A+

A+ Solution GmbH

Our ultimate goal as A+ Solution GmbH is to revolutionize the hotel industry by providing modern and innovative solutions to its toughest challenges. With a deep commitment to innovation, we strive first and foremost to improve the guest experience, and secondarily to save costs, time, energy and improve hotel operations using artificial intelligence and related technologies. We empower hotels to exceed expectations. Welcome to a new era of excellence in hospitality!

A+ CONNECT

Introducing
Hotel Premium Package

A+ CONNECT

Check-in
Check-out

Digitizing check-in and check-out greatly enhances the user experience, providing hotel guests with a seamless and enjoyable interaction.

Check-in Check-out

⚠ Problem

Traditional check-in and check-out processes can be time-consuming and cause frustration for both guests and hotel staff, especially during peak hours.

💡 Our solution

The app streamlines check-in and check-out processes, allowing guests to complete required formalities quickly and efficiently with the ease of their smartphone. This feature reduces waiting times, resulting in a smooth check-in experience and an improved guest impression, while easing the burden on staff.

ID Verification

We provide an advanced AI-based ID verification service that offers seamless and secure guest identification for hotels. This service effectively analyzes and matches the guest's ID card with their booking information in real time, using advanced algorithms and global ID databases for robust verification. It also employs facial recognition technology to match guests with their ID card photos, ensuring an added layer of security. By integrating our services, hotels can significantly enhance their guest check-in process, effectively preventing fraud while ensuring the utmost respect for privacy and data protection regulations.

Proper Document Management

Through our system, guests can digitally sign their guest registration forms, a necessary step to confirm their stay duration. After signing, our system directly faxes these documents to the hotel's reception. This process not only streamlines the verification process but also allows for the efficient storage and retrieval of these documents. Our automated system removes the hassle of physical paperwork and significantly reduces the risk of document loss or misplacement, ensuring a smooth transition of essential documents for the hotel's record-keeping. Through our services, we aim to digitize and simplify document management while improving operational efficiency for our hotel partners.

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Guest Panel

A simple portal that allows guests to access all functions.

Guest Panel

⚠ Problem

Simple questions often require long queues at the front desk, which can lead to a less than optimal guest experience. At the same time, employee time is taken up, which impacts efficiency.
In addition, guests often have difficulty accessing important information about hotel amenities and services.

💡 Our Solution

A+ Connect offers guests a personalized and intuitive portal accessible through their mobile devices. They can check in remotely, access information as well as services about the hotel and its amenities, making their stay more comfortable and enjoyable.

A+ CONNECT
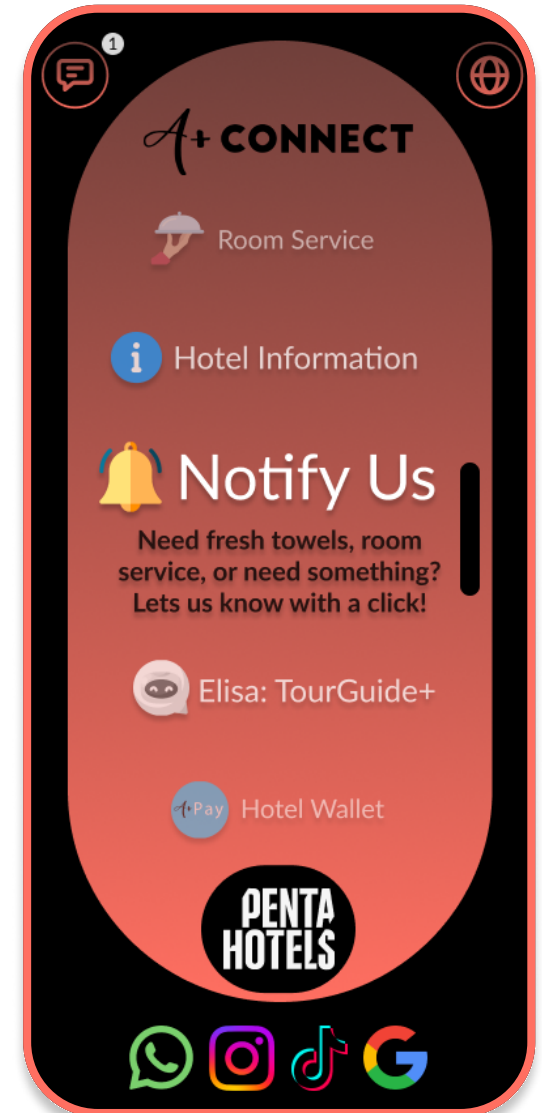
Automatic Translation

Thanks to the automatic translation, users worldwide can effortlessly use all functions via the app in an understandable way.

Automatic Translation

Problem

Language barriers can cause difficulties in meeting the needs of international guests and affect their overall experience and satisfaction.

Our Solution

With automatic translation, the app eliminates language barriers by automatically translating messages and requests between guests and staff. This promotes effective communication and makes guests feel more comfortable and better understood during their stay.

Select Language ∨

A+ CONNECT

What else??

