



Today's guests expect more of hospitality properties than ever before, from gamified rewards programs to keyless check-ins. We help companies develop and deliver the technology and services needed to create a true connected guest experience that attracts, delights, and retains tech savvy guests.

## KEY FACTS ▼

56%

% of hotels that identified guest room tech as a top priority in 2016

# CONNECTING GUESTS

## STRATEGIC VISIONING

We can help identify the best opportunities to build connected guest experiences that delight, attract, and retain guests across multiple properties. Our team works with major clients from the idea phase to not only target the highest impact opportunities, but also build a strategic vision that fits into wider company goals and capabilities.



ROADMAP DEVELOPMENT



TECHNOLOGY ASSESSMENT

## ECOSYSTEM DEVELOPMENT

No single company has all the tools needed to build a true connected guest ecosystem, so it is important to choose the right partners and integrate them into a strong framework. Our team has extensive experience in multiple industries building ecosystem requirements and expectations, then identifying outstanding partners to fill the gaps.



PARTNER SELECTION



SYSTEMS INTEGRATION

## PROGRAM MANAGEMENT

As with any complex program, the success or failure of connected guest experiences relies on how well they are managed from idea to ongoing maintenance. Whether you have an existing connected guest program or are just getting started, we can help you manage all of the moving parts, partners, and stakeholders to ensure your program's success.



PROJECT MANAGEMENT



CHANGE MANAGEMENT

84%

% of hotel operators that plan to have a hotel-branded mobile app by 2018

73%

% growth in internet travel booking revenue over the last 5 years

87%

% of travelers use a smartphone or tablet while traveling

60%

% of travelers prefer to purchase and reserve hotel guest services using mobile devices

## ABOUT US

As a responsive and flexible boutique organization, our team is dedicated to total customer satisfaction. We pride ourselves on effectively partnering with our clients, delivering not just solutions but long-term results that produce continuous improvement throughout the organization.



**CONCANNON**  
BUSINESS CONSULTING

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