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The new technology platform incorporates a suite of integrated software solutions to streamline operations, address guest and team member needs, and identify cost efficiencies within one standard platform that can be scaled worldwide. (Image: Hilton)By HTN staff - 4.27.2023 A recent Hilton report titled The 2023 Traveler: Emerging Trends that are Innovating the Travel Experience highlights the growing demand for a frictionless travel experience. To address this demand, Hilton has deployed a cloud-based hotel Property Engagement Platform (PEP). This platform is currently powering over 1,000 properties within the Hilton portfolio, with implementation across all Hilton properties expected to be completed by 2026.Homewood Suites by Hilton Largo Washington DC was one of the first hotels in Hiltons portfolio to implement PEP. According to Hilton, the implementation has helped reduce wait times for guests and increase the amount of time team members can dedicate to providing personalized service. It has also significantly reduced the amount of time for team member training.PEP incorporates a suite of integrated software solutions to streamline operations, address guest and team member needs, and identify cost efficiencies within one standard platform that can be scaled worldwide. Developed in collaboration with Dallas-based hospitality solution provider HotelKey, and replacing an on-premise technology called OnQ, PEP is expected to improve the guest experience across Hiltons 19 brands and reduce upfront property management system training efforts from 40 hours to 4 hours.The use of PEP at Hilton properties is just one of the many innovations the company has rolled out in recent years in its incessant efforts improve operational performance as well as the quality of the guest experience.As a business of people serving people, were always looking for ways to deploy solutions that meet the evolving needs of our team members and our guests, said Michael Leidinger, senior vice president and chief information officer, Hilton, in a press statement. In addition to benefiting from our new property engagement platform, to achieve a more frictionless travel experience, guests can also engage in our other industry-leading digital innovations, such as enhanced booking options, Digital Key and Digital Key Share through the Hilton Honors app and personalized in-room technology.Since its 2015 launch, guest usage of Hiltonsdigital key has expanded rapidly. The technology is now reportedly available across nearly all of Hiltons portfolio of more than 6,600 properties worldwide. As of last year, according to the company, it has been used to open more than 150 million guestroom doors, and has reduced plastic waste by 125 tons, furthering Hiltons Travel with Purpose commitment to cut its environmental footprint in half by 2030.The primary guest can share their active digital key with up to four additional people or devices from the Hilton Honors app. For the secondary guest to gain access to the digital key, they must receive an invitation from the primary guest, be logged into the Hilton Honors app and pass a security check that happens instantly in the background. Guests who accept a share will have access to the room and property throughout the duration of the stay and, for security purposes, cannot further share the digital key. PEP also joins Confirmed Connecting Rooms, launched in 2021, which allows individuals to easily and instantly confirm at least two connecting rooms at the time of booking.In December, as reported here, Hilton partnered with Amadeus to implement their API within the Amadeus distribution system. The Amadeus GDS is the first to directly integrate with the companys API, which means both Hilton and Amadeus will benefit from a faster, more advanced connection to the GDS channel in areas such as credit card information, cancellation policies, and meal plan details. Previous connectivity through multiple APIs meant that changes to content could not be as easily accommodated. The new integration has enabled Hilton to scale up more effectively and roll out new features at a faster pace. The API integration also improves the overall customer experience and booking process for guests. Hilton plans to replace its existing property management system at more than 7,000 hotels over the next three years with HotelKeys cloud-based Property Engagement Platform, co-developed by the hotel brand, the company announced Thursday.The new property management platform is already functioning at more than 1,000 properties within the Hilton portfolio.Reliance on legacy systems long a headache for hoteliers will soon be a thing of the past for Hilton as it taps a third-party vendor to streamline operations and increase guest satisfaction. Hilton is winding down the use of its longtime OnQ PMS at its properties in favor of a new solution designed to provide a more frictionless travel experience, Michael Leidinger, senior vice president and chief information officer at Hilton, said in the company announcement.The Property Engagement Platform, designed for exclusive use at Hilton properties, will speed up computer-based transactions, reducing guest wait times at the front desk and increasing the amount of time staff can dedicate to personalized service.The platform also includes access to HotelKey's TrainKey program, which the companies claim reduces PMS training for team members from 40 hours to four hours.At Homewood Suites by Hilton Largo Washington DC one of the first hotels in Hiltons portfolio to implement PEP the platform helped to significantly reduce employee training time, said General Manager Andron Gordon. Additionally, PEP drastically decreased the number of post-stay calls from guests inquiring about incidental charges, he said.The PEP system has a centralized interface that lists the most important reservation information, including check-in and check-out dates, room details and payment, on a single screen. This enables Hilton staff to move beyond a scripted transactional interaction and build a more genuine connection with guests, Gordon said.Since implementing the PEP solution in early 2022, we rarely have