

 iLUMIO

iLumio Mobile Concierge
Mobile application
for your hotel



www.ilumioapp.com



A unique experience for guests during their visit to your hotel

The mobile application allows you to manage relations with hotel guests at every stage of interaction, from the moment of booking, during check-in and the entire stay, until check-out and their return journey.

The full guest journey cycle is handled by a mobile app

Before stay



Mobile booking



Check-in



Preferences



Digital Key



Upsell



Survey



Bill



Check-out



Calendar



Hotel info



Digital map

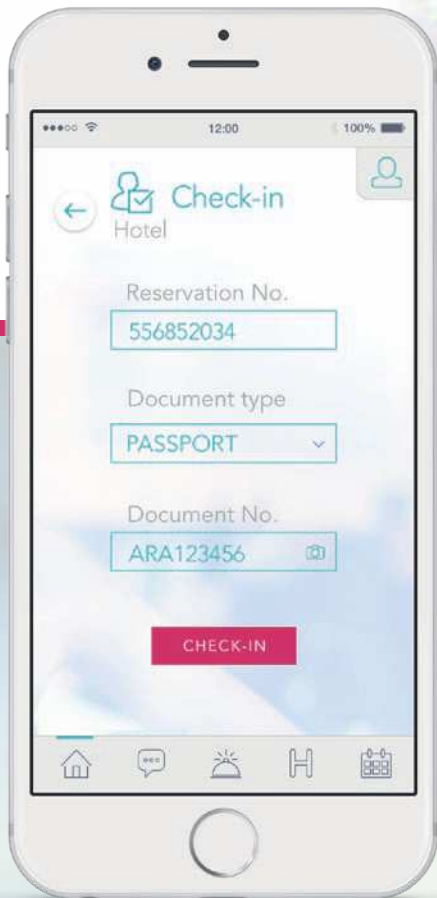


Video chat

Post stay

During stay

iLumio Mobile Concierge Guest App



App

Find out about the hotel and download the app



Mobile booking

Select and book your room or a package



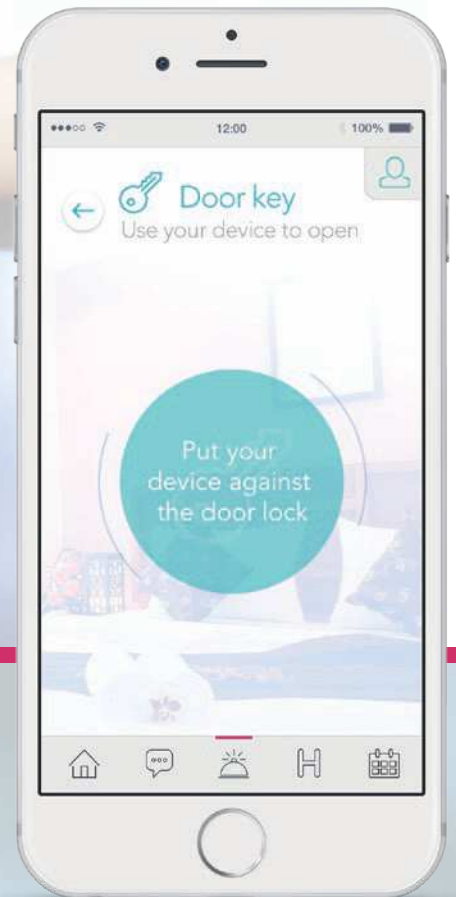
Check-in

Fast check-in with the mobile app



Ask

Easily connect with hotel personnel



Preferences

Adjust your stay to your preferences



