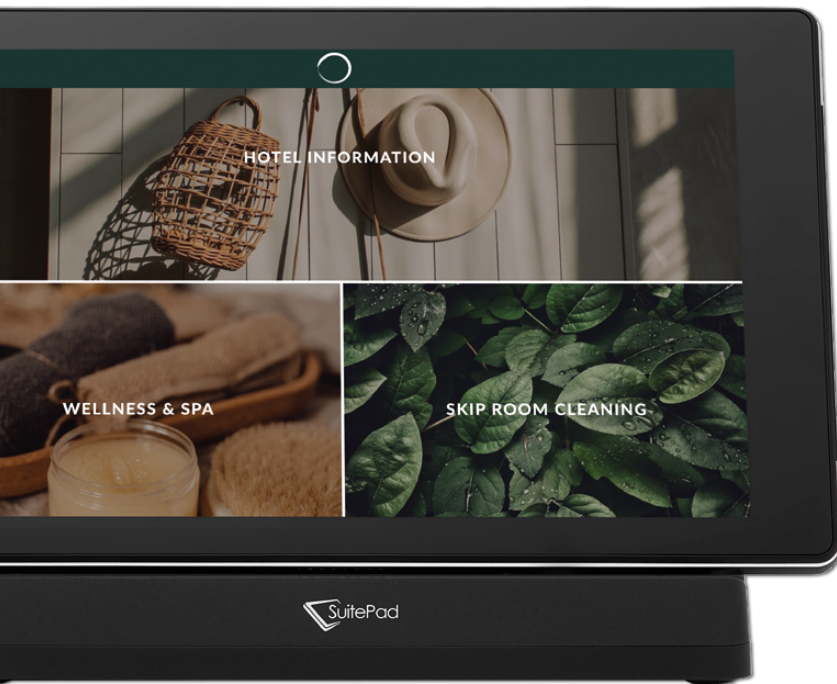




Helping **hotels**  
engage their guests  
in a **digital world.**



# The No. 1 In-Room Tablet for Hotels

Our award-winning in-room tablets redefine how hotels [engage guests during their stay](#). The all-in-one solution combines a guest directory, booking tool, hotel phone, TV control, and more in one device.

# What benefits do SuitePad in-room tablets bring?



1

IMPROVE GUEST  
COMMUNICATION  
& SATISFACTION



2

GENERATE HIGHER  
SALES REVENUE



3

REDUCE COSTS &  
OPTIMIZE PROCESSES



IMPROVE GUEST COMMUNICATION & SATISFACTION

# Reach your guests in the comfort of their rooms.



## Guest Directory

Inform your guests about hotel amenities, services, surroundings, weather, and more.

## Chat & Quick Feedback

Receive real-time questions and concerns and react while your guest is still on your premises.

## In-Room Entertainment

Offer a premium guest experience with newspapers & magazines, games, on-demand video, and radio.



80% of hotel guests use the SuitePad in-room tablets during their stay.





GENERATE HIGHER SALES REVENUE

## Let your guests order services digitally.

### Booking Tool

Let your guests order room service, book spa treatments, and make dinner reservations.

### Push Notifications

Fill outlet vacancies during slow hours and offer your guests last-minute late check-outs.

### Hotel Shop Integration

Let your guests purchase souvenirs, beauty products, and vouchers from the comfort of their rooms.

 6,000 € of monthly additional room service revenue generated at a Greek hotel.

REDUCE COSTS & STREAMLINE PROCESSES

## Provide your guests with a streamlined experience.



### TV Control

Integrated infrared blasters connect with virtually every TV model, making remotes obsolete.

### Hotel Phone

The tablet allows internal and external calls without needing a physical headset or wire.

### Green Option

Put your guests in control of their stay by actively encouraging them to forgo daily room cleaning.