a line at our front desk, allowing us to spend more time connecting with our guests, Gordon said.According to Fareed Ahmad, co-founder and CEO of HotelKey, which also counts Red Roof and Extended Stay America as clients, its partnership with Hilton "is a testament to our hospitality platform technology and capabilities that allow a single property platform to serve many distinct brands across the globe."Ahmad said the PEP endeavor highlights our partnership approach to integrate our technology as a part of the broader workflows of a large hotel enterprise. This move by Hilton is significant and shows that the hotel industry is, finally, modernizing its core systems. For HotelKey, it's a remarkable win by a small tech vendor in a competitive space. Hilton is outsourcing its property management system to the tech company HotelKey, replacing legacy systems at all 7,000 of the hotels under its brand. There are now 1,200 Hilton hotels using the HotelKey system, and about 50 are being added each week. The plan is that all hotels will use the cloud-based system by 2026. For the past few decades, Hilton's hotels and resorts have been using an on-premise system developed in-house called OnQ. The customized tech provided by HotelKey, which primarily includes the property management system and corresponding training software on the same platform, is being called Property Engagement Platform. It's time for a change so Hilton can reach its next goals for tech innovation and guest service, said Michael Leidinger, chief information officer. This was part of our broader program to renovate all of our technology and our platforms, Leidinger said. Hilton started the integration at its lower-chain-scale brands such as Hampton, Hilton Garden Inn, and Tru which make up the biggest footprint in terms of the number of properties. The first hotel to get the HotelKey system was a Hampton Inn in Baltimore in December 2020. Much of the following two years went toward planning and pilots in conjunction with slow integration at about 500 hotels. In 2023, New platform, powered by HotelKey, reaches key milestone with upgrade of 1,000th hotelMcLEAN, Va. Its 3 p.m. on a Monday at Homewood Suites by Hilton Largo Washington DC, arguably one of the busiest times for this hotels lobby. A guest, having checked in on Sunday, would like to inquire about dinner reservations. They approach the front desk. Although the hotel is at capacity, there is no line. The guest is welcomed personally by a smiling Hilton team member, who has time to ask their preferences, their dining style and more before making a recommendation.While a seemingly simple interaction, this valuable in-person connection is enabled by a new cloud-based hotel Property Engagement Platform (PEP™), co-developed by Hilton and HotelKey, now powering more than 1,000 properties within the Hilton portfolio. The platforms ability to speed computer-based transactions at the front desk and throughout the hotel is helping reduce guest waits and increase the amount of time hotel team members can dedicate to providing personalized service.Homewood Suites by Hilton Largo Washington DC is one of the first hotels in Hiltons portfolio to implement PEP and is a testbed for the project rollout, which is expected to reach more than 7,000 hotels worldwide over the next three years.Since implementing the PEP solution in early 2022, we rarely have a line at our front desk, allowing us to spend more time connecting with our guests, said Andron Gordon, general manager, Homewood Suites by Hilton Largo Washington DC. Our regular, extended stay guests are even noticing the dramatic changes in efficiency. We are huge fans of PEP.Gordon credits the platform for significantly reducing the amount of time for team member training, reducing day-to-day technology and billing errors and enabling more time to build relationships and genuine connections with their guests.According to a recent Hilton report, The 2023 Traveler: Emerging Trends that are Innovating the Travel Experience, more than half (56%) of consumers planning travel in 2023 said they want an easier, or frictionless travel experience this year. PEP, which was co-created with Hilton for exclusive use at Hilton properties, enables the global hospitality company to incorporate a suite of integrated software solutions to streamline operations, address guest and team member needs, and identify cost efficiencies within one standard platform that can be scaled worldwide. The collaboration is expected to improve the guest experience across Hiltons 19 world-class brands and reduce team member upfront property management system training efforts from 40 hours to 4 hours, by providing access to HotelKeys industry leading TrainKey solution.Hiltons implementation of PEP is one of many innovations the company is delivering to marry the power of technology with the light and warmth of hospitality, helping team members deliver the most reliable and friendly stays.As a business of people serving people, were always looking for ways to deploy solutions that meet the evolving needs of our team members and our guests, said Michael Leidinger, senior vice president and chief information officer, Hilton. In addition to benefiting from our new property engagement platform, to achieve a more frictionless travel experience, guests can also engage in our other industry-leading digital innovations, such as enhanced booking options, Digital Key and Digital Key Share through the Hilton Honors app and personalized in-room technology.Fareed Ahmad, co-founder & chief executive officer, HotelKey said, Our partnership with Hilton is a testament to our hospitality platform technology and capabilities that allow a single property platform to serve many distinct brands across the globe. This engagement also highlights our partnership approach to integrate our technology as a part of the broader workflows of a large hotel enterprise. Aditya Thyagarajan, co-founder & president, HotelKey, said, We are enthusiastic about the new ground being blazed by our collaboration and look forward to a long partnership with Hilton to complete the deployment of our Hospitality Management Platform across their global portfolio.To book your next