Digital Key

Open the door with your smartphone



Wish list

Add to your wish list the hotels or services



Itinerary

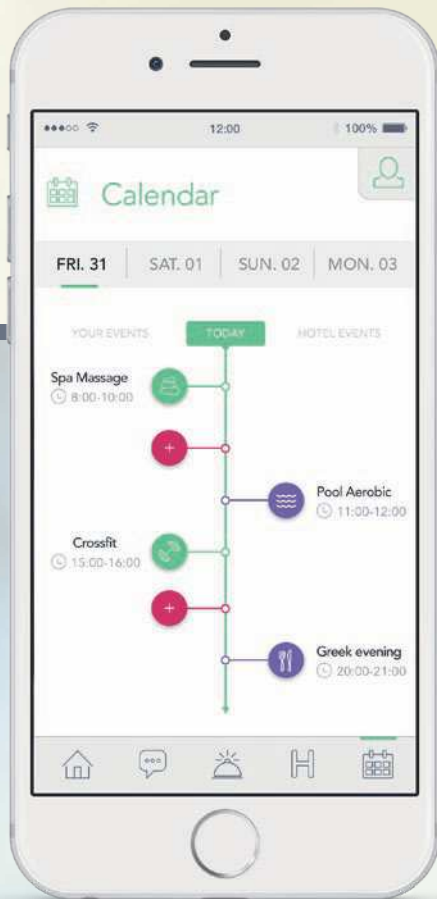
Plan your vacation with the handy in-app calendar



Loyalty

Find out about and register with the loyalty programme

iLumio Mobile Concierge Guest App



Profile

Guest data



Recommendation

The best hotel deals,
promotions and happy
hours



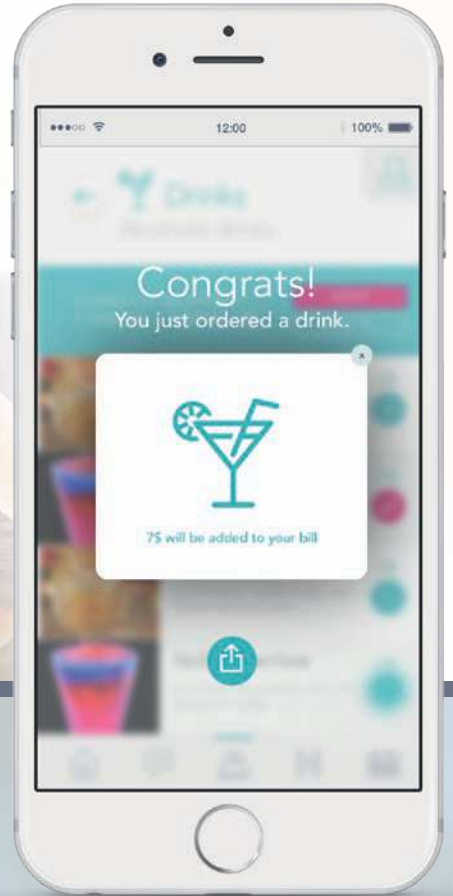
Calendar

Events planning
and notifications



Room service

Cleaning, food ordering,
“Do Not Disturb”



Restaurants & Bar

Overview and reservation



Hotel info

Check hotel offers and information



Redem

Loyalty points, vouchers



Flights

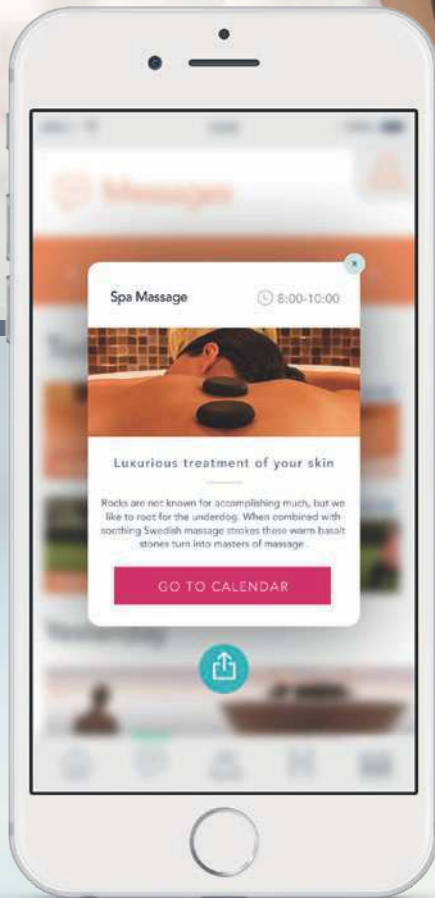
Flight schedules from local airports



Video chat

Video chat with personnel

iLumio Mobile Concierge Guest App



SPA

Wellness and fitness
reservations



Navigation

Indoor navigation, “how
to get there” (beacons)



