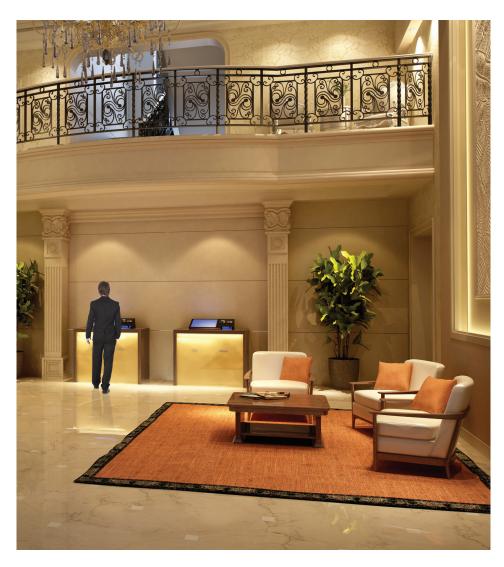# self-service
## solutions

Improving guest satisfaction through automated
customer check-in and check-out services

**Guest satisfaction is paramount for a
successful hotel business. Self-service
solutions from Atos will increase satisfaction
for your most valuable regular guests by
avoiding delays and queues during peak
traffic times of the day. Integration with your
existing systems also creates a powerful tool
to help you get closer to your guests.**

Atos is a leading provider of automated check-in
and check-out technology. We work with many
of the UK's leading players, supporting their core
operational services. Hotels choose the Atos self-
service kiosks because of their proven success,
creating a convenient, simple and fast service
solution for the guest and a reliable, cost effective
service enhancement tool for the hotel.

AtoS

# Creating choice for your guests

## The issue

Reception has always been an important part of your guests' experience. But what should be a friendly opportunity for staff and guest to meet often becomes a frustrating queuing experience. This can be a major problem during "rush hour" periods – in the morning when your guests are desperate to get away to catch a flight or make a meeting on time, or in the evening where they just want to get to their room as fast as possible.

The regular business guest is often the worst affected, especially arriving with a party of colleagues.  Yet the business traveller is probably the kind of guest most able to help him or herself check in.

## Our solution

Atos self-service kiosks answer these issues simply, securely and reliably. As business technologists, we will tailor our solution to meet your commercial objectives, technical requirements and applications. We will reflect and communicate your brand. Our specialist design team will ensure the user interface and the units themselves will fit your distinctive environment.

Getting started with Atos self-service kiosks couldn't be easier: Once we have agreed a simple technical specification with you, we can design and install a pilot solution within 12 weeks. From there it is a simple procedure to scale up to a full solution when you are ready.

## "We can design and install a pilot solution within 12 weeks."

For all hospitality companies, responding to changing consumer demand is critical to success.

## The benefits

Atos self-service solutions give your guests the choice to check-in using bespoke automated kiosks or the standard reception desk. The simple touch screen interface and Chip and Pin technology is second nature to users. This ease of use and the speed of check-in is what has moved 85%* of check-in activity from manned reception to the self-service terminals, with improvements in guest satisfaction scores of over 15%.*

As well as speed and simplicity of check-in and check-out , Atos self-service solutions offer up-sell opportunities, time specific promotional offers, and real time interface with your guest loyalty programme. Not only will your guests get the fast and personal service they want, but your front of house staff will be freed up from behind the reception desk to offer real service to those guests that need it.

## Our approach

We have unparalleled UK experience in delivering end-to-end self-service solutions for hotels, from guest interface to back office systems integration. So we can deliver all the advantages of Atos self-service solutions, simply, quickly and cost effectively, and deliver:

▸ Integration with a range of payment services providers – including our own Atos Secure Internet Payment System (SIPS)

▸ Great flexibility, with our software interfaces designed to smoothly link to your existing back office and room management systems

▸ Excellent reliability with over 99% availability. The systems are self-monitoring so our service teams can pro-actively resolve any issues 24/7

▸ Increased levels of information so you can really understand your guests and their individual requirements

▸ Flexibility to deliver up sell and promotional offers on a timely basis and to highly segmented guest audiences

## 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 & Transport; 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.

*Catey 2010