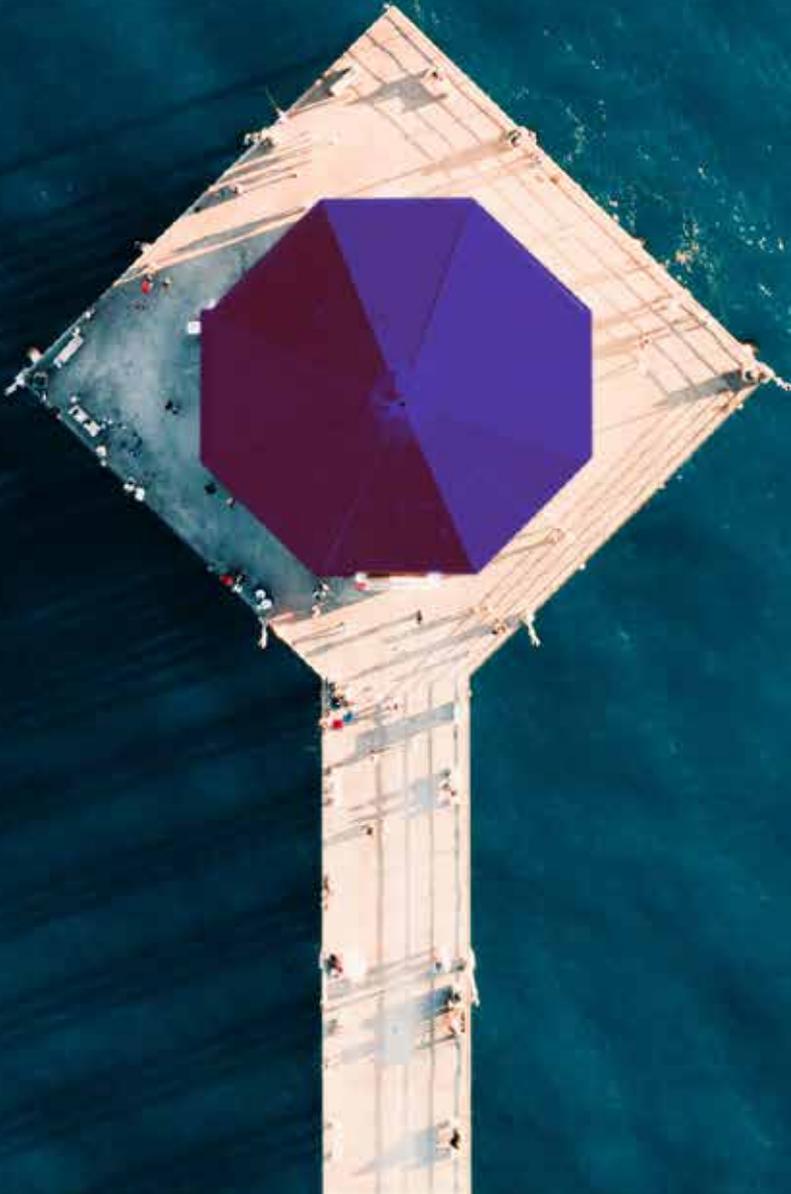
HOSPITALITY TECHNOLOGY

Yes. Anywhere™

Your guests want to order and pay for their food and beverages, wherever, whenever and however they like.

Introducing REVA, a hospitality technology solution that enables your guests to order food and beverages from any of your locations, for delivery based on their exact location. Wherever and whenever they like during their stay.

The application enables guests to pay via any method they choose, even in their home currency. Therefore, increasing revenue, reducing order leakage and eliminating the need for hotel room charge credit risk.

Why choose to partner with us?

Hotel and resort F&B offerings need to meet or exceed the offerings in the local market. Guests now have access to more options than ever before.

With REVA you will be able to:

- Increase your app[1] engagement amongst guests.
- Deliver a more meaningful guest experience.
- Enable personalised offers and service.
- Increase revenue.
- Reduce food order leakage to external food delivery services.
- Eliminate room charge credit risk.
- Accept any form of payment (including cards and digital wallets [Alipay, WeChat, ApplePay, GooglePay]) and display the cost in the guest's home currency.
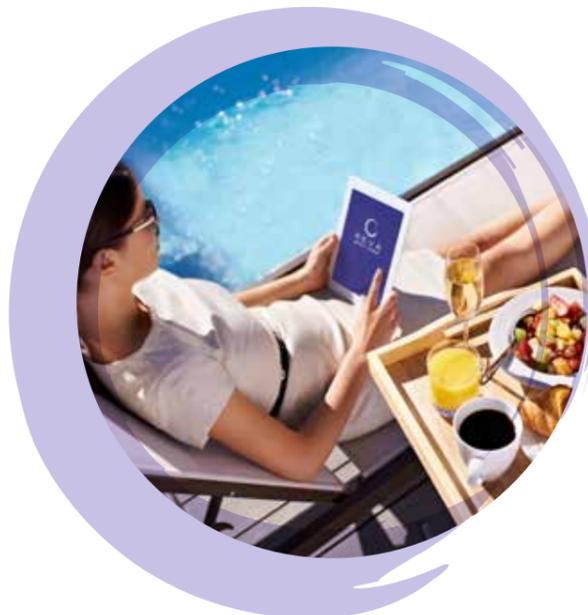
Our UX was built with the guests' experience front of mind!

What is unique about our solutions?

88% of guests surveyed said that they would prefer to use our application to order F&B during their stay.

