

# ICElobby

\*Available as an add-on to ICEbedside

An opportunity for a hotel to provide essential digital tools that are easily accessible by all guests.



## REDUCE LINES, SUPPORT STAFF

Long waits at the front desk are proven to significantly diminish guest satisfaction. Providing a resource that can help guests find information to frequently asked questions and solve common needs reduces the strain put on the front desk staff and allows them to focus on more detailed guest requests and operating procedures. Customized menus from a wide selection of services, including:

- General hotel information
- Information & maps about local attractions
- Flight information
- Print boarding passes
- View transportation schedules



## BACK-END BENEFITS

ICElobby includes our trademarked ICE HUB Control Panel, a back-end management panel that empowers your staff to truly revitalize the level of service offered.

- Edit content in real time
- Accessible via desktop & mobile
- Immediate access to business intelligence & metrics



## MINIMAL INVESTMENT REQUIRED

While some brands invest millions in an internal Research & Development team, Intelity can create and test a complete guest services application to eliminate this hassle.

Benefits of working with our team:

- Experience in creating guest services applications for hotels
- Flexible, cost-effective pricing packages
- Products created with your guests in mind
- Unique branding based on client specifications

## KEY FEATURES



### AIRLINE BOARDING PASS

ICElobby lets guests easily access flight information, maps about local attractions, and print their boarding passes without the hassle of waiting in a line at the front desk.



### EASY-ACCESS TO SERVICES

Conveniently located in the high-traffic areas of the hotel, ICElobby provides quick-and-easy access to concierge services at the push of a button.



### SUPPORT

Nearly 24/7 technical support from our team of experts to ensure that your services work as planned.



**Device Requirements:**  
iOS - iPad2 or higher  
Android - Nexus 7" or 10"

Easy-to-use guest-facing interface that is compatible with both Apple and Android devices and available in multiple languages.

Last updated:  
Feb. 13, 2018