We're all about unique features, that only **we** can offer **you**

So time to show you MORE ⟶ »

Notifications

Notifications can be used to keep hotel guests updated and informed about their accommodations and service

Notifications

⚠️ Problem

Familiar communication methods such as phone calls and intercoms can be disruptive, inconvenient and time-consuming for guests and hotel staff.
Important information could be overlooked, leading to confusion.

💡 Unsere Lösung

The messaging feature enables seamless communication between guests and hotel staff via real-time notifications. Guests receive updates on events, offers, and important information, while hotel staff can quickly respond to inquiries or concerns, reducing wait time.
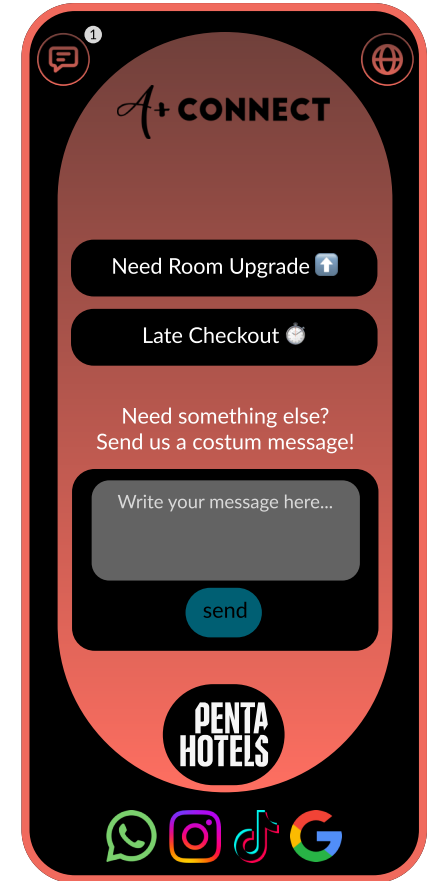
The function is divided into three different departments:
Front Desk, Housekeeping and Restaurant.
Guests' concerns are automatically forwarded to the appropriate department so they can be addressed as quickly as possible.
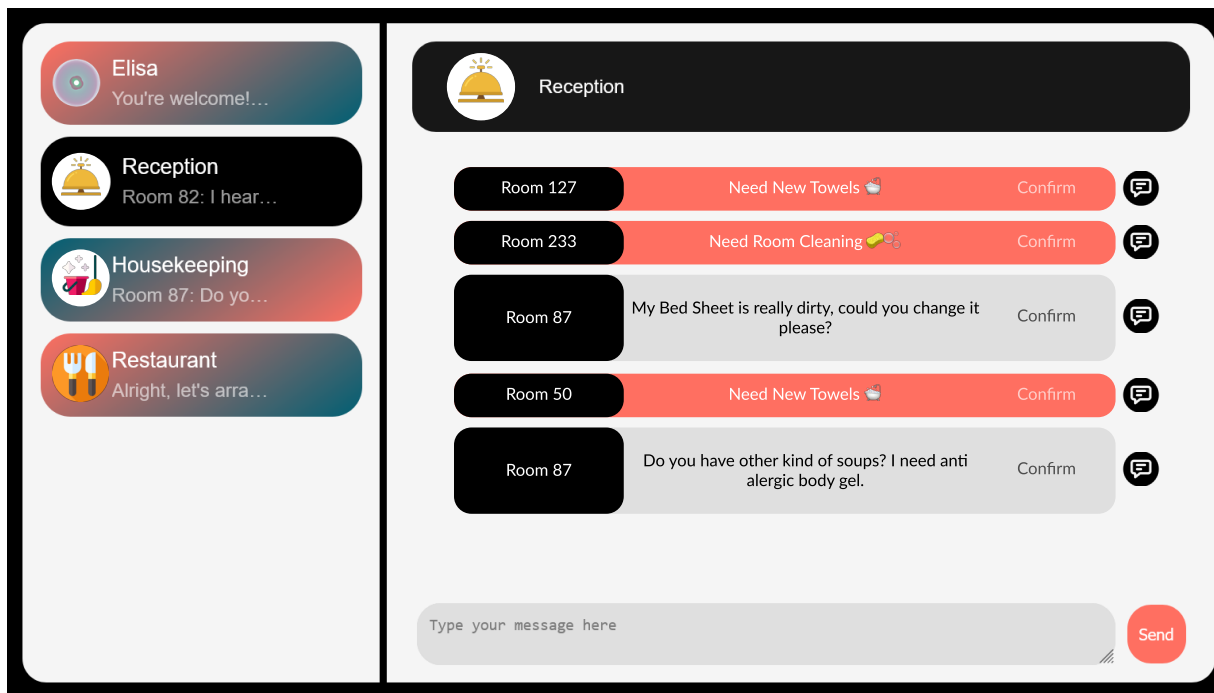
Housekeeping
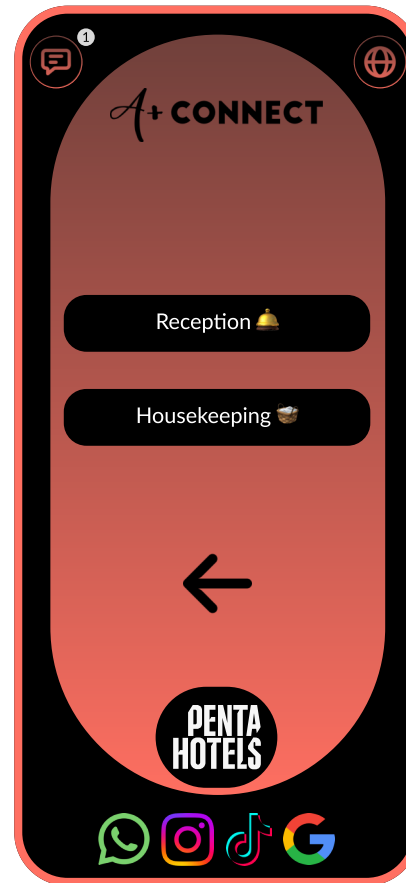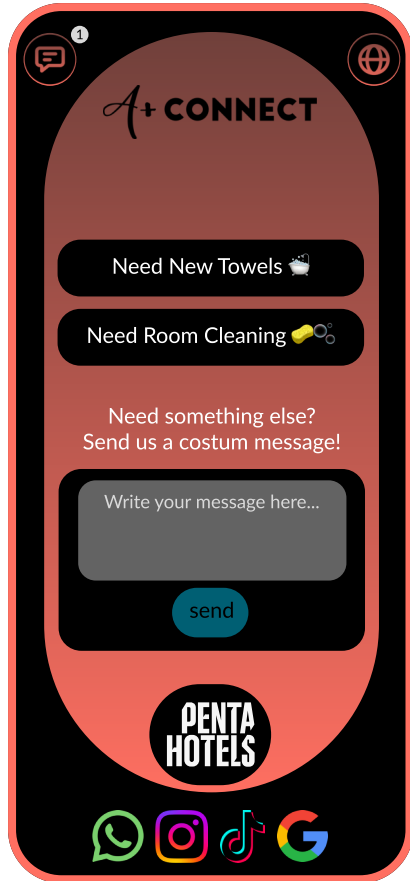
Reception

