The Speeron Piccolo platform

The hospitality industry is digitally challenging. The system environment is fragmented and the lack of standardized interaction between applications makes it hard to customize the guest experience the way you like, and a smooth and efficient digital guest journey has not been easy to create.

Since 2009 Speeron have been helping the hospitality industry to manage these challenges through our integration platform – The Piccolo. The Piccolo platform can be used to run everything from a basic check-in/check-out workflow, to almost any hospitality workflow including services such as room service ordering, restaurant reservations, ordering of taxi or any other desired service.

The solution is built around our workflow management tool that interacts with the hotels various other systems and applications without the need for the hotel to change their entire existing IT-infrastructure.

The Piccolo allows interaction through mobile, tablets or desktop computers as well as through the hotel TV, digital signage solution, kiosks, or check-in stations.

Digitalizing the check-in/-out experience

Whether you represent an independent hotel or a hotel chain, this digitalized way of checking in and out guests is the ideal solution for all hotels that want to reduce front desk workload, increase guest satisfaction and relocate staff to focus on other tasks.
We digitalize the check-in/-out experience for all kinds of hotels; from five-star properties which can personalize the check-in/-out procedure to simpler hotels that want to streamline without reducing guest satisfaction.

Property Management Systems

The PMS interfaces allows the platform to interact with hotel reservations, check-in/-out, do upselling, post charges and payments to the guest accounts.

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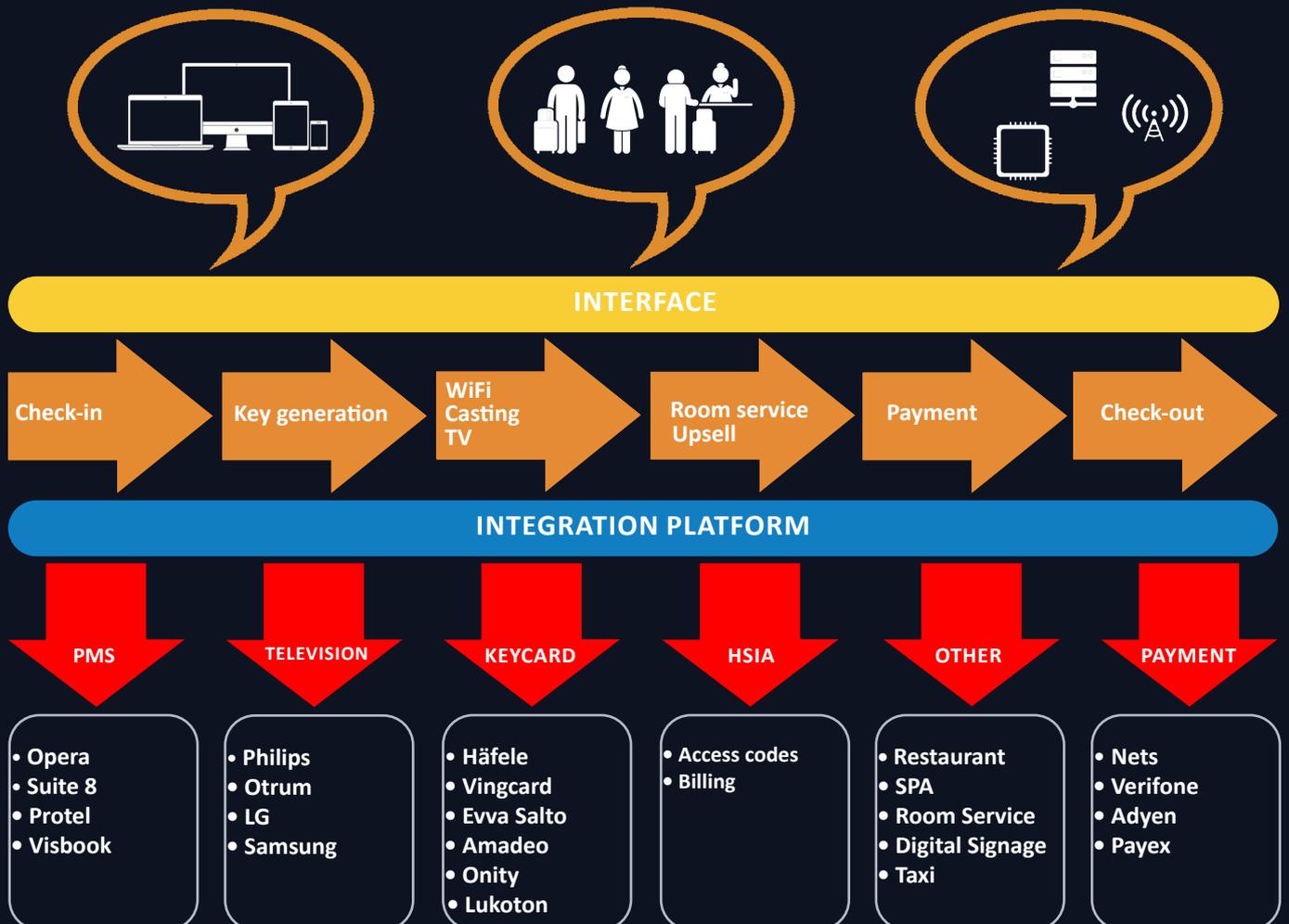
Locking systems integration

