"Good design is good business"
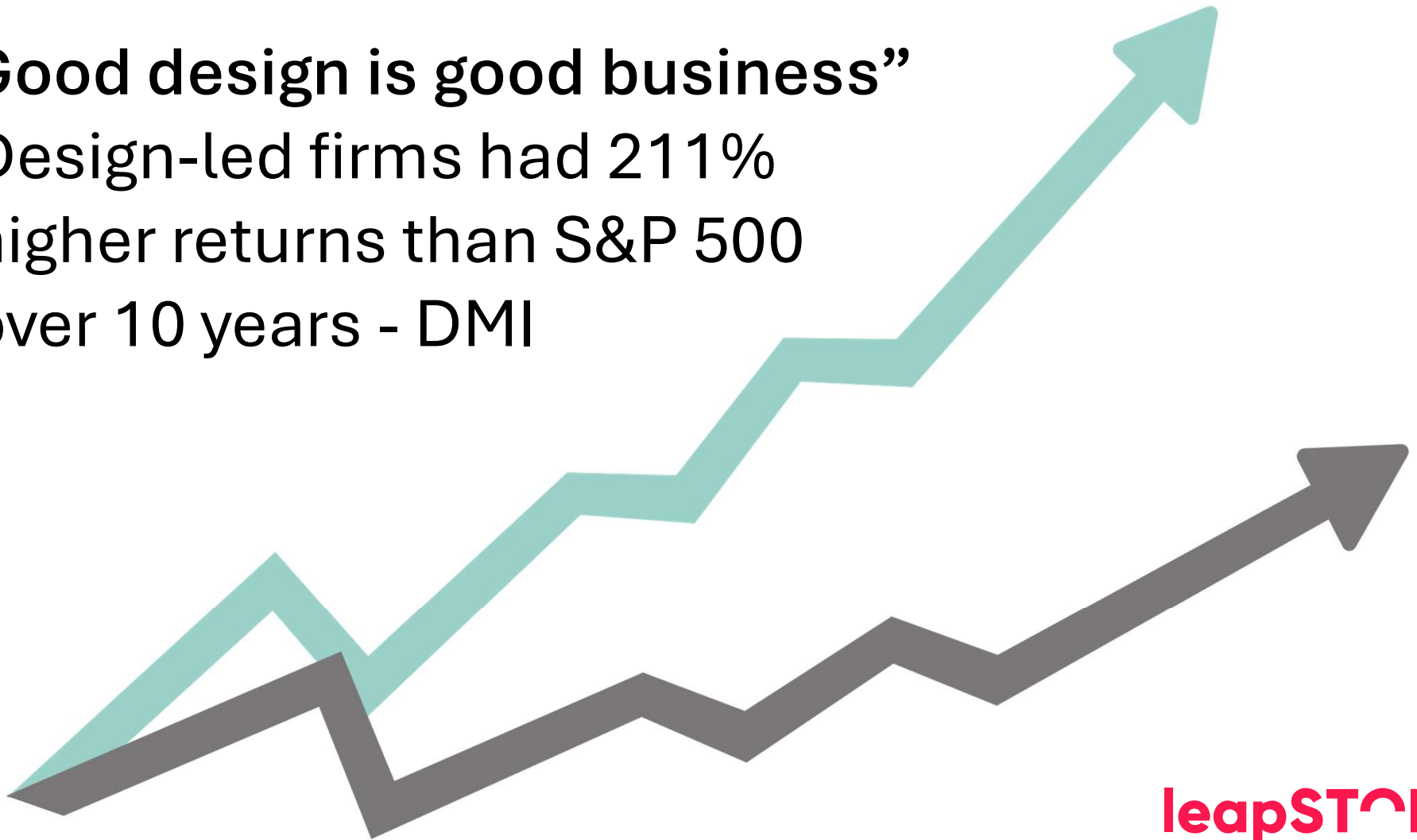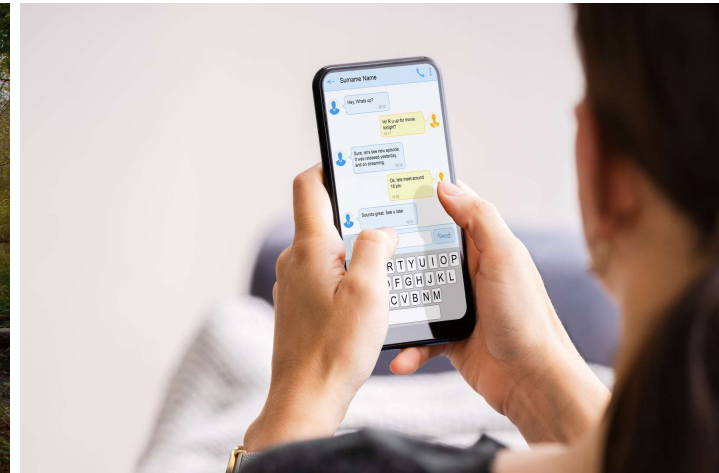Design-led firms had 211% higher returns than S&P 500 over 10 years - DMI

