

# Handy smartphone for hotels: A revolutionary hospitality IoT solution

Tink Labs Limited officially launched the Handy smartphone - a complimentary amenity combining an in-room guest services platform to interact with hotels and an enabler to hassle-free travel experiences - in South Africa. First launched in September 2012, Handy is a revolutionary hospitality IoT solution designed to uplift ancillary revenue, guest satisfaction and drive better cost efficiencies for hoteliers.



“With handy, a first-of-its-kind technology in Africa, it will serve as an integrative platform to fulfil hoteliers’ mission to enable better engagement, services and loyalty between guests and hotels. Our launch will further demonstrate handy’s unique offering in transforming hospitality and tourism at a global scale,” said Terence Kwok, founder and CEO of Tink Labs.

The tourism and hospitality industry in South Africa continues to thrive vibrantly with overall foreign overnight visitors increased by 12.8% in 2016. Handy presents a suite of tools and call-to-action functions that reshapes the way hotels engage, communicate and cater to guests and their modern travel needs.

## Enriched, frictionless and personalised guest experiences

“A mobile-first strategy has become more critical than ever for an enriched travel experience in today’s digital age. Today, handy will connect travellers so they can enjoy South Africa as a premier travel destination, reveal local gems on the go and share their experiences,” said Steven To, the managing director for Africa of Tink Labs.



One of the first partners of handy in South Africa, Nick Solomans, resort manager at One&Only Hotel, said: “At One&Only Hotel, Cape Town, we understand our guests deeply, that elevating the guest experience and enhancing guests’ loyalty and satisfaction is our utmost important mission. Together, Handy and One&Only, Cape Town is creating world-leading travel experience, offering a frictionless experience to guests, allowing us to understand more about our customers and personalise our services even further.”

## Staying connected

Guests who now stay at Handy’s hotel partners in South Africa will enjoy the use of Handy at no cost. Visitors will be able to stay connected with free local and international calls, internet access, speed dialling to hotel services, as well as access to local emergency services and essential travel information. Travellers can also explore customised city guides, curated by experienced content provider Luxos, to discover new experiences anytime, anywhere.

To date, Handy is already available in 70 cities, covering 500,000 rooms and helped 18 million global travellers to stay connected. The service is a trusted partner of other leading hotel groups including AccorHotels, Intercontinental, Sheraton and more.

For more, visit: <https://www.bizcommunity.com>