We achieve this by:

- Geofencing hotels and resorts and empowering guests, based on their location within the property to order F&B from any of their locations[2] for delivery wherever and whenever they choose.
- Displaying menus in the world's 5 most widely spoken languages[3]. Menus are automatically displayed in the language of the customer's device. When guests can read and order in their language, they will spend more!
- Accepting any form of payment (including cards and digital wallets [Alipay, WeChat, ApplePay, GooglePay]) and displaying the cost in the guest's home currency.
- Integrating AI for suggestive selling and dynamic offer presentation.

How do our solutions work?

We can offer standalone or multiple instance solutions to integrate via API to an existing brand native application, offer a white label solution or the REVA PWA and native apps.

Solution architecture

API | containers | CLOUD | ON PREMISE | WHITE LABEL | REVA CLIENTS | PWA | iOS | ANDROID

Guest user journey

GUEST		
DEVICE		Any device – phone, tablet, laptop or PC.
LOCATION		Geo location from mobile or WiFi, scan a code or room number.
RESTAURANT & BAR MENU		Choose restaurants based on pre-set availability rules (time of day, distance from location, ability to deliver)
ORDER & PAYMENT		Place order, pass through all suggestive sell and presented offers to increase spend. Payment (including cards & digital wallets [Alipay, WeChat, Apple Pay]) and display the cost in the guests' home currency.
DELIVERY		Order is delivered.
HAPPY GUEST!		Once the delivery has occurred, the guest is prompted to leave a tip (if set) and to leave a review.

In the race for experience differentiation and the run to EXPO 2020 we enable hotels to meet the needs of their guests with minimal upstaffing and training.

If you deploy the REVA solution your:

- Guests will have higher engagement with the property and brand at large.
- Guests will order more as it's not a disruption to their day and their activities. Instead it will enhance and create seamless complimentary guest experience.

Don't continue to be disrupted by the frictionless ability to order F&B from offsite locations!
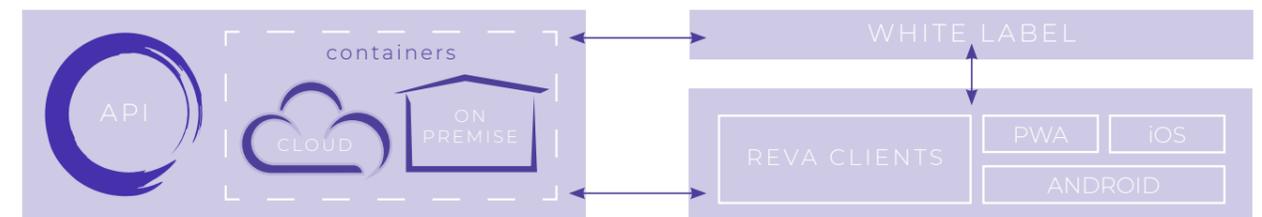
1 When integrating our API solution into your proprietary native app
2 REVA's rules engine allow you dynamically choose what locations and menu items are available to a customer at any given time.
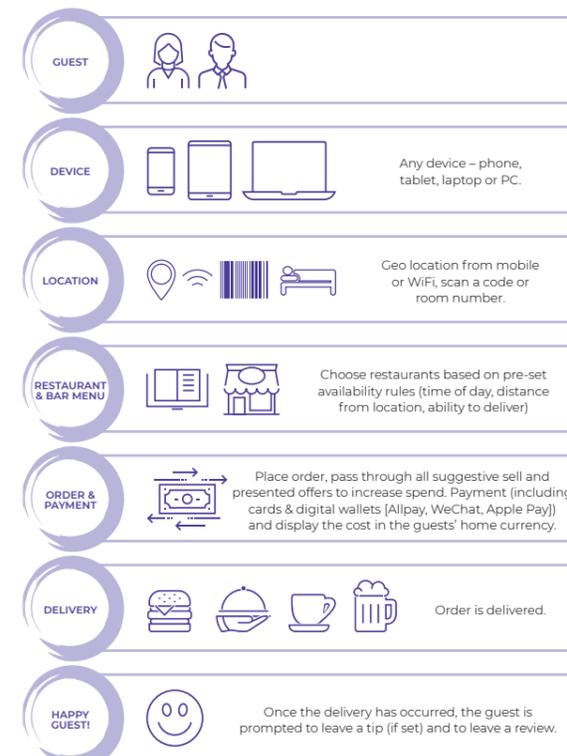3 English, Mandarin, Spanish, Arabic, Hindustani

REVA Hospitality Technology was born of one defining vision and purpose. To enable hotels and resorts to say to their guests, "Yes. Anywhere™".

In an increasingly demanding and fragmented sector, the ability for hotels and resorts to differentiate their experience is becoming more and more difficult. Add to this, the guest's reasonable expectation of a digitally unified ecosystem with access to core brand services, within a frictionless environment. No wonder so many brands are asking, 'what's coming next?'

We know we approach things a little differently. We travelled to over 150 countries, stayed in over 300 hotels and resorts and spoke to over 3000 guests. We engaged the customer at every level of our journey asking for their feedback and what they want as part of their hotel/resort stay. Our solution designs begin with this feedback and the guest experience first and foremost in our consideration. In a world of disintermediation from digital competitors our aim is to be your partner on your digital journey to true customer centricity.

With a range of integration options to suit your brand and guest requirements, you'll be saying "Yes. Anywhere™" soon.

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