happiest minds
The Mindful IT Company
Born Digital . Born Agile

In-Resort Managed Sales Platform for heightened Customer Experience & ensuring Save a Sell

BUSINESS REQUIREMENTS

Enhanced customer experience throughout the customer journey

Empowering in-resort associate to provide a superior service and opportunity to improve sales including cross-sale and up-sale

Enable a PCI DSS compliant system that can operate in online and offline environments

OUR SOLUTIONS

Private cloud based in-resort associate enablement solution with Customer, Sales, Forms, and Task Management

Online and offline sales with wireless connectivity to chip and pin payment and voucher printing devices

Digital forms and information brochures with email connectivity for paperless operations

BUSINESS IMPACT
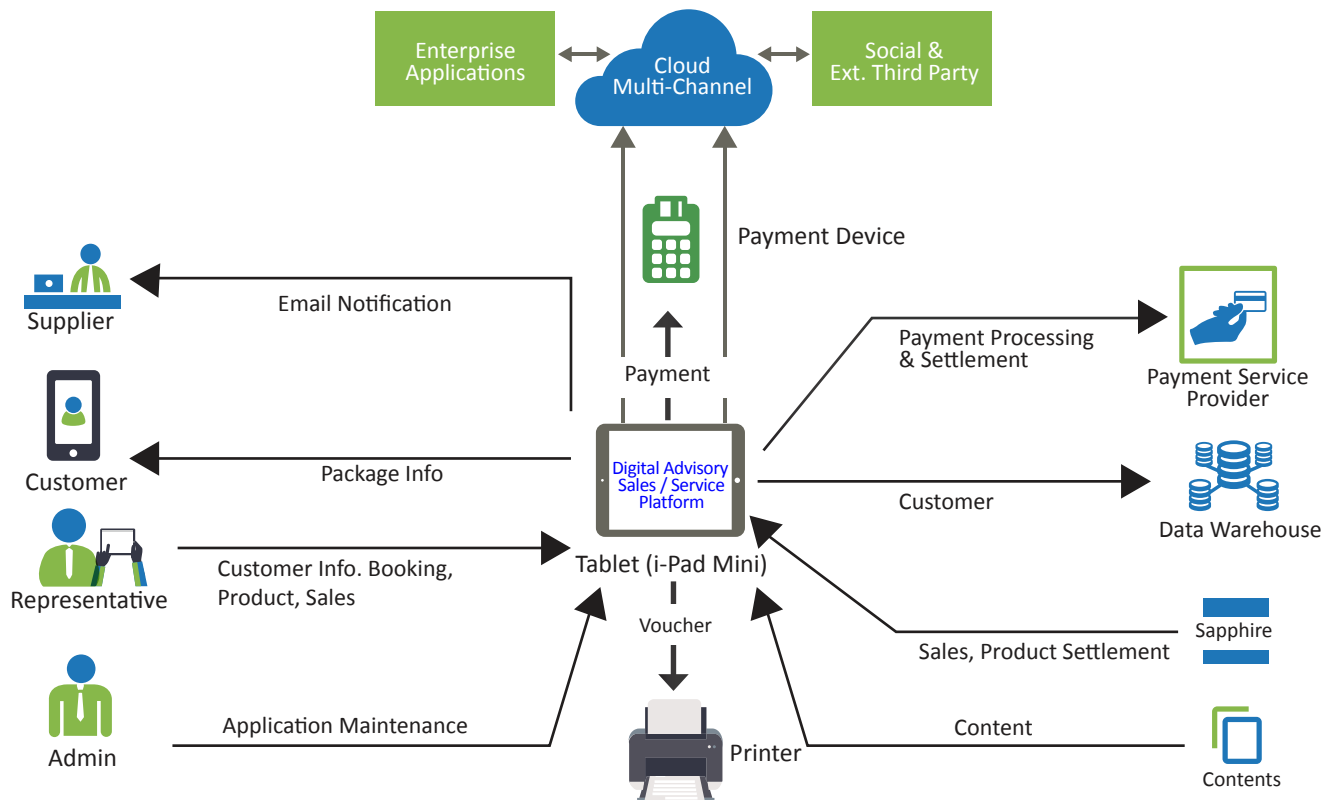
Around 7% increase up-sell and cross-sell

Around 20% increase in associate satisfaction

Offline cashless sale increased by 60%

Solution Overview

Enterprise Applications ↔ Cloud Multi-Channel ↔ Social & Ext. Third Party

Payment Device

Supplier — Email Notification

Payment

Payment Processing & Settlement → Payment Service Provider

Customer — Package Info

Digital Advisory Sales / Service Platform

Customer → Data Warehouse

Representative — Customer Info. Booking, Product, Sales

Tablet (i-Pad Mini)

Voucher

Sales, Product Settlement — Sapphire

Admin — Application Maintenance

Printer

Content — Contents

About Us

happiest minds
The Mindful IT Company
Born Digital . Born Agile