The Speeron Piccolo platform is certified with the major locking systems and can in a safe and efficient manner handle the creation of key cards and electronic keys. The platform handles all types of mag-stripe and RF-ID cards that the integrated systems manages, both online and offline.

Payment Solutions

The Piccolo platform can handle payments with cash or with credit card as well as web payments and has integrations with several different payment providers.

Additional Integrations

Due to the dynamic nature of the Piccolo integration engine the platform is easily integrated with any type of system or service which enables the hotel to customize their workflows and digital service offer in any way they want.
Additional interfaces today include solutions for room service, restaurant and SPA reservations, upselling of room packages, ordering of transport such as taxi and digital signage solutions to name a few.

INTERFACE

| Check-in | Key generation | WiFi Casting TV | Room service Upsell | Payment | Check-out |

INTEGRATION PLATFORM

PMS	TELEVISION	KEYCARD	HSIA	OTHER	PAYMENT
• Opera • Suite 8 • Protel • Visbook	• Philips • Otrum • LG • Samsung	• Häfele • Vingcard • Evva Salto • Amadeo • Onity • Lukoton	• Access codes • Billing	• Restaurant • SPA • Room Service • Digital Signage • Taxi	• Nets • Verifone • Adyen • Payex

Check-in/-out

Whether it is a high-end property or a budget hotel, Speeron Piccolo offers alternative ways to reshape and digitalize the check-in experience within the same platform. The difference is how to present it to the guests.

Web check-in/-out

When a booking is completed, The Speeron Piccolo Web Check-In System emails the guest confirming the order, including a link to the Web Check-in system. Here the guest can verify the order, make changes, make payments, as well as perform the check-in before arriving at the hotel.

Kiosk

The Kiosk offers an alternative way for hotels to streamline and digitalize the check-in experience. Instead of waiting in line at the front desk, guests can now conveniently check-in and print their own key cards by using the self-service kiosk – with 24 hours availability.

Check-in station

The check-in station can run on almost any hardware with a web browser. Typical hardware is a tablet with a table mount, a key card encoder and maybe additional components such as a printer or a payment terminal.

The application is web based, allowing it run on almost any tablet with a touch interface.

This makes it possible to purchase the hardware locally and ensure that the hardware blends in with the hotel interior.

CONCIERGE

Remove the barriers and create a seamless guest flow in the lobby area or a lounge with the greeter functionality.

The hotel greeter welcomes the guests and helps them with their check in through a tablet. This can be done in a relaxed way while comfortably sitting together in the lobby or by the host/hostess bringing the guest directly to their room completing the check in there.