stay with Hilton, visit Hilton.com. For more information on HotelKey, visit hotelkeyapp.com.Hilton (NYSE: HLT) is a leading global hospitality company with a portfolio of 24 world-class brands comprising more than 8,600 properties andnearly 1.3million rooms, in 139 countries and territories.Dedicated to fulfilling its founding vision to fill the earth with the light and warmth of hospitality, Hilton has welcomed over 3 billion guests in its more than 100-year history, was named the No. 1 Worlds Best Workplace by Great Place to Work and Fortune and has been recognized as a global leader on the Dow Jones Sustainability Indices. Hilton has introduced industry-leading technology enhancements to improve the guest experience, including Digital Key Share, automated complimentary room upgrades and the ability to book confirmed connecting rooms. Through the award-winning guest loyalty program Hilton Honors, the more than 218 million Hilton Honors members who book directly with Hilton can earn Points for hotel stays and experiences money can't buy. With the freeHilton Honors app, guests can book their stay, select their room, check in, unlock their door with a Digital Key and check out, all from their smartphone. Visit stories.hilton.comfor more information, and connect with Hilton onFacebook, X,LinkedIn, Instagram and YouTube.HotelKey was founded in 2015 and today counts four large enterprise chains among its clients, including G6 Hospitality, Extended Stay America & Red Roof Inn. HotelKeys client portfolio includes roughly 400,000 rooms live and over 12,000 hotels under contract, including 500 independent hotels, mainly in the U.S. In addition to its industry-leading PMS solution, HotelKey also offers an enterprise-grade central reservations system and point-of-sale system, along with a host of other products and services specifically designed for the hospitality industry. For more information visit hotelkeyapp.com, and connect with HotelKey on LinkedIn, Instagram, Facebook and Twitter. Skip to main content Reddit and its partners use cookies and similar technologies to provide you with a better experience. By accepting all cookies, you agree to our use of cookies to deliver and maintain our services and site, improve the quality of Reddit, personalize Reddit content and advertising, and measure the effectiveness of advertising. By rejecting non-essential cookies, Reddit may still use certain cookies to ensure the proper functionality of our platform. For more information, please see our Cookie Notice and our Privacy Policy. Hilton has partnered with HotelKey on a new PMS platform that will eventually be implemented across more than 7,000 hotels globally, pivoting away from its legacy OnQ PMS.The new technological solution enables in-person connections assisted by the Property Engagement Platform (PEP), developed jointly by Hilton and HotelKey. The new platform currently powers more than 1,000 properties in Hiltons portfolio. The platforms ability to speed up computer-based transactions at the front desk and throughout the hotel has reduced guest wait times and increased the amount oftime hotel team members can dedicate to providing personalized service.Homewood Suites by Hilton Largo Washington, D.C., was the first hotel to implement PEP and is a testbed for the projects rollout. PEP is expected to reach more than 7,000 hotels globally in the next three years.In addition to benefiting from our new property engagement platform, to achieve a more frictionless travel experience, guests can also engage in our other industry-leading digital innovations, such as enhanced booking options, Digital Key and Digital Key Share through the Hilton Honors app and personalized in-room technology, said Michael Leidinger, Hiltons senior vice president and chief information officer.Homewood Suites by Hilton Largo Washington, DC, was the first hotel to implement PEP.A recent Hilton report has revealed that 56% of consumers planning to travel this year said they were looking for an easier or frictionless travel experience. PEP, created exclusively to be used at Hilton properties, helps the hospitality group incorporate a suite of integrated software solutions to streamline operations, address guest and team member needs and identify cost efficiencies within a standard platform that can be scaled globally.The collaboration is expected to improve the guest experience across Hiltons 19 brands and lower team member upfront property management system training efforts from 40 to four hours by giving access to HotelKeys TrainKey solution.Since implementing the PEP solution in early 2022, we rarely have a line at our front desk, allowing us to spend more time connecting with our guests, said Andron Gordon, general manager. Homewood Suites by Hilton Largo Washington DC. Our regular, extended stay guests are even noticing the dramatic changes in efficiency. We are huge fans of PEP.Gordon credited PEP for a significant reduction in the volume of team member training, daily technology and billing errors and for allowing more time to build relationships and connections with guests.The implementation of PEP is part of Hiltons efforts to combine technology with the light and warmth of hospitality, helping team members deliver reliable and friendly stays.Our partnership with Hilton is a testament to our hospitality platform technology and capabilities that allow a single property platform to serve many distinct brands across the globe. This engagement also highlights our partnership approach to integrate our technology as a part of the broader workflows of a large hotel enterprise, said Fareed Ahmad, co-founder and CEO, HotelKey.Besides Hilton, HotelKey has four big enterprise chains as its clients, including G6 Hospitality, Extended Stay America and Red Roof Inn. Founded in 2015, the companys client portfolio comprises around 400,000 rooms live and more than 12,000 hotels under contract, including 500 independent hotels primarily in the U.S.Along with its PMS solution, HotelKey also provides an enterprise-grade central reservations system, a POS system and other products and services specially designed for the hospitality industry.

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