Your departments

Guests send notifications to different departments of the hotel, and the selection of departments is determined by the hotel itself. In this way, each hotel designs its internal communication individually and effectively.
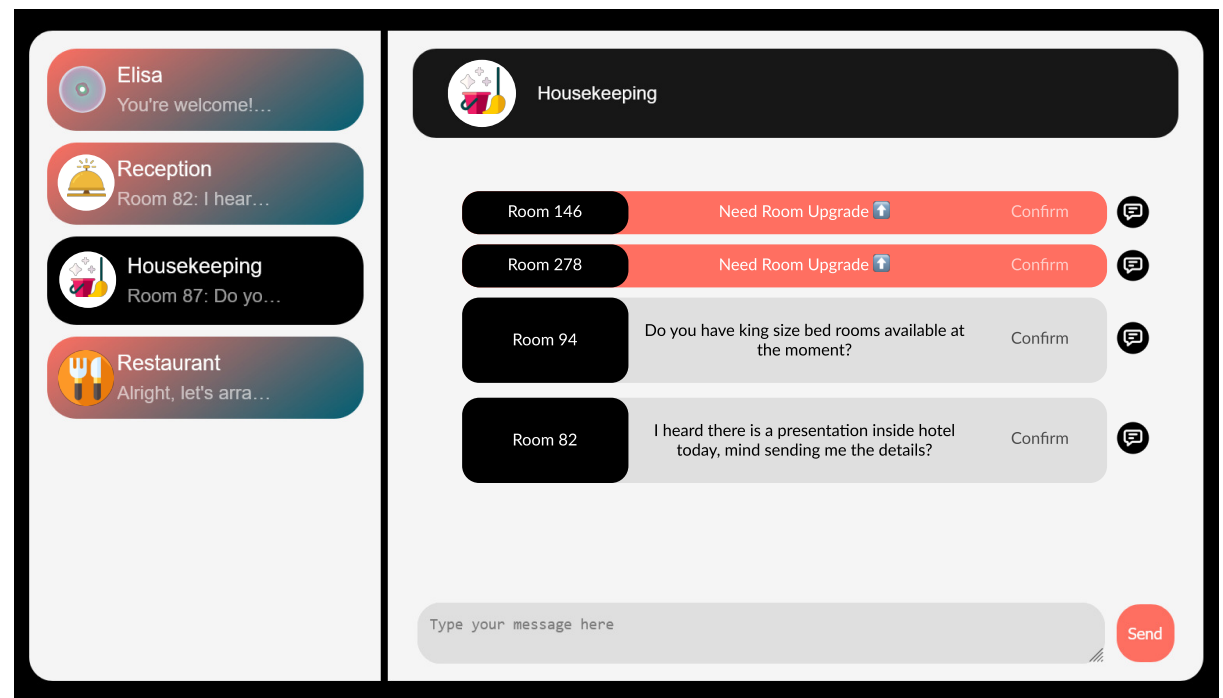
Reception

Room 127	Need New Towels 🍵	Confirm
Room 233	Need Room Cleaning 🧹🧽	Confirm
Room 87	My Bed Sheet is really dirty, could you change it please?	Confirm
Room 50	Need New Towels 🍵	Confirm
Room 87	Do you have other kind of soups? I need anti allergic body gel.	Confirm

Type your message here

Send

The responsible department that receives these notifications has two options:

- **One click confirmation**

After confirmation, the guest will receive a notification that the relevant department has seen and is processing the request.