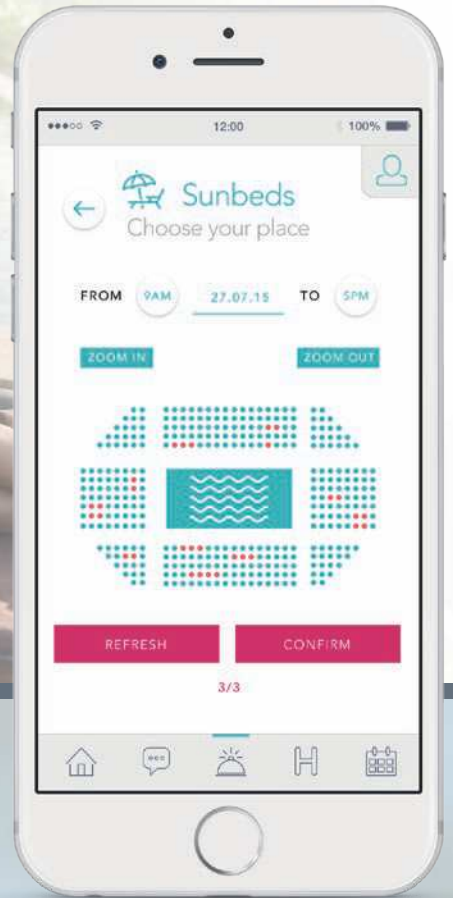
Kids

Child friendly
attractions



Gadgets

Wake up, weather,
currency rates



Recreations & sports

Information and subscription



Ride

Easy TAXI ordering (Uber, Mytaxi)



Pools and beaches

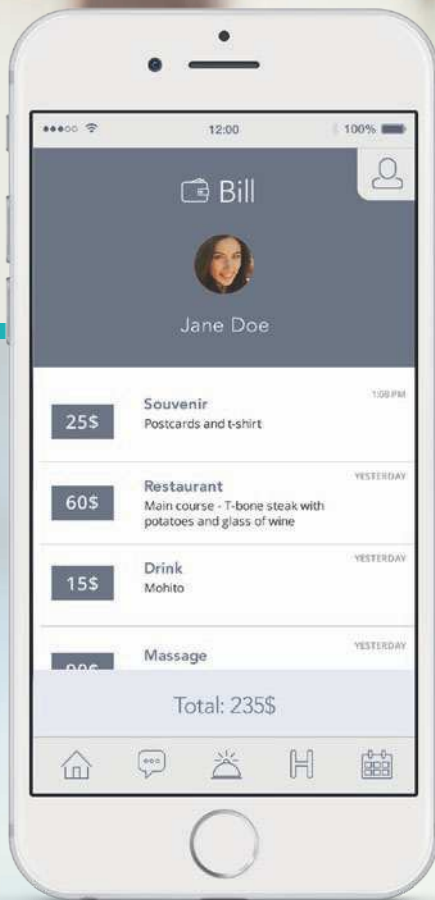
Sunbed reservation



Digital map

Integrated online and offline maps

iLumio Mobile Concierge Guest App



Like it

Recommend to
your friends!