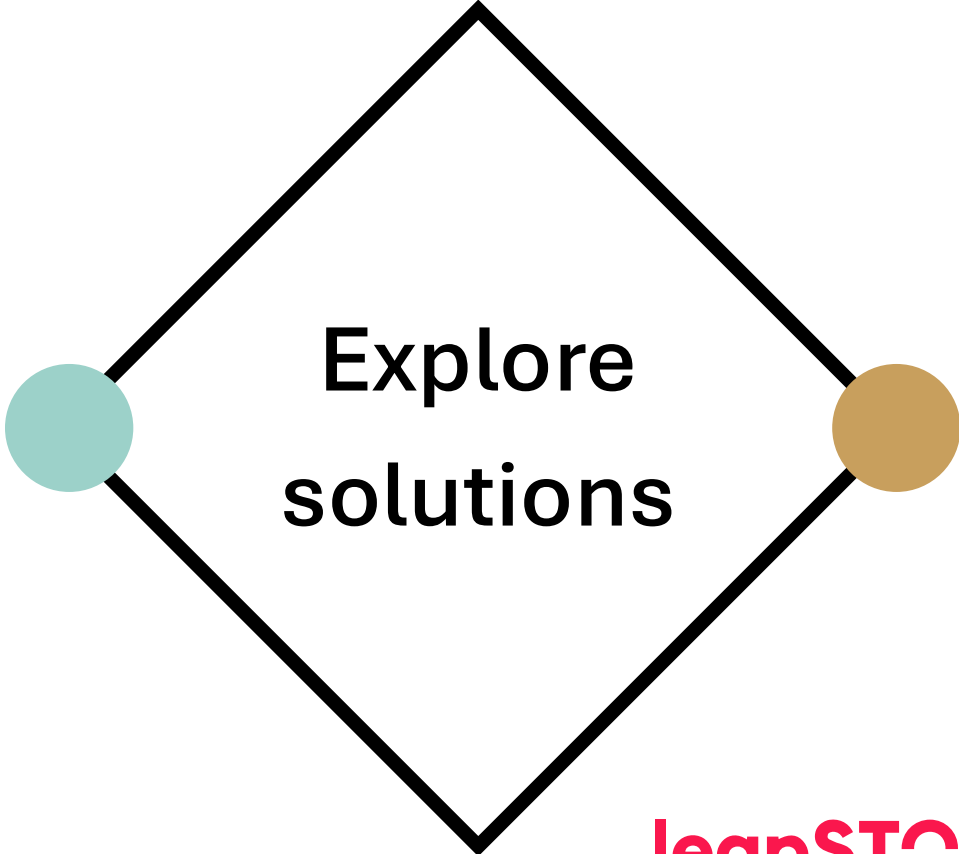leapSTONE

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What's the [real] problem you're trying to solve?

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Explore
solutions

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Look at problems before creating solutions

