CYBHOTEL

THE COMPLEXITY OF HOSPITALITY
MADE SIMPLE

DIGITAL HOSPITALITY

WHAT IS DIGITAL HOSPITALITY?

Digital Hospitality is a combination of technologies and philosophies that enable you to offer a unique and personalised experience to customers through digital channels.

It represents a fundamental transformation in the hotel industry and offers new opportunities for both customers and hoteliers.

The goal is to make the customer feel welcome and satisfied, improving interaction and loyalty and creating a relationship between guest and hotelier, which starts with the choice of accommodation and continues at home, after the end of the stay.

BEFORE THE STAY

DURING THE STAY

AFTER THE STAY

The future of hospitality is about giving guests an engaging and unforgettable experience that is personalised, unique and tailored to their needs.

How?
With Digital Hospitality!

Not only does it improve the guest experience and simplify the management of the facility, but it also transforms an ordinary stay into a unique experience.

DIGITAL HOSPITALITY, the future is now.

DIGITAL HOSPITALITY
THE DIGITAL REVOLUTION

Digital technology allows accommodation facilities to completely redefine the way they operate and interact with their guests.

For customers accustomed to "smart" experiences, speed, flexibility and personalisation are now indispensable and essential.

Furthermore, thanks to digital technology, accommodation facilities can now get to know their guests better, discovering specific preferences and consumption habits and offering excellent personalisation, from booking, to managing dietary preferences, to access to exclusive services based on the guest's profile.

This approach creates deep bonds with the customer, increasing loyalty and improving overall satisfaction.

Communication is also fundamental to any digital hospitality experience. Thanks to digital technology and Artificial Intelligence, accommodation facilities can interact with their guests, responding to their requests, solving problems and providing assistance in real time.

With the help of digital technology, you will have total control over your website, customising it wherever you are.
In addition, you can manage the outsourcing of services such as breakfast and room cleaning, without any commission.

Fully digital management will allow you to optimise your staff and reduce fixed costs, eliminating annoying OTA commissions and making your work a pleasure rather than a burden.

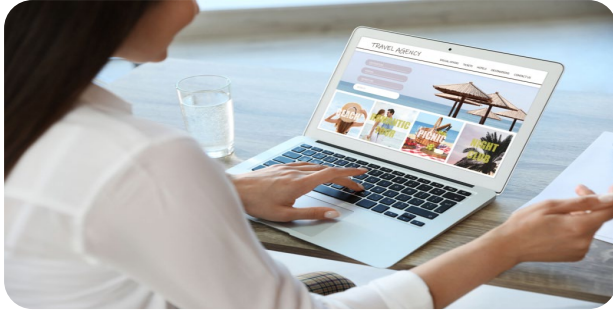Finally, you can decide when and where to work.

HOW?

With CYBHOTEL, our DIGITAL HOSPITALITY SYSTEM, a complete software and hardware system, cutting-edge and one of a kind, created by our best engineers, which will bring your facility into the era of Digital Hospitality.

CYBHOTEL:
FREE UP YOUR TIME AND OPTIMISE YOUR BUDGET!

CYBHOTEL DHS: COMPLEXITY MADE SIMPLE

CYBHOTEL DHS, the complete DIGITAL HOSPITALITY SYSTEM with software and hardware, one of a kind and above all... 'All in one'.
The tool to improve your work and your customers' digital experience.

WHAT IS CYBHOTEL DHS?

CYBHOTEL DHS is a complete software and hardware system, essential for improving the operational efficiency of an accommodation facility.
An ally for a complete and engaging digital experience.

This DIGITAL HOSPITALITY SYSTEM offers different levels of automation, suitable for a variety of needs, simplifying administrative and accounting management.
From booking to check-out, everything is done digitally, significantly reducing management costs.

The tool to improve your work and the digital experience of your customers.

Automated processes reduce waiting times, simplifying daily operations and allowing staff to focus more on providing personalised and professional service.

This leads to greater guest satisfaction and a better reputation for the hotel.

DIGITAL HÔTELLERIE

The hospitality industry is undergoing unprecedented transformation and is constantly evolving.

Technology has revolutionised every aspect of the customer experience, thanks to digital hospitality.

This concept is not limited to the simple use of technology, but creates a global, innovative, unique, engaging and, above all, personalised experience based on individual needs.

CYBHOTEL
DHS
DIGITAL HOSPITALITY SYSTEM

CYBHOTEL DHS, DIGITAL HOSPITALITY SYSTEM, centralises and automates all hotel operations, improving efficiency and reducing errors.
It manages the entire customer relationship lifecycle, from initial contact and booking to check-out and post-stay follow-up.

With advanced features such as online check-in and check-out, high customisation and detailed reporting, DHS optimises the guest experience and provides essential tools to define the best operational strategy.
It is scalable and adaptable, transforming the hotel into a modern and competitive accommodation facility with cutting-edge technology.