Upsell

Book your next
vacation directly



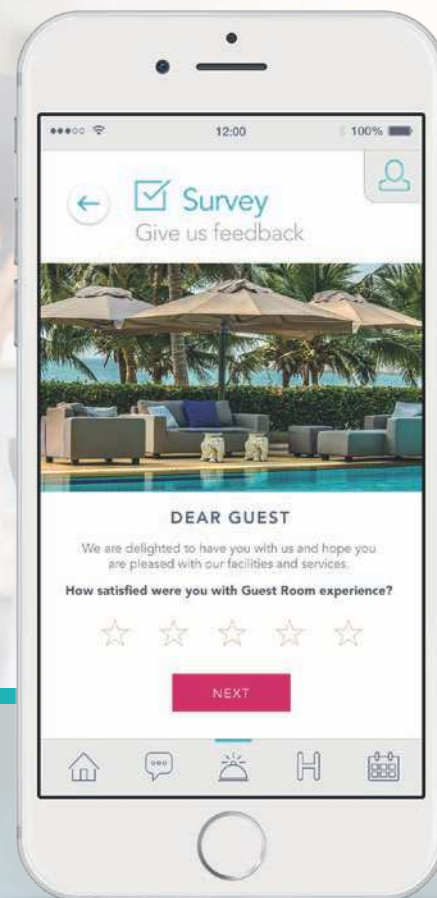
Bill

Receive and
view the bill



Check-out

Mobile check-out
and payments



Survey

Guest suggestions and satisfaction questionnaires



History

See your previous bookings and bills



Change resort

The multi-tenanted app links all properties and enables guests to search for a different hotel in the same hotel group

iLumio Mobile Concierge Hotel Staff Application

The mobile technology enables hotel staff to serve guests better, ensure maximum comfort, and guarantee the best service satisfaction.

The application can be installed on every device, creating a single platform to connect the concierge, front desk, housekeeping and maintenance.



Reception

Chat with the hotel guests



Management

Personnel can share information about housekeeping and maintenance issues online



Housekeeping

Room status updates e.g. free-clean, busy-dirty, during cleaning



Reports

The possibility to measure the time of completing guests' requests



Hotel shop

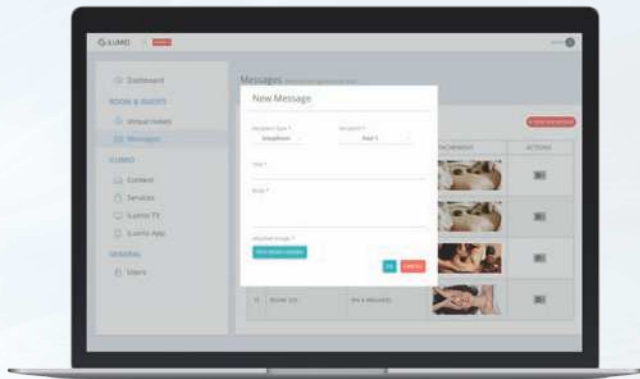
Manage orders for hotel souvenirs or products and room deliveries



Notifications

Messages from guests, new tasks from managers

iLumio Mobile Concierge Manager App



An easy and convenient tool to manage the content of the mobile app. An efficient and convenient way to present the hotel's offer.

All content can be input into multiple languages. CMS is available for remote control from different locations and devices.



Services

Let the hotel service be available with a click



Messages

Keep your guests informed. Send messages to a group of guests on their mobile device



Content

Manage and update the app content: maps, info pages and attractions. Create marketing campaigns and promote your services



Advertising campaigns

Planning and sending ads to your guests. Possibility to automate campaigns or set up triggers based on guest behaviour in the app

Case studies



200 ha of Mountain Resort
The biggest and the most
luxurious in CEE
www.arlamow.pl



