

Pricing Plans: Channels

	Basic	Suite	Enterprise
	from \$1.50 per room / month	from \$3.50 per room / month	Contact us for more information: hello@alliants.com
	<ul style="list-style-type: none"> • SMS only • Limited to 10 users • Limited to 1 department 	Everything in Basic , plus: <ul style="list-style-type: none"> • All channels • Multi property inbox • Unlimited users • Unlimited departments 	Everything in Suite , plus: <ul style="list-style-type: none"> • Multi brand platform • Dedicated customer support • Quarterly business reviews • Single sign on
	BOOK A DEMO	BOOK A DEMO	CONTACT US
FEATURE COMPARISON			
SMS Third party messaging charges may apply	✓	✓	✓
Apple Business Chat		✓	✓
Email		✓	✓
Facebook Messenger		✓	✓
Google Messages		✓	✓
LINE		✓	✓
Native Android SDK Embed the richest messaging experience within your own application		✓	✓
Native iOS SDK Embed the richest messaging experience within your own application		✓	✓
Telegram		✓	✓
Twitter DM		✓	✓
Viber		✓	✓
WeChat Third party charges may apply		✓	✓
Web Chat Embed the richest messaging experience within your own website		✓	✓
WhatsApp Third party messaging charges may apply		✓	✓

Pricing Plans: Platform features

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FEATURE COMPARISON			
Global customer profile One single view of a customer across a brand with independent role viewing based on permissions	✓	✓	✓
Omni channel message thread See a single view of a conversation with a customer regardless of the channel they use	✓	✓	✓
Global search Easily search conversations, profiles, reservations, vendors or requests from one single global search bar	✓	✓	✓
Staff mobile app (iOS & Android) Enable your team to be free from the desk by leveraging the mobile app enabling all features on iOS and Android phones or tablets.	✓	✓	✓
Users	Up to 10	Unlimited	Unlimited
Departments Ability to have separate departments for separate teams avoiding one single shared inbox. Keeping communication and efficiency simple.	1	Unlimited	Unlimited
Multi property Enable clustered operations or shared services by users having access to many properties in one inbox		✓	✓
Multi brand Ability to have users access messaging across many brands, providing a roll up view for corporate or regional offices			✓

Pricing Plans: Messaging features

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FEATURE COMPARISON			
Business hours Manage out of office replies or forward conversations to other departments out of hours	✓	✓	✓
Customisable escalations Highly customisable and configurable escalations allowing either email notifications or forwarding to other departments to enable quick response times	✓	✓	✓
Internal notes Share notes with team members when waiting for a customer's response	✓	✓	✓
Send file Ability to share files with customers whether pdf, doc, ppt, xls, png, jpg, etc seamlessly over messaging	✓	✓	✓
Quick reply templates Enable quick responses with quick replies, requiring team to only enter the necessary customer information	✓	✓	✓
Typing indicator Don't duplicate work easily see when a team member is responding to a customer	✓	✓	✓
Delivery receipts See when a message is delivered to a customer	✓	✓	✓
Read receipts See when a customer's read your message		✓	✓
Broadcast Ability to send personalised messages to 1000 customers simultaneously		✓	✓

Pricing Plans: Concierge features

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Digital itineraries Share with guests real time view of their requests and the status through a web enabled itinerary, stay in control by deciding what is visible to the guest and what isn't. No need to spend labour delivering and re-delivering paper confirmations.		✓	✓
Guest requests Manage all of your customers requests in one view, whether on one property or many		✓	✓
Location vendors Connect all of your vendors in one place for easily reference		✓	✓
Vendor contacts Manage all of your vendor contacts and easily contact them through the staff app while on the go		✓	✓
Vendor services We know that ¾ of the time you're repeating a lot of the same requests with the same vendors, we have built Vendor Services to reduce the time required to enter in that information to avoid you needing to enter in the information again and again.		✓	✓
Package scanner Add packages to the platform with 3 photos, reduce the labour impact of managing packages for guests		✓	✓

FEATURE COMPARISON

Digital itineraries
Share with guests real time view of their requests and the status through a web enabled itinerary, stay in control by deciding what is visible to the guest and what isn't. No need to spend labour delivering and re-delivering paper confirmations.

Guest requests
Manage all of your customers requests in one view, whether on one property or many

Location vendors
Connect all of your vendors in one place for easily reference

Vendor contacts
Manage all of your vendor contacts and easily contact them through the staff app while on the go

Vendor services
We know that ¾ of the time you're repeating a lot of the same requests with the same vendors, we have built Vendor Services to reduce the time required to enter in that information to avoid you needing to enter in the information again and again.

Package scanner
Add packages to the platform with 3 photos, reduce the labour impact of managing packages for guests

Pricing Plans: Contactless features

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FEATURE COMPARISON	BOOK A DEMO	BOOK A DEMO	CONTACT US
White label guest app		✓	✓
Mobile check in		✓	✓
Mobile key		✓	✓
Mobile check out		✓	✓
Mobile F&B ordering		✓	✓
E-commerce		✓	✓

Pricing Plans: AI & Machine learning

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FEATURE COMPARISON			
Language detection Understand the language your customers prefer and add it to their profile	✓	✓	✓
Bi-directional translation Enable your team to communicate in over 100 languages with your customers	✓	✓	✓
Image scanning Protecting guests, staff and the business we scan incoming images for graphic images, sensitive data such as credit cards, passports and ID to ensure that data that shouldn't be exposed to everyone is handled accordingly	✓	✓	✓
Sentiment analysis		✓	✓
Intent detection Auto direct conversations to the right location based on intent mapping		✓	✓
Human assisted bot Enable quick responses to common questions and queries		✓	✓

Pricing Plans: Integrations

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FEATURE COMPARISON Alliants Open API Connect your own systems or bring your own integration	✓	✓	✓
Amadeus Hospitality (HotSOS) Enable the ability to create service orders from the platform and see the Service Order number for quick reference	✓	✓	✓
Knowcross Enable the ability to create service orders from the platform and see the Call number for quick reference	✓	✓	✓
Salesforce Connect to the world's leading CRM, ensuring you have a single view of the customer		✓	✓
Cendyn The leading hospitality CRM can now be connected with Alliants Experience Platform		✓	✓
Opera PMS We offer a two way sync with Opera PMS, now helping you to keep your customer profiles up to date		✓	✓
Infor HMS		✓	✓
Protel		✓	✓
Mews		✓	✓
Guestline		✓	✓
SevenRooms		✓	✓

Pricing Plans: Reporting & Analytics