

# enhancing a new hotel concept for YOTEL

Creating a welcome that matches the visit

**YOTEL wanted to give its guests a first class welcome and departure - to set the tone for its unique style of hotel stay. Check-in and check-out needed to be smooth, fast and easy. YOTEL staff needed time to do what they do best; add value to the individual guest experience.**

YOTEL uses Atos self-service kiosks to power its progress. Customers check-in and check-out without delay. YOTEL 'cabin crew' are not stuck behind a reception desk, as staff tend to be in traditional hotels. They are mobile, and free to help. Nobody forgets the YOTEL greeting. Its kiosks are strongly YOTEL branded, and integrated with the rest of its highly innovative offering.



# Guests feel the difference with functional and flexible self-service

## The challenge

YOTEL is a hotel concept inspired by luxury airline travel and Japanese capsule hotels. It aims for great value, stunning design, and a no-frills one stop service, 24/7.

Planning its first hotel in New York, YOTEL looked for a long-term partner to match its unrivalled vision. It knew that check-in and check-out would only create a good impression if it was as smart and simple as the rest of the customer stay. The mobile cabin crew approach would not be possible if staff had to stand behind a reception desk.

## The solution

Atos applies its business technology know how to meet the challenge head on. Atos self-service kiosks provide automated check-in and check-out for all YOTEL guests.

When guests transact with a kiosk, details are cross referenced with YOTEL's property management system (PMS), payment information is taken, and a newly encoded RFID key card is issued. When they leave, guests simply insert key cards at the kiosk, and are on their way.

Atos self-service kiosk functionality is flexible, too. For the New York YOTEL, kiosks provide guests with a signature authentication process as part of the check-in process.

As well as integrating with YOTEL's Micros Fidelio Opera reservation system, the Atos kiosk application interfaces with Atos' Insight monitoring tool. So staff can see the status of the kiosks, and run reports on check-ins completed. It also links to YOTEL's KABA key card server.

YOTEL has signed a five year contract with Atos, so Atos will continue to deliver support and application enhancements to the check-in and check-out software.

## Benefits

Guests feel the YOTEL difference as soon as they arrive. There are no queues to check-in and check-out, and no time-consuming paperwork. So they get to their cabins quickly, enjoy their stay, and leave without delay. If guests need help, the YOTEL crew are at their side.

### For more information:

Please contact [sam.rubra@atos.net](mailto:sam.rubra@atos.net)



YOTEL staff satisfaction is high, and self-service helps relieve staff pressure in emergencies. When Hurricane Irene seriously disrupted travel in New York, YOTEL managed its resource challenges with reliable automated support from Atos self-service kiosks.

The solution adds value to YOTEL's marketing, too. Atos self-service kiosks provide extensive opportunities for up-selling and added value services.

Operating Atos self-service kiosks is as simple as they are to use, and they achieve more than 99% availability. In-built monitoring software ensures paper and key stocks are never allowed to run out.

## About Atos

Atos is an international information technology services company with annual 2011 proforma revenue of EUR 8.5 billion and 74,000 employees in 48 countries. Serving a global client base, it delivers hi-tech transactional services, consulting and technology services, systems integration and managed services. With its deep technology expertise and industry knowledge, it works with clients across the following market sectors: Manufacturing, Retail, Services; Public, Health & Transports; Financial Services; Telecoms, Media & Technology; Energy & Utilities.

Atos is focused on business technology that powers progress and helps organisations to create their firm of the future. It is the Worldwide Information Technology Partner for the Olympic and Paralympic Games and is quoted on the Paris Eurolist Market. Atos operates under the brands Atos, Atos Consulting & Technology Services, Atos Worldline and Atos Worldgrid. For more information, visit: [www.atos.net](http://www.atos.net).

“The worst welcome for any hotel guest is a queue at reception and endless paperwork to fill in. Self-service check-in and check-out kiosks make sure that doesn't happen at YOTEL. Atos enhances our customer experience and frees up our cabin crew to focus on great customer service.”

**Nigel Buchanan**, Operations Director, YOTEL