- **Individual response**

If the hotel employee wishes, he can reply with an individual message and start a chat with the guest. This way the hotel staff has more control and can start the chat when it is necessary.

Housekeeping

Room 146	Need Room Upgrade ⬆️	Confirm
Room 278	Need Room Upgrade ⬆️	Confirm
Room 94	Do you have king size bed rooms available at the moment?	Confirm
Room 82	I heard there is a presentation inside hotel today, mind sending me the details?	Confirm

Type your message here

Send

A+ CONNECT

AI Assistant:

Elisa

Elisa, our AI-powered virtual assistant, is available 24/7 to personalize your hotel experience and assist you at all times.

Elisa

⚠ Problem

Guests may have difficulty finding answers to frequently asked questions or may need assistance outside of staff working hours, in the appropriate areas.

💡 Our Solution

Elisa, our AI-driven virtual assistant, is available 24/7 to answer guest inquiries, guide them on their journey, provide information about hotel services, and make personalized recommendations.
This increases guest satisfaction by providing them with quick assistance at any time.

What questions could Elisa answer?

● **Travel questions**

Elisa provides recommendations for the best places to visit based on weather, location and personal preferences.
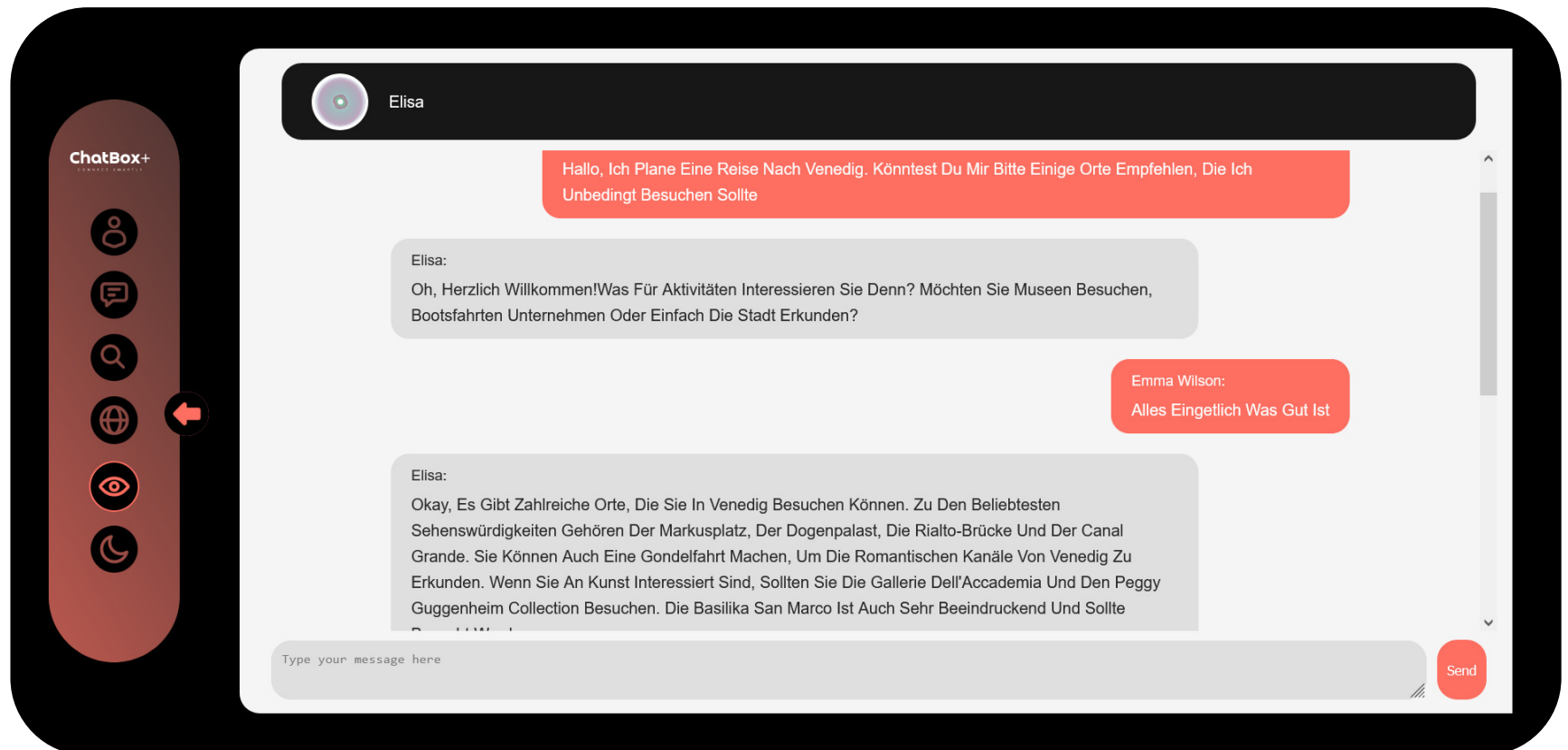
● **Hotel questions**

Elisa knows all the important hotel information and can provide recommendations for restaurants.