Lifestyle, modern
hotel chain for
tech-demanding travellers
www.purohotels.de

References



Partners

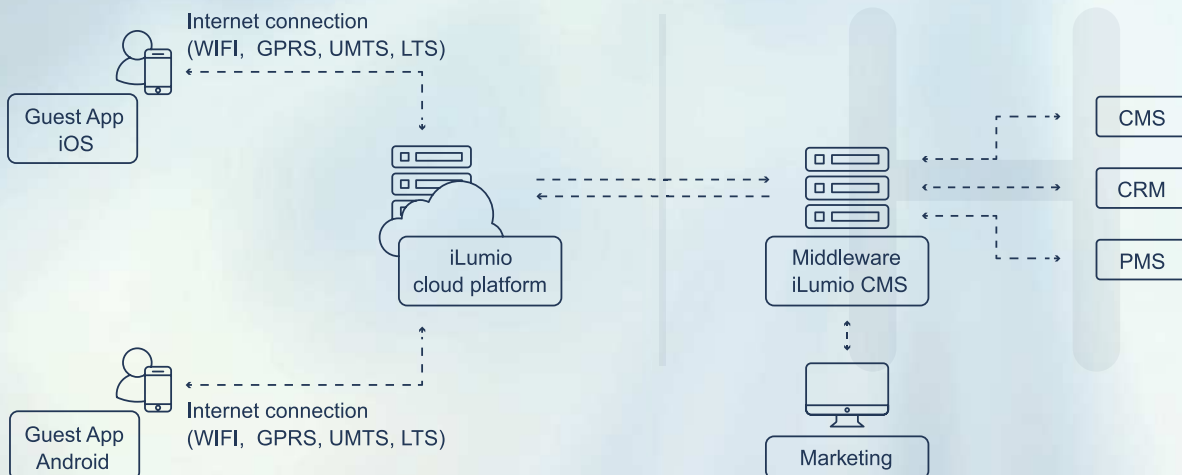


Family & SPA resort
on the beautiful
Baltic coast
www.rosevia.pl



iLumio architecture overview

iLumio was designed with the smallest details in mind to serve both guests and hotel staff, ensuring efficient and dependable implementation. The solution is based on the iLumio cloud platform. The guest application runs on iOS and Android devices (smartphones and tablets). The staff application runs on iOS and the Manager App (CMS) can be operated from any device with the web browser.



Benefits of the system



Reduce costs and OTA commission

Reduce printing cost with digital in-room hotel directory and OTA commissions thanks to mobile booking



Strengthening brand loyalty

Integrated loyalty programmes allow guests to collect points for their bookings and exchange them into rewards



Promote services and upsell

The app's upselling ability allows guests to customize their stay e.g. request car parking, extra pillows, etc.



Improve the guest experience

With a more intuitive user interface and new features, hotels can additionally use two-way messaging



Get ready for the future

Location-based technology, mobile payment, mobile key and room control from own device are the latest trends in hospitality



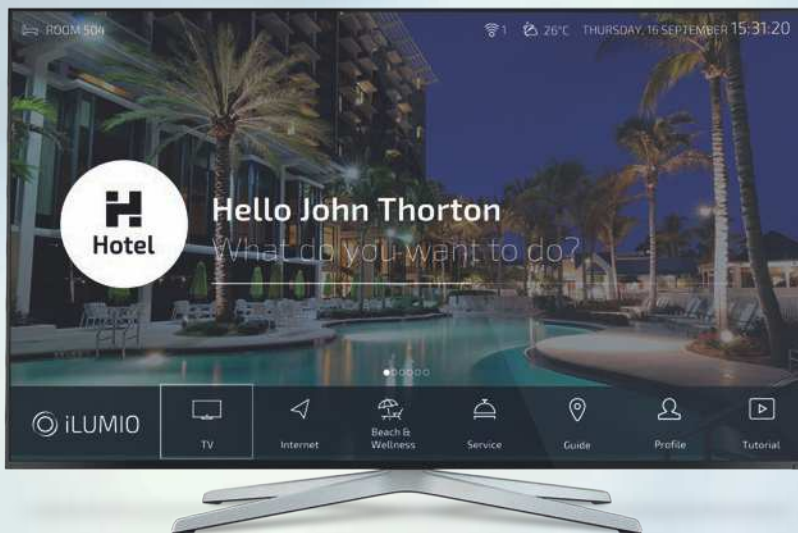
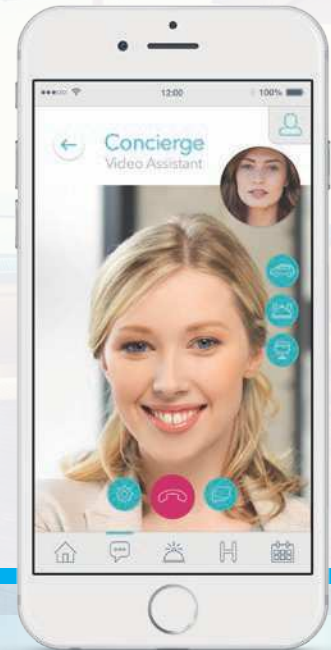
Multi-tenancy functionality