Automated processes also reduce waiting times and simplify daily operations.

This allows staff to focus on more relevant and strategic activities, such as customer service, thereby improving the efficiency and prestige of the establishment.

Hardware

Software

Insieme

CYBHOTEL DHS:
UNLIMITED DIGITAL HOSPITALITY
UNIQUE, ALL IN ONE,
NOTHING ELSE

CYBHOTEL
DHS:
DIGITAL HOSPITALITY SYSTEM

SOFTWARE

**PMS
BUSINESS INTELLIGENCE
BOOKING ENGINE
PAYMENT SERVER
ANALISYS & ADMINISTRATION
HOUSE KEEPING
SUPPORT**

**AUTOMATION SOFTWARE
DEDICATED WEB SITE
CONTENT MANAGER**

+

HARDWARE

AUTOMATED FRONT DESK
- **CYBDESK**

KEY ACCESS SYSTEM
- **CYBOX**
- **CYBLOCK**

SOFTWARE MODULES

PMS

PMS
It allows you to set all management parameters, both ordinary and extraordinary, such as:

Booking - Payment - Booking confirmation - Invoicing - Room optimisation - Prices - Seasonality - Statistics - Special days - Holidays - Loyal customer discounts - Agency discounts - Occupied rooms - Tourist taxes - Average prices - Turnover - Guest data - Identity document archive - Customer database for mailing - Cleaning status - Room unavailability

CLOUD BASED SOFTWARE
No more problems with operating system compatibility, nightly backups, constant updates, software maintenance, data loss, and customer data security. With our Cloud, all you need is an internet connection and a browser.

Easy - User friendly - Up to date - Secure - Uninterrupted access to the system - Automatic backup - Firewall - 24hour monitoring - Remote access - Multiple users - Access login

Online CHECK-IN & CHECK-OUT
All paperwork related to check-in and check-out completed before arriving at the hotel

SCALABLE
For all types of accommodation, from 1 to 1,000 rooms.

BUSINESS INTELLIGENCE

RATE CALCULATOR INTELLIGENCE
Automatically compare and calculate the best rate based on seasonality, competition and occupancy rates. It also allows you to set a minimum and/or maximum price and enter discounts for promotions.

INTELLIGENT ROOM OPTIMIZATION
The system features an innovative room optimisation algorithm that calculates the maximum yield when assigning rooms, based on arrivals, departures and the length of stay of each individual customer.

BOOKING ENGINE

BOOKING ENGINE
It allows you to make a reservation quickly and easily by selecting the type of room, extras, number of people, dates, customer details and personal documents. After payment, the system verifies the card, obtains authorisation and sends the customer a reservation number and QR code to check in.

CHANNEL MANAGER
Always up-to-date room prices and availability (website, portals, OTAs and distribution channels).

PAYMENT SERVER

PAYMENT SERVER
It manages credit card and PayPal payments.

HOUSE KEEPING

ROOM CLEANING SYSTEM
It allows real-time updates on room cleaning. When a guest checks out, the system sends a notification to the cleaning service, which will re-enter the room with a click after cleaning it. It also allows you to change the status of a room from "Available/Unavailable", even during routine checks, general issues or maintenance work.
This way, the status of the rooms will be under your control and that of the system, which will automatically assign a new room based on availability.

ANALISYS & ADMINISTRATION

REVENUE MANAGER
It allows you to have your turnover always accessible and updated to the latest transaction.

ANALISYS
Check-in, check-out and booking status in a single graphical interface. Easy, updated and secure, it allows quick access to customer data and room summaries. Always accessible, thanks to the Cloud.

SUPPORT

SUPPORT
A team that monitors and intervenes to ensure the functionality of the software.

AUTOMATION SOFTWARE

AUTOMATION SOFTWARE

- *SELF CHECK-IN & CHECK-OUT SOFTWARE:*
The digital reception allows customers to enter their booking nr, login, receive access codes to the facility (both paper and electronic) and proceed with check-in. At the end of their stay, guests will check out.

- *QR CODE AND RFID CARD LOCK SOFTWARE:*
Software designed to integrate with different types of QR code locks and access systems.

AUTOMATION SOFTWARE

CONTENT MANAGER

You can customise emails, booking confirmations, welcome and end-of-stay emails, feedback and review communications, emails for external services and changes to the showcase website.

DEDICATED WEB SITE
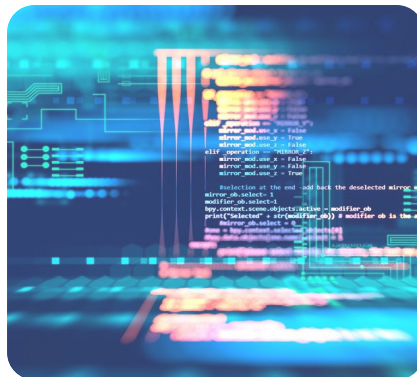
DEDICATED WEB SITE

Customisable 'Commission Free Booking' portal, compatible with all types of payment and various merchants and service providers. Allows the management of multiple facilities. A single interface for customers and operators. Facilitates and speeds up front desk operations.

