

## Success Story | Holiday Home

A modern & environmentally friendly service thanks to digital tools

### Digital Holiday Home

The modern-rustic style makes the **two apartments of the Alpgau Ferienwohnungen in Bavaria** true eye-catchers. The alpine chalet style skilfully blends the rustic Allgäu ambience with **modern, digital equipment** – creating a space in which “modern meets rustic”. Hosts Evi and Florian Süßmair would like to offer their guests something special, whether that is the furnishing, the service or the support that they provide.

Since the beginning of 2018, **stationary tablets** have had their fixed place in the holiday homes, where guests can find **a digital version of the information folder** – the **Digital Guest Directory** containing all the important information on their stay and on the region.

Guests who connect to the house's Wi-Fi are automatically directed to the **Wi-Fi Landingpage** of the Alpgau Ferienwohnungen. This presents guests with **all the important information at a glance and in turn, refers to the Digital Guest Directory** which guests are able to load as an App or as a Progressive-Web-App (PWA) **on their own mobile devices**.



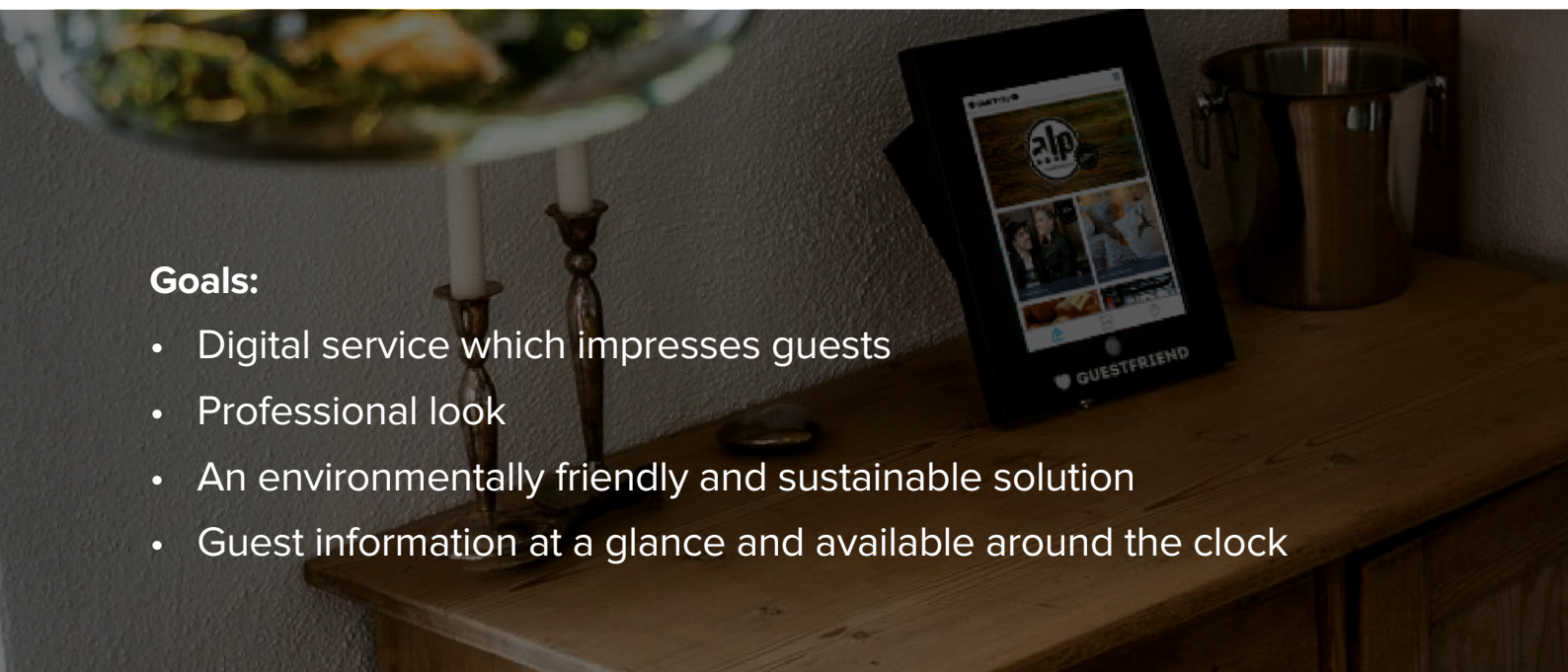
Guestfriend is **also suitable for smaller hosts** who would like **to stand out with their product offer**. We are very happy that we are able to offer our guests **additional sustainable features** in our apartments with the Digital Guest Directory and the Wi-Fi Landingpage. After all, in this modern age we live online and whenever we have a question we are quick to pick up our phone or tablet.

Florian Süßmair, Host

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### Goals:

- Digital service which impresses guests
- Professional look
- An environmentally friendly and sustainable solution
- Guest information at a glance and available around the clock



## Success: Comfort factor and sustainability

### Modern service

Some guests download the Digital Guest Directory after booking and **explore the accommodation and the region in advance**. They can then obtain information on arrival using the Wi-Fi Landingpage and the Digital Guest Directory, available **on tablets in the apartments**, on Your A-Z, the bread service, the guest card, activities, or restaurant and shopping options – **a big plus for landlords** as there is often no direct “everyday” contact with the guests. In this way, **guests receive answers to their questions even when the hosts are not there**, at any time and entirely according to their needs – and it’s also available in English. As a result, for Evi and Florian Süßmair, both tools have become very practical aids which **perfectly complement the important, personal contact with their guests**.



#### A more modern, multilingual service

Impresses guests and facilitates communication with guests from all over the world



#### An environmentally conscious solution

A paperless source of information which reduces paper consumption and protects the environment



#### Easy to manage

With just a few clicks, contents are always completely up-to-date and available around the clock

### A contribution to the environment – Think green

Not only do hosts and their guests benefit from the digital tools, so does the environment: **Guests waste significantly fewer print products** which would have otherwise been available and, with these changes, the Süßmair family **no longer has to print anything**. And that also goes down well with the guests. This **environmentally conscious and sustainable approach** is also reflected in the apartment’s furnishings and is a part of the overall concept.



The online editing system is **really easy to operate**. With a few clicks, we can keep our Digital Guest Directory and Wi-Fi Landingpage up-to-date and **update them in real time**. What’s more, our guests are not swamped with countless leaflets, brochures or flyers in the apartments – which is also **good for the environment!**

Evi Süßmair, Host