With one app for your entire network you can push corporate content across all or individual brands

iLumio platform products portfolio

iLumio Video Concierge

A modern and unique service which gives you direct video contact with hotel personnel. Secure encrypted connection enables real-time collaboration and screen sharing.



iLumio TV

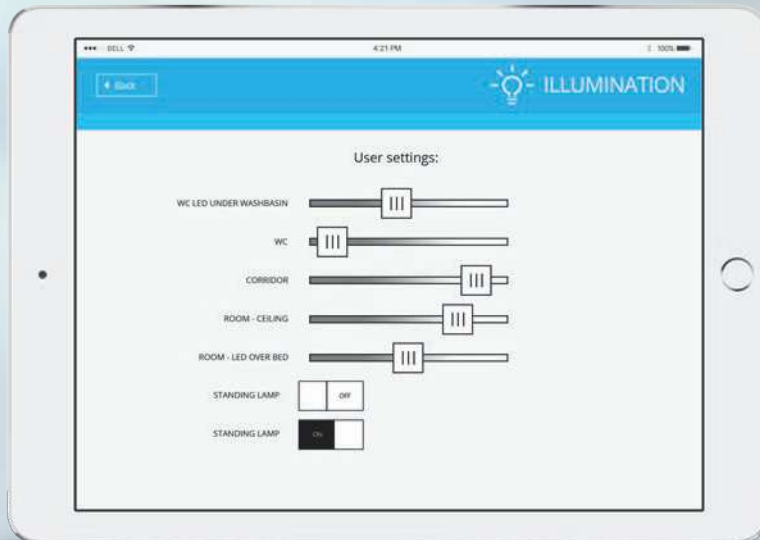
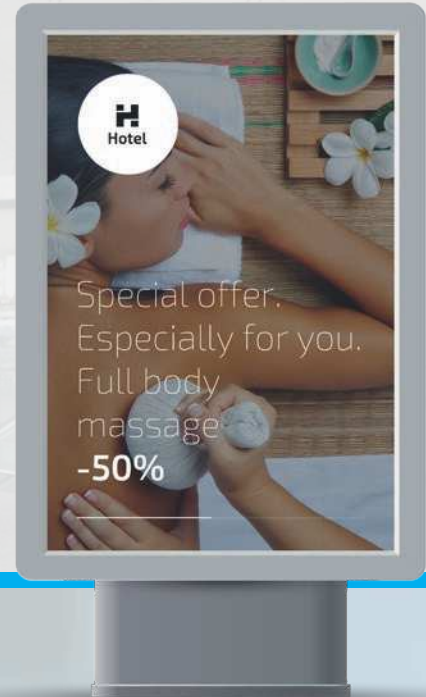
Offers your guests a great TV experience with access to live and Internet TV channels and applications. Ensures a new level of quality services and multimedia entertainment available on hotel TV and mobile screens.

iLumio Digital Signage



Valentine's Day
Unique atmosphere
For You

An innovative and proven solution for modern public areas such as stadiums, sports halls, customer service offices, cinemas and theatres, chain stores, hospitals and conference centres. iLumio Digital Signage is a multimedia communication channel whose main objective is to deliver personalized content in an attractive, modern way.



iLumio Valet

An innovative and easy to use application to create full room automation. All devices are connected in one tablet for easy control of all amenities in the room.

About Ailleron

iLumio is powered by Ailleron, worldwide provider of innovative technologies

400+

An experienced team of the best IT experts

1000+

Products and IT projects implementations



4 offices in Poland

HQ in Kraków, branches in Warsaw, Rzeszów and Bielsko

Certificates

Oracle, Microsoft, IBM, Tibco, Philips

Branches

USA, Great Britain and Australia

Try out the app now!

Install the app demo and check out its intuitive user experience and unique design.



ilumioapp.com/android



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fb.com/iLumio.Digital.Hospitality

powered by
ailleron 