- *SHOWCASE WEBSITE:*
A pre-set template with all the features needed to manage the facility. Highly customisable, with descriptions and photos.

- *HOSTING SITO WEB:*
Website hosting service for the Showcase Website.

SOFTWARE OPTIONS

HARDWARE

AUTOMATED FRONT DESK

AUTOMATED FRONT DESK

- *CYBDESK:*
Digital Reception for check-in & check-out, payments, stay extensions, key collection and new bookings.

- *CARD DISPENSER:*
Integrated into the CybDesk, it distributes RFID cards for access to the facility.

- *KEY LOCKER:*
Box for collecting access keys via QR code.

KEY ACCESS SYSTEM

KEY ACCESS SYSTEM

Regardless of the systems used, thanks to our control algorithm, the system generates codes that are valid for the entire duration of the stay. Each room has a code, which is updated each time, making duplication and fraud impossible.

- *ACCESS MANAGER:*
Hardware component that allows access to the facility via QR code.

- *QR CODE LOCKS:*
Room locks with modern and practical QR codes.

- *NUMERIC KEYPAD HANDLE:*
Numeric keypad integratable into the existing lock.

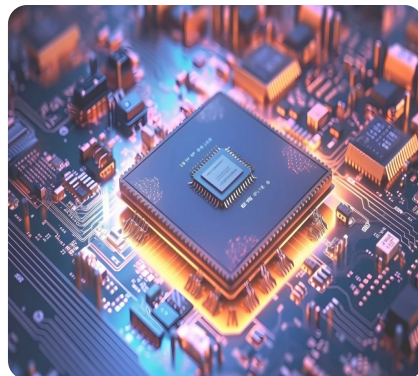- *ELECTRIC STRIKE:*
Allows doors to be electrified without modifying the existing system. Works in conjunction with the Access Manager.

- *INTERCOM MODULE:*
Remote opening of condominium entrance.

CYBSOFT:
THE DHS SOFTWARE

Today's hospitality industry is quite complex, but thanks to CYBSOFT, the software of our DHS CYBHOTEL system, everything will become simple.

CYBSOFT was created with the aim of using artificial intelligence to develop surprising ideas and solutions that are now indispensable for managing accommodation facilities.

CYBSOFT will take you into the digital age, helping you manage your facility, simplifying processes and, above all, giving your customers a unique, comprehensive, engaging and enjoyable digital experience.

All this is CYBSOFT, the CYBHOTEL DHS software, DIGITAL HOSPITALITY SYSTEM.

FINALLY ALL IN ONE
NOTHING ELSE NEEDED

PROPERTY MANAGEMENT SYSTEM	AUTOMATED FRONT DESK
RATE CALCULATOR INTELLIGENCE	REVENUE MANAGER
CHANNEL MANAGER	INTELLIGENT ROOM OPTIMIZATION
PAYMENT SERVER	ROOM CLEAN SYSTEM
BOOKING ENGINE	ANALYSIS
MOBILE KEYLESS ACCESS	SCALABLE (DA 1 A 1000 STANZE)
SELF CHECK-IN E CHECK-OUT	CLOUD-BASED SOFTWARE
CONTENT MANAGER (CRM)	DEDICATED WEBSITE

CYBSOFT, THE ANSWER TO YOUR NEEDS

CYBDESK:
THE DHS DIGITAL RECEPTION DESK

CYBDESK is CYBHOTEL DHS's digital reception desk, offering an engaging and comprehensive Digital Hospitality Experience.

It offers guests an exclusive, personalised and engaging experience, allowing them to manage their bookings and services independently.

The automation of periodic, repetitive and bureaucratic tasks reduces management costs and optimises personnel costs.