Explore problems

Explore solutions

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Journey mapping

HUMAN	BEFORE	DURING	AFTER

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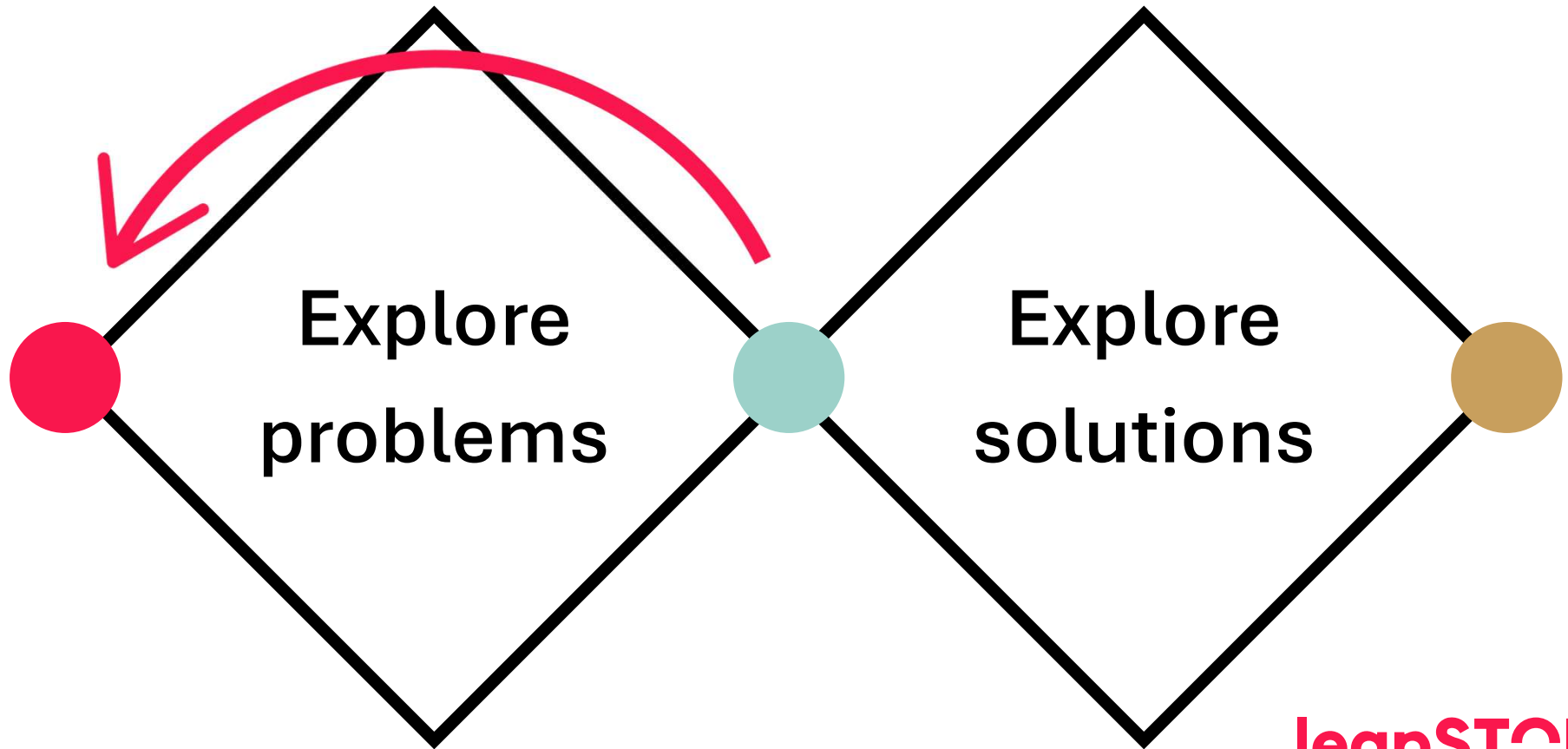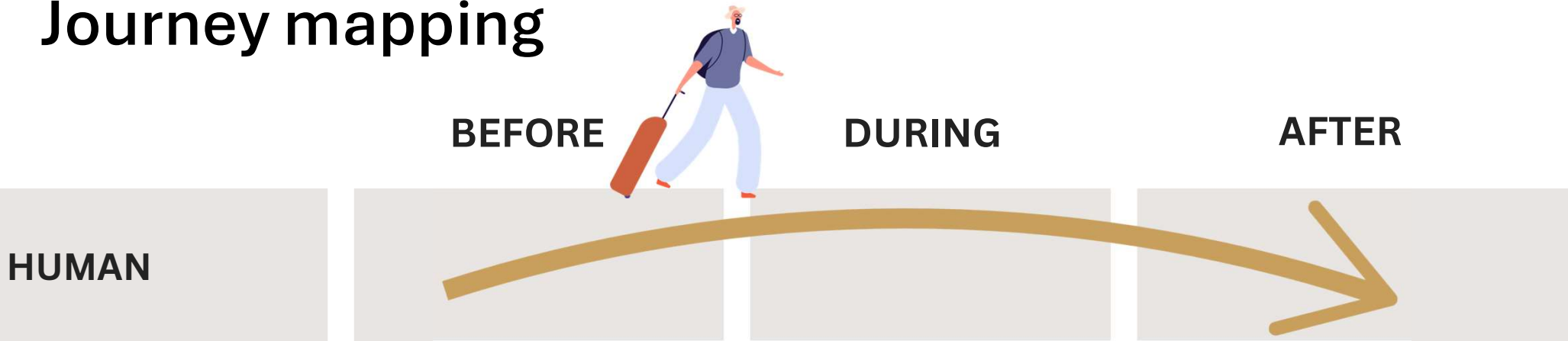
2024 Hotel Technology Market Map