● **App itself**

Elisa can provide detailed instructions on how to use the app and its features.

even general questions are not a big challenge for Elisa

Hotel Wallet:

A+ Pay

Simple, secure and convenient - With A+ Pay Cards, guests at your hotel can effortlessly make all payments via the app.

A+ Pay

⚠️ Problem

Traditional payment methods can be cumbersome for guests, leading to delays and potential security concerns.
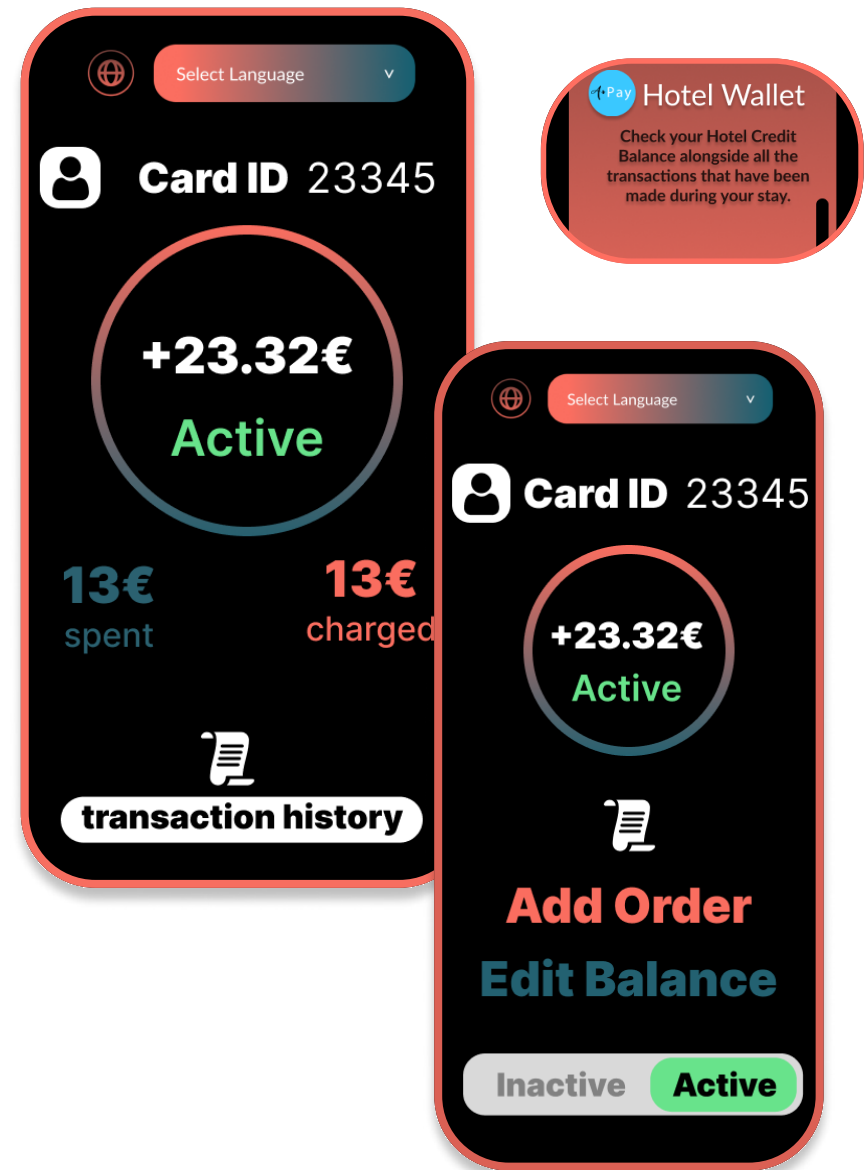
💡 Our Solution

The A+ Pay Cards enable secure and efficient payment within the hotel.

Guests can link their payment methods, and the card system enables easy and fast transactions for various hotel services, increasing convenience and security.

As a result, guests can access bills at any time without waiting for merchandise.

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Room Service:

A+ Menu

Enjoy a first-class culinary experience with the A+ Menu! Use our app to explore the diverse food and beverage offerings and place your room service order from the comfort of your room.

Room Service
A+ Menu

Nudeln

Penne Pesto

€12.9

getrocknete Tomaten, Sahne Pesto Soße, Pinienkerne, Oliven, Schafskäse

Extra Hähnchen €2.0
Große Garnelen €3.0.

Add Item

⚠ Problem

Providing guests with information about hotel menus and room service options can be difficult, especially if they have dietary preferences or restrictions. Restaurateurs also often face major difficulties when prices change and products sell out, as food and beverage menus must be recreated and reprinted.

💡 Our Solution

The A+ Menu feature presents hotel menus and room service options with ingredient details and dietary information. This allows guests to make informed decisions and enjoy a pleasant culinary experience. The unique thing about our menu is that the food and beverage menu can be manually edited at any time.
So you can add or remove products, change prices at any time, remove or add description and photos with just one click.