CYBDESK allows you to deploy your team in different areas, such as customer service, improving the prestige and professionalism of your establishment.
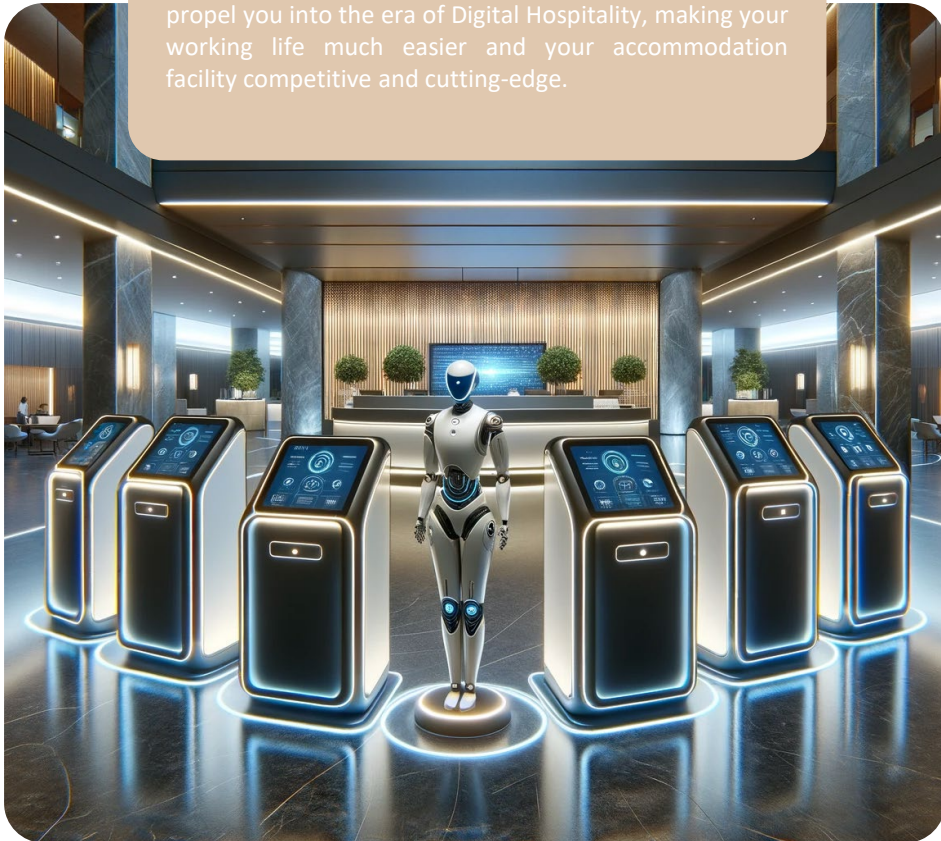
1 Book your room directly from CybDesk

2 Quick and easy self check-in and self check-out, without a physical reception desk

3 Scan documents in countries where required. Guests can digitise their documents directly from CybDesk in full compliance with privacy laws

4 Room keys will be issued by CybDesk at check-in

5 Payment for the booking directly from CybDesk

FROM BOOKING TO PAYMENT,
UNTIL CHECK-OUT!

SOME THINGS REMAIN,
OTHERS WILL BE DONE BY CYBHOTEL

KEY PROBLEM?
THIS IS THE SOLUTION

Integrated hardware, high customisation, modularity, flexibility, integration with digital channels, and the ability to manage your facility remotely are just some of the many advantages of CYBHOTEL.

Our DHS DIGITAL HOSPITALITY SYSTEM will immediately propel you into the era of Digital Hospitality, making your working life much easier and your accommodation facility competitive and cutting-edge.

SELF CHECK-IN & CHECK-OUT
WITH QR CODE

KEYBOX
WITH QR CODE

QR Code adaptable to any door
Dematerialised key
Quick access to the room
Perfectly integrable with common areas and lifts
Compatible with CybDesk
Offline operation

CYBHOTEL DHS
HARDWARE:
TAILOR-MADE AND READY FOR YOU!

CYBOX: DHS HARDWARE

Physical key box, expandable up to 255 drawers.

This system does not require any additional software and allows you to keep your keys.

Quick installation and ready to use.
Simple, secure and easy to use, it works with a QR code generated online for your customers.

THE ONLY KEY BOX, FOR ALL TYPES OF ACCOMMODATION FACILITIES, THAT WORKS WITH QR CODES

CYBLOCK: DHS HARDWARE

QR CODE

The QR Code offers quick access to the room and is very versatile and secure.
A single code allows you to manage different access points such as common areas, lifts and car parks. It is compatible with CybDesk, works offline and adapts to any door.

PIN CODE

It is based on proven technology, fully compatible with CybDesk and capable of operating offline. Its easy integration with existing doors makes it an ideal and convenient solution for secure access to the facility.

RFID

It offers a familiar solution for everyone, based on proven technology. It is fully compatible with CybDesk and works offline.
Its easy integration with existing RFID systems makes it the ideal choice.

OUR HELP

In a world made up of digital systems, having a great marketing vision helps businesses identify the unique features of their brand.

Today, what makes you unique is offering customers a complete, engaging and exclusive digital experience.

WE CAN HELP YOU thanks to CYBHOTEL, our comprehensive and unique DIGITAL HOSPITALITY SYSTEM, which will propel you into the digital age.

We will help you increase profitability and flexibility, simplifying the management of your establishment, optimising staff and turnover, and giving you back your free time, joy and smiles.

All this is CYBHOTEL.

**FROM DREAM TO REALITY:
TOGETHER TO BUILD THE FUTURE!**

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