# The SuitePad hardware is developed with the hotelier in mind.

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- ✓ 8-inch high resolution screen
- ✓ No camera for privacy protection
- ✓ Smash-resistant glass on the front
- ✓ Scratch-proof brushed aluminum on the back
- ✓ Robust magnetic docking station with USB port
- ✓ 2 GHz quad-core ARM processor
- ✓ Infrared blaster for TV Control
- ✓ Dual microphones with sound isolation for high quality voice calls



- ✓ GDPR-compliant software
- ✓ Theft insurance included in the first year
- ✓ Two-year warranty

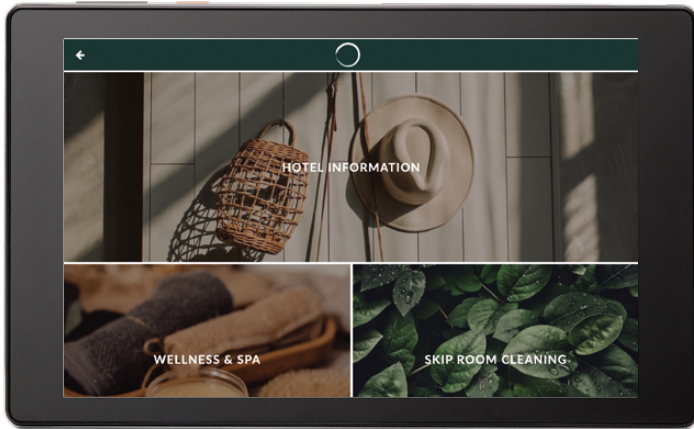
The best-in-class tablets are purpose-built for hotels and manufactured exclusively for SuitePad.

All you need to install the in-room tablets is wifi access and a permanent power supply. With our certified customer support team, you have nothing to worry about.



Only 1,8% of reported SuitePad tablet thefts in 10 years.

# The software your guests will see.



## Design Set-Up

We will create your installation according to hotel type, services offered, and special requests.



## Corporate Design

All designs will match your branding, visual language, and tone of voice.



## Personalization

After the set-up, you can change the layout, graphics, and text anytime.

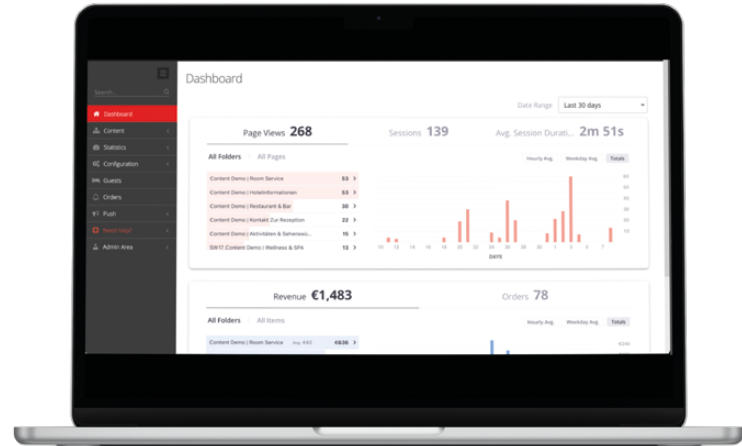
# The software you will work with.

Revenue **€1,266**

All Folders | All Items

Content Demo   Frühstück	Avg. €27	€628 >
SW17_Content Demo   Wellness & SPA	Avg. €63	€380 >
Content Demo   Room Service	Avg. €34	€238 >
Content Demo   Hotel Services	Avg. €5	€20 >
Content Demo   Green Option	Avg. €0	€0 >
Content Demo   Late Checkout	Avg. €0	€0 >

\*Example data



## Content Management

Update information,  
set up push messages,  
and manage orders.



## Partner Integration

Seamlessly manage your daily  
operations with PMS and  
multiple other integrations.



## Data & Report

Analyze page  
views, session duration,  
and generated revenue.



# BYOD

Your Digital Guest Directory – **Anywhere, Anytime**

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The  
Perfect  
Add-On



## SuitePad on Your Guests' Devices

No app, just a clickable link that redirects to a browser on their device.



## The Perfect Travel Companion

Guides, maps, information on current events, and travel tips on the go.