OPERATIONS

PROPERTY MANAGEMENT SYSTEMS (PMS)
ORACLE Hospitality · Cloudbeds · MEWS · stayntouch · RMS · eviivo · clock pms+ · infor · VISUAL MATRIX · ROOMRACCOON · *planet · innRoad · HotelTime · webrezpro · LITTLE HOTELIER. · ThinkReservations · IL. · Maestro · GuestPoint · SKYTOUCH · innQuest · agilysys · Guestline · ResNexus · IF · HotelKey · SMS · RoomKey PMS · Preno

HOUSEKEEPING & ENGINEERING
actabl · AMADEUS · hotelkit · Optii · helloshift · hub os · NKEEPER · Lodgistics · Flexkeeping · Q · UNIFOCUS · Room Clocing

GUEST FEEDBACK & SURVEYS
TRUSTYOU · REVINATE · stay · akia · GuestRevu · Flexkeeping · MARA · Tripadvisor · MEDALLIA · REVIEWPRO

HR TOOLS
actabl · M3 · UNIFOCUS · Everflow · eTip · CANARY · BetterUp · Shiny · Hireology

PAYMENTS + FRAUD
stripe · selfbook · adyen · Sertifi · First Data · SiteMinder · PayU · Braintree · worldpay · affirm · sagepay · lightspeed · *planet

FINANCE & ACCOUNTING
M3 · actabl · innflow · Aptech · OTELIER · Profitroom · intuit · sage · HOTSTATS

MEETINGS & EVENTS
Duetto · Sertifi · MeetingPackage · Event Temple · AMADEUS · IDEAS · Proposales · cvent · Thynk · TRIPVIEW · KNOWLAND · more

F&B / POS
ORACLE Hospitality · infor · MEWS · Elavon · impulsify · affirm · sagepay · lightspeed · *planet · MEWS

REVENUE MANAGEMENT

REVENUE MANAGEMENT (RMS)
Duetto · IDEAS · Cendyn · FLYR · BEON X · revenue analytics · ATOMIZE · infor · RevControl · PRICEPOINT · RATEGAIN · PriceLabs · Smart Pricing · LODGIQ · RIGHT REVENUE · revbell · CLIMBER · yP · SpotPilot · RATE YIELD · revbell

RATE SHOPPING & MARKET INTELLIGENCE
lighthouse · AMADEUS · FORNOVA · SiteMinder · RateGain · CENDYN · RateTiger · PriceLabs · RateMate · HQ plus · HOTSTATS · d•edge

PARITY MGMT
lighthouse · SiteMinder · RateGain · CENDYN · AMADEUS · FORNOVA · TRIPTEASE

BUSINESS INTELLIGENCE
lighthouse · duetto · IDEAS · Juyo · CENDYN · M3 · AMADEUS · OTELIER · hotelIQ · Aptech

CHANNEL MANAGERS
SiteMinder · Cloudbeds · HotelRunner · RateTiger · Sabre · innRoad · VERTICALBOOKING · innHOTEL · AMADEUS · eviivo · RateGain · Profitroom · d•edge · lighthouse · STAAH

CENTRAL RESERVATIONS
Cendyn · AMADEUS · Sabre · VERTICALBOOKING · d•edge · OMNIBEES · guestcentric · DJUBO · BookLogic

UPSELLING
ORACLE Hospitality · Plusgrade · ROOMDEX · CANARY · SiteMinder · DUVE · CENDYN · oaky · mystay · UPSTAY · greets

MARKETING

BOOKING ENGINES
SiteMinder · allora.ai · net affinity · Cendyn · Bookassist · Cloudbeds · Profitroom · AMADEUS · VERTICALBOOKING · Sabre · guestcentric · Profitroom · innRoad · d•edge · P3