A+ CONNECT

Chat Room:

Chatbox+

Connect directly to our Chatbox+ and exchange messages with your team effortlessly. Use this convenient platform to communicate securely and discreetly within your company about processes and organizational matters.

Chat room: Chatbox+

⚠ Problem

Hotel staff often face challenges in coordinating tasks and delivering services efficiently. Lack of direct communication with internal staff can lead to misunderstandings and cause delays in meeting guest requests.

💡 Our Solution

The app provides chat rooms for direct and instant communication between hotel staff, enabling better coordination and faster response times. Additionally, staff can interact directly with guests to respond to their preferences and requests in a timely manner. This feature is also available across all staff from all partner hotels.

A Unique Blend of Features Tailored for Hotel Management

Our ChatBox+ is a distinctive platform designed with an acute understanding of the hospitality industry's needs. While there are numerous chatroom and meeting management apps in the market, ChatBox+ stands out due to its specialization in hotel operations. It is not just a communication platform; it's a comprehensive management dashboard embedded with AI capabilities, data analytics, and strategic planning tools, all centered on enhancing hotel operations and guest experiences. Unlike generic tools, ChatBox+ provides targeted solutions, making it the preferred choice for hotel staff who are looking for a system that truly understands and addresses their specific needs.

Hotel-Specific AI Assistants

Our Chatbox+ enables group chats with AI assistants specially trained in hotel operations. Staff can discuss important issues with these AI assistants, gaining insights and recommendations in real time.

Deployment of SSM

Our forthcoming Smart Shift Manager can also be deployed within our Chatbox+. This feature optimizes shift management, enhancing team coordination and efficiency.

Direct Access to Reports and Analytics

Within group chats or meetings, staff can instantly pull up our comprehensive reports and analytics. This feature facilitates data-driven discussions and aids in strategic decision-making.
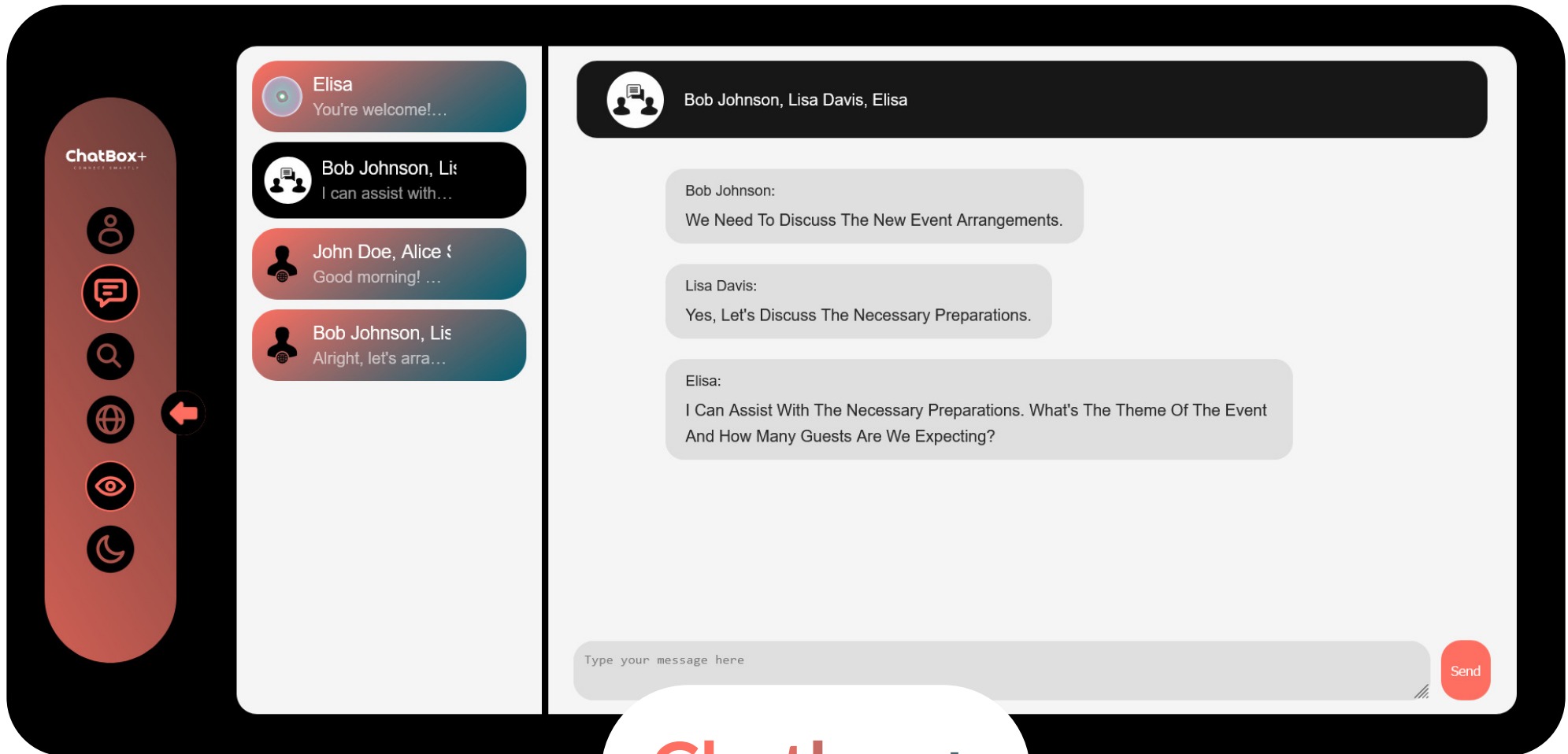
Integration of SmartManager and SmartAnalyser