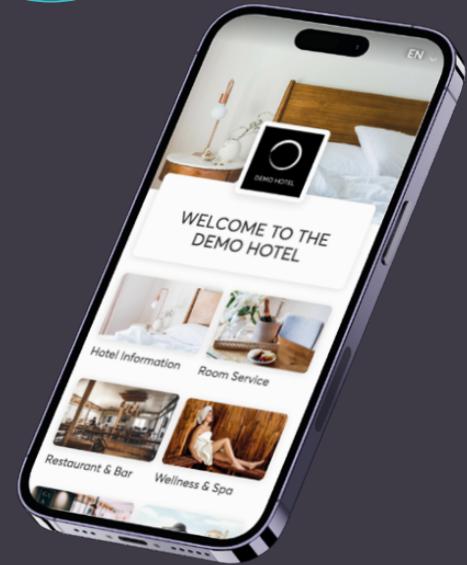
## Take Control of the Pre-Stay Experience

Guests can explore your hotel's offers and amenities even before they arrive.



## Stay in Touch After Departure

Send post-stay emails linked to BYOD pages where guests can leave reviews and give feedback.



# Lobby Screen

Your Digital Guest Directory – **At the Heart of the Hotel**

The  
Perfect  
Add-On



## An Interactive Point of Sale

Offer an easy touch screen solution for hotel guests to access information and book services in the lobby.



## Ease the Workload for Staff

Allow guests to interact with the screen independently, freeing front desk staff for personal service.



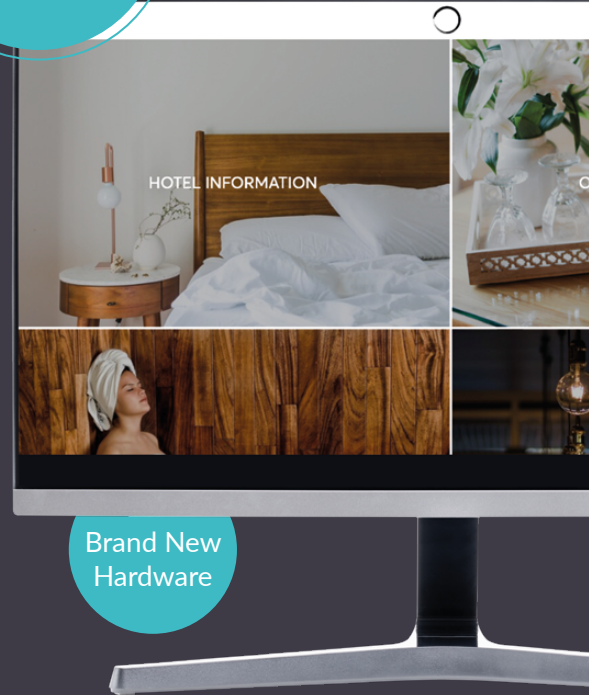
## A Modern Touch

Make the first impression count and give your guests a digital experience upon arrival.



## Choose Your Hardware Option

A small hardware box that connects to any monitor, the Lobby Screen is sold individually or as part of a package with a touch screen.



# 1,000 customers in 30 countries worldwide trust our digital solution.



Our clients range from branded city hotels to independent beach resorts, from *The Leading Hotels of the World* to *Design Hotels™*.



# One for all, all for one. SuitePad for hotel groups and chains.



All SuitePad installations across your group are designed to be consistent with your corporate branding.



At the touch of a button, you can customize information either centrally at the head office or locally in the hotel.

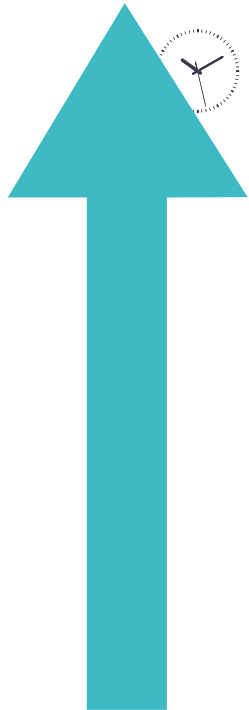







You will get a dedicated Customer Success Manager to support you with reporting and consulting services.



Visit our website for customer references and case studies to explore the many ways to use SuitePad.

