



Real-time Solution for Hospitality & Gaming

Setting a New Standard in Guest Experiences



Discover. Engage. Delight.

Deliver Memorable Experiences When It Matters Most

The Cosmopolitan, Mandarin Oriental Hotel Group, Turning Stone Resort Casino, and other premier resort destinations rely on Neudesic's success in hospitality and gaming to help them create guest experiences that enhance loyalty and boost revenue.

We combined our industry knowledge with expertise in systems integration, business intelligence and user experience to develop **Neudesic Real Time eXperience (RTX)**, a groundbreaking solution powered by our award-winning integration technology.

Neudesic RTX seamlessly integrates all your property assets, including your casino management system, lodging management system, point of sale, spa, golf, entertainment, and food & beverage, creating a single-source record of all guest interactions.



Simulated Neudesic RTX Guest Profile Dashboard

“Repeat customers spend 67% more on average than new ones.”
- Inc. Magazine

Context + Real-time Events = Insight

Whenever guests use their loyalty cards, Neudesic RTX captures where and how they earn and spend their program points – in real time. This information can be viewed and analyzed through highly customizable guest profiles, helping you tailor incentives and offers that will make a lasting impact on guest loyalty.



Stimulate Interest

Megan's guest profile reveals she often visits your spa, but only for manicures. The next time she checks in, you offer her an introductory rate on a complete spa package. Now Megan's profile – and your bottom line – reflects her newfound interest in hot stone massages and aromatherapy.

Reward Loyalty

Teri and Jason always enjoy a nice bottle of wine when they dine at your five-star French bistro. On their next visit, your executive chef treats them to a rare vintage from his private collection. The experience inspires Teri to write an online review that lights up your reservation line.





Create Memories

Sylvia and Greg swipe their loyalty card to secure VIP tickets to the hottest act in town. Your Concierge arranges a limo and backstage passes to make it an experience they'll never forget. Later Sylvia posts a picture of Greg with his favorite country star. The caption? "Best night ever!"

Engage Everyone

John, an avid golfer, checks his point balance at a loyalty kiosk and is rewarded with discounted green fees and a voucher for 25% off at the hotel emporium. While John sets his sights on breaking 80, his companion Sonia sets hers on a designer handbag and matching shoes.



Turn Insight Into Competitive Advantage

A recent Bain & Company survey revealed that **80% of companies believe they deliver superior customer experiences, but only 8% of their customers agree**. Get real-time insight from Neudesic RTX, and deliver guest experiences that will set your property apart.

Delighting Guests While Boosting the Bottom Line



World-class Hotel Group Simplifies Online Reservations

"Neudesic's easy-to-use solution allows our guests to manage their own profile information using Mandarin Oriental's brand websites."

– Monika Nерger, Chief Information Officer, Mandarin Oriental Hotel Group



Premier Resort Sets Real-time Standard for Guest Loyalty

"Neudesic RTX captures valuable insight about our guests in real time, enabling us to deliver unique and unforgettable experiences."

– Steve Murphy, VP of Technology & Supply Chain, Turning Stone Resort Casino

Take the Next Step

Schedule a one-to-one Discovery Session to find out how Neudesic can help you deliver guest experiences that will boost loyalty and drive new revenue for your property. No obligation. Only insight.

Contact Tim Corken at 303.248.8321 or tim.corken@neudesic.com

About Neudesic

Neudesic is the trusted technology partner in business innovation, delivering impactful business results to clients through leading-edge technologies, innovative solutions and strategic alliances. For more information about Neudesic's comprehensive portfolio of products, solutions and services, visit **www.neudesic.com**.