
MediaConcepts

Creative Digital Solutions in Hospitality

A Partner Who Puts Your Guests First

With more than a decade of experience working with hospitality clients in Europe and Asia, MediaConcepts understands the intricacy of building and maintaining positive guest relationships, and turning them into increased revenue and brand equity. We believe in using persuasion, emotion and trust to create personalised guest experiences that last.

By putting your guests at the core of every idea we generate, MediaConcepts has developed a suite of digital solutions for the hospitality industry. Each individual module complements the next and empowers you to engage effectively with your guests before, during, and after their stay – in a way that encourages conversion, satisfaction and loyalty.

“ People have different criteria for deciding where to stay when they travel. Parents with young children may look for adjoining rooms; a young couple may look for a romantic package; a business traveller may want somewhere close to the office. Whatever their criteria, one thing is certain – a poor experience is not on the list, and will most definitely be remembered for a long time. ”



Blend of Creativity and Technology

MediaConcepts wraps creativity around a technologically strong offering, to create a customised solution that reflects your brand and meets your business objectives. Specifically tailored for the hospitality industry, **Jasmine WebSuite** comprises web-based modules that work together, to enable you to manage your online presence, ongoing communications and loyalty programmes. It also integrates deeply into MICROS' OPERA Property Management System to provide a more complete view of your guests. We are constantly looking at creative ways of using technology to enrich your guest experience while improving operational efficiencies. That is why we developed **Priscilla**, a mobile application that empowers guests to perform self-service tasks or request for concierge services during their stay. The combination of **Jasmine** and **Priscilla** forms a powerful tool that allows you to personalise each guest experience, and transform that into increased loyalty and revenue.

Not only do we care about helping you create the best guest experience, we are also committed to protecting you and your guests from potential security threats. We employ advanced features like dual factor authentication and scanning your data input for infected codes. Rest assured we continually review and update our security protocols so you have one less worry.



Focused on Hospitality

We are focused on enriching the guest experience at every touch point, and translating that into a tangible advantage for our hospitality clients.

Our team of culturally diverse individuals has built up extensive and invaluable industry knowledge over the years. We understand how to apply subtle nuances that appeal to different Asian and European markets. These enable us to continually introduce innovative ideas and technological advancements in a fast and timely manner, to help you attract and retain guests.



Extension of **your** Team

MediaConcepts works as an extension of your team. By utilising proven methodologies and project management tools, we ensure that projects are delivered on schedule and with the highest level of quality that we pride ourselves on. We will continue to extend our support by making ongoing recommendations that help you maximise the potential of personalisation.

What We Offer

Content Management System

Customer Relationship Management

Campaign Management

Loyalty Management

Social Media Integration

Booking Integration

Corporate Booking

Group Booking

Connect to Travel Agents

Mobile Concierge

Give your guests an experience you want them to share.
Talk to us today.

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