# Statistics show SuitePad is the best way to engage the guest during the stay...



		Usage time on average per stay
SUITEPAD 	80% of guest usage, interactive booking and communication features	 15min 55sec
SMART TV	Unintuitive user experience with remote control	 4min 36sec
MOBILE WEBSITE	High bounce rate	 2min 24sec
HOTEL APPS	Less than 5% of guests use hotel apps	 1min 4sec
PAPER COLLATERAL	Tedious to update, one-way communication, no booking features available	no data



# ...but don't take **our word** for it!

The HotelTechAwards consistently recognize SuitePad as the “**Best Guest Room Tablet**” based on customer feedback and data signals such as integration compatibility, partner network strength, and customer support quality.

## “QUICK GUEST COMMUNICATION”

SuitePad is an asset to the hotel industry. The interactive solution makes it much easier for us to communicate quickly with our guests and respond to their needs. Especially now in these fast-moving times, in which a lot has to be changed quickly.

BRANDED HOTEL,  
GERMANY

## “INCREASED REVENUE”

SuitePad's tablets help us to increase revenue and make it easy to deal with our guests' requests. Their team is very helpful and gives us very good ideas, so we can keep improving the product together.

CITY HOTEL,  
PORTUGAL

## “BRILLIANT SERVICE”

We have found SuitePad to be a great addition to our hotel. It has increased our in-room revenue and interactions with our guests. We love the pop-up features and the ease of use on the platform.

LUXURY HOTEL,  
IRELAND



94% of hoteliers recommend SuitePad to their peers.



"We believe quite strongly that in the next ten years we will see the shift to digital-first also during the hotel stay. The phase we're in right now is very exciting because big changes are here."

– Moritz von Petersdorff-Campen



"A large part of the market realizes: we have to digitize, we have to become more innovative — and we are well positioned to help hotels to do just that."

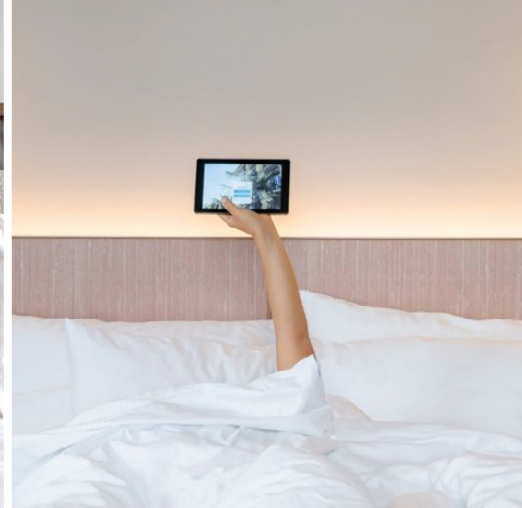
– Tilmann Volk

# At SuitePad, we bring hotels into the **digital age**.

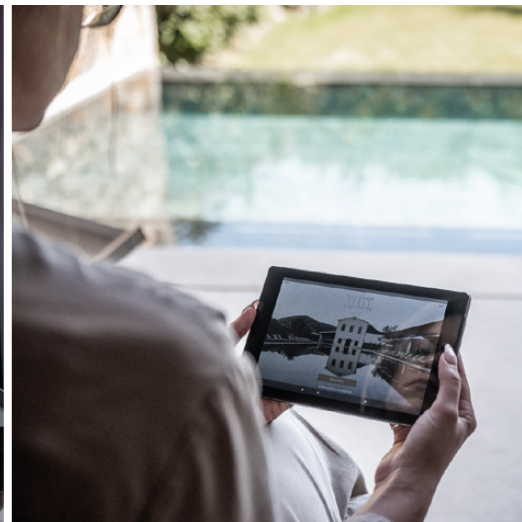
The Berlin-based company was founded in 2012 by Moritz von Petersdorff-Campen and Tilmann Volk and now has a large international team from all over the world.

In addition to the recurring product recognition, SuitePad was awarded "**Best Place to Work in Hotel Tech**" at the HotelTechAwards.





Join us on the journey!





## **Are you interested in using SuitePad at your hotel?**

Contact us to schedule a product demo or get a personalized offer.



[marketing@suitepad.de](mailto:marketing@suitepad.de)



[www.suitepad.de](http://www.suitepad.de)