Our upcoming features, SmartManager and SmartAnalyser, can be seamlessly integrated within group chats and meetings. SmartAnalyser aggregates all reports from PMS and our apps, providing forecasting metrics with a particular emphasis on guest experience. SmartManager takes these reports, posing questions to identify potential bottlenecks or problems, thereby guiding proactive problem-solving.

All-In-One Dashboard for Hotel Management

Ultimately, our Chatbox+ serves as an all-encompassing dashboard that consolidates all relevant information and tools for hotel management. This holistic approach simplifies workflows, fosters collaborative communication, and improves overall operational efficiency.

ChatBox+

Elisa
You're welcome!…

Bob Johnson, Lis
I can assist with…

John Doe, Alice S
Good morning! …

Bob Johnson, Lis
Alright, let's arra…

Bob Johnson, Lisa Davis, Elisa

Bob Johnson:
We Need To Discuss The New Event Arrangements.

Lisa Davis:
Yes, Let's Discuss The Necessary Preparations.

Elisa:
I Can Assist With The Necessary Preparations. What's The Theme Of The Event And How Many Guests Are We Expecting?

Type your message here

Send

Chatbox+

Guest Reports & AI Analysis

Get a deeper understanding of your guests with our advanced analytics and reporting. Use these insights to develop personalized experiences, improve customer satisfaction, and increase the efficiency of your operations.
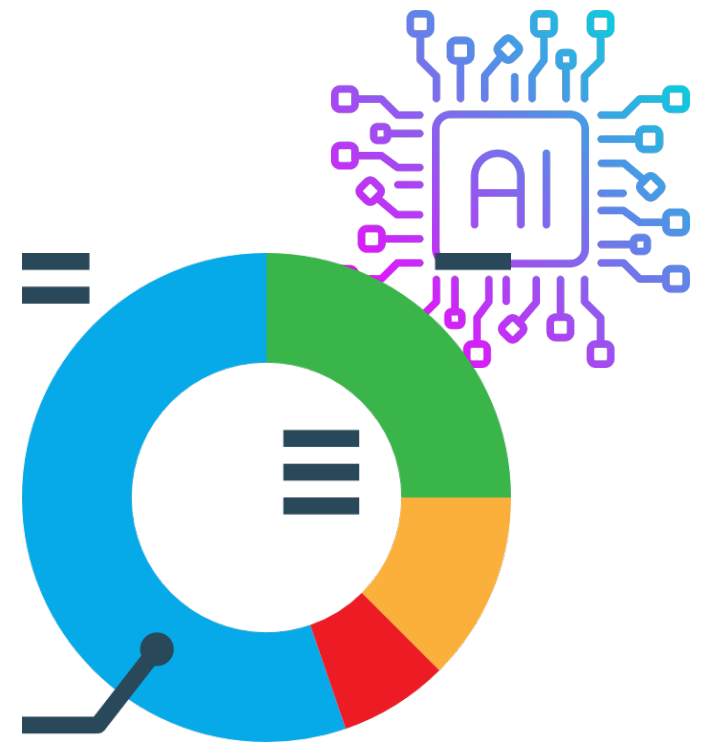
Guest Reports & AI Analysis

⚠ Problem

Hotels often fail to accurately assess guest satisfaction, which misses opportunities for improvement.

💡 Our Solution

The Sentiment Analysis feature analyzes guest feedback and interactions to assess overall satisfaction levels. This helps identify trends and areas for improvement so that the hotel can optimize its services and better respond to guests' needs.

What exactly do we offer for Reports & Analysis?

● Guest Satisfaction Index

Our Guest Satisfaction Index combines multiple data points - from online reviews to repeat bookings - to give you a comprehensive measure of guest satisfaction.

● Guest segmentation

Our guest segmentation reports help you understand who your guests are so you can tailor your services to meet their needs.

● Sentiment analysis

Our sentiment analysis dives deep into guest reviews to determine the overall sentiment about your accommodation.

● Behavioral patterns of the guests

Track how guests use your services and facilities and adjust your offerings accordingly.

All these reports are based on AI using the latest LLM models to analyze guest data, which we have programmed to the last detail.

How?

Elisa chats, notifications sent to reception and other uses of our app, give our AI models what they need to provide you with the right reports.

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PMS Integration

Efficient operations and automatic synchronization --> Improved guest satisfaction.

PMS Integration

⚠ Problem

Without seamless integration between the app and the hotel's property management system (PMS), data inconsistencies and manual errors occur, which are inefficient.

💡 Our Solution

The app integrates with the hotel's PMS system and ensures real-time synchronization of data.
This allows staff to access up-to-date information, manage room assignments and handle billing accurately, improving operational efficiency.