REPUTATION MANAGEMENT
TRUSTYOU · REVINATE · GuestRevu · reviewtrackers · RateGain · loopon · REVIEWPRO · Tripadvisor · IIH · HOTELLINK · Guestmeter · MARA

HOTEL WEBSITES
AVVIO · SiteMinder · Cendyn · Bookassist · hotelchamp · net affinity · WiX · Profitroom · Cloudbeds · Milestone · leonardo

DIRECT BOOKING TOOLS
THE HOTELS NETWORK · hotelchamp · THE GUEST BOOK · selfbook · TRIPLEADR · Getback · LoopOn · 123 · COMPARE

DIGITAL MARKETING
screenpilot · net affinity · AVVIO · Cendyn · Bookassist · Profitroom · AMADEUS · d•edge · tiktok · SOJERN

METASEARCH & AD TECH
SOJERN · AVVIO · hotelchamp · Cendyn · DerbySoft · SiteMinder · koddi · Bookassist · TRIPTEASE

WEBSITE LIVECHAT/CHATBOTS
asksuite · whistle · Jiffy · helloshift · HOTELPLAN · akia

HOTEL CRM & LOYALTY
Cendyn · hapi · Profitroom · dailypoint · AMADEUS · REVINATE · FORSIGHT · Bookboost · DigitalHotelier · THE GUEST BOOK · CLAIRVOYIX · RIMS · I PREFER · concilio · XP EXPERIENCE · HotelCloud · BookingWhizz

SOCIAL MEDIA TOOLS
BCV · vizergy · Flip.to · sproutsocial · SOCIAL FLUX · Hootsuite · TravelMedia · Sendible

GUEST EXPERIENCE

GUEST MESSAGING
whistle · Duve · actabl · CANARY · SMART HOST · SOJERN · akia · Zingle · SiteMinder · Jiffy · DialogShift · Kipsu · alliants · helloshift · Quore · myma · REVINATE

KEYLESS ENTRY
ASSA ABLOY Global Solutions · GOKI · ZAPLOX · openkey · SALTO · FLEXIPASS · 4suites · INTELITY · dorma kaba · operto · Hotek · vikey · STAY my way

GUEST APPS
INTELITY · CANARY · stay · runtriz · crave · alliants · hub os · Duve · ZAPLOX · Guestnet · GuestService

CONTACTLESS CHECK-IN
CANARY · DUVE · akia · AERO GUEST · HOTELBIRD · mystay · ZOOX · SANJATEC · shype

IN-ROOM TABLETS
SuitePad · crave · INTELITY · volo! · KN · betterspace · TECH · AAYRB · IRIS · incentient · TAPENDIUM · lulgad

ENERGY MGMT/CONTROLS
VERDANT · INTEREL · telkonet · evolve · Zennio · Honeywell · Control · Signify · CRESTRON · betterspace

GUEST ROOM ENTERTAINMENT
Enseo · SONIFI · inspire · HOTERA · TRIPLEPLAY · GuestTek · nevaya cast · acento

MOBILE ORDERING/F&B
easyway · Flexkeeping · runtriz · akia · crave · NCR · stay · CANARY · IRIS

WI-FI
4iCloud · DeepBlue · eleven · GuestTek · ROMADIS · Ruckus · Aerohive · SINGLE DIGITS · RONUS · Meraki · Vital Wifi

Experience 9-up..

	BEFORE	DURING	AFTER
HUMAN			
DIGITAL			
PHYSICAL			

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Experience 9-up and journey touchpoints

	BEFORE	DURING	AFTER
HUMAN	Heard from another service user	Had a little phone call support	Goodbye call and check all ok
DIGITAL	Signed up using form online	Watched intro to service film	Submitted feedback
PHYSICAL	Saw a flyer and interested	Kept track of progress on paper	Engaged with & used the service

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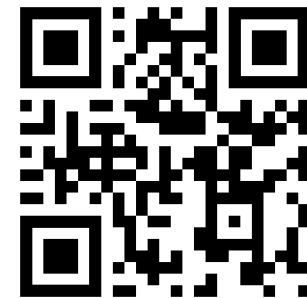Creating the conditions for design & innovation to prosper

h2c's Global Study

The Direct Booking Acceleration

Powered by hotel system interoperability

Is your hotel ready to break free from
outdated tech and boost direct bookings?

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SCAN ME

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