PMS

🔗

A+ CONNECT

A+ CONNECT

Unified User-Experience

Streamline your management and communications with our unified user interface that brings all features together in one chatbox panel for efficient, easy-to-use navigation.

Unified User-Experience

Problem

Traditional applications spread various functions and services across multiple tabs, making navigation difficult and reducing efficiency.

Our Solution

Our unified user interface integrates all functions into a single chatbox panel. Chats with staff, notifications, guest chats, hotel data analytics and data reports - everything is accessible in this central platform. This enables smooth management of all information and services, increases efficiency, and greatly simplifies the user experience.

Unified
User-Experience

ChatBox+
CONNECT SMARTLY

Elisa
Thanks for your help, elisa!

Hotel HealthCheck
Our AI tool, Hotel HealthCh…

Reports & AI Analysis
The use of AI and data anal…

CEO, Elisa
I am very impressed with th…

Bob Johnson
Based on our analysis and r…

CEO, Core Business Mana
Let's all work towards incre…

A+ CONNECT

Magical User-Interface

Our user interface enchants guests with an intuitive and engaging experience. In addition, guests experience effortless navigation, interactive elements and enchanting aesthetics that will make their hotel experience unforgettable.

Magical
User-Interface
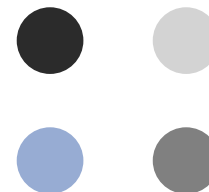
Classic Dawn
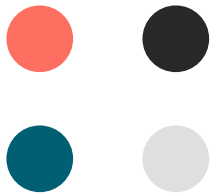
Galactic Twilight
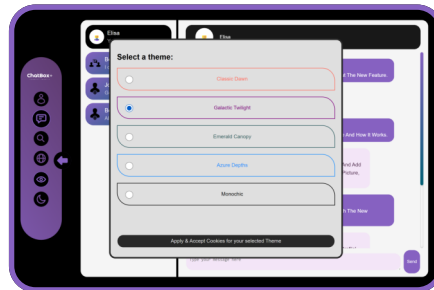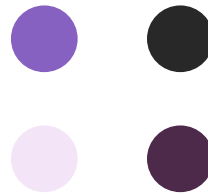
Emerald Canopy
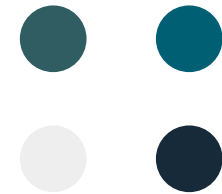
Azure Depths

Monochic

A+ CONNECT
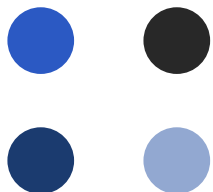
Privacy & Data Protection

We take data protection and privacy very seriously. Our processes are compliant with legal requirements and we use state-of-the-art technologies for data encryption. We collect only the necessary data and focus on transparency and control.

Privacy & Data Protection

● **Compliance with data protection laws**

We strictly comply with all applicable data protection laws, including the General Data Protection Regulation (GDPR) in Europe.

● **Encryption**

All data is encrypted both during transmission and storage to ensure that unauthorized persons do not have access to it.

● **Data minimization**

We collect only the data necessary to provide our service and improve its quality.

● **Access control**

We have strict access control measures. Only authorized personnel can access the data, and only on a "need-to-know" basis.

● **Anonymization**

Where possible, we anonymize the data so that it cannot be traced back to individual guests.

● **Transparency**

We communicate to all stakeholders what data we collect, why we collect it, and how we use it. This is clearly set out in our privacy policy.

A+ CONNECT

Upcoming Features

Experience exciting new features soon! Our upcoming features will revolutionize your hotel experience. Stay tuned!

Smart Analyser
Analysis function for the hotel

The "Smart Analyzer" is a specialized analysis tool that gathers data from both our app and the hotel's Property Management System (PMS), using advanced AI-based analysis. It provides a comprehensive overview of key performance indicators and delivers valuable insights to help hotel managers identify strengths and areas for improvement.
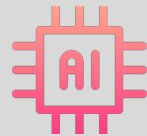
Smart Manager
A virtual business consultant

The "Smart Manager" is akin to a business specialist who has studied all business models and techniques, particularly in the hospitality industry. This AI-assisted tool evaluates hotel operations aspects through data analysis, identifies challenges, and suggests solutions. Utilizing the results from the "Smart Analyzer", it identifies business-oriented problems and aids hoteliers in solving operational challenges and enhancing efficiency.
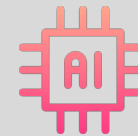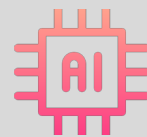
AI+ Shift Management
Artificial intelligence-supported shift planning

This feature revolutionizes employee scheduling through the use of AI. It creates optimized shift schedules taking into account factors such as employee availability and workload, minimizing overtime costs, promoting a harmonious work environment and maximizing productivity.
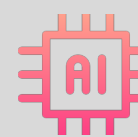
Future Navigator
AI-based prediction function

Future Navigator (AI-based prediction function): The "Future Navigator" uses advanced AI to make accurate predictions based on past hotel data. From future guest numbers to their profiles, it helps hoteliers efficiently plan resources, optimize operational processes, and improve the guest experience.

Upcoming Features

A+ CONNECT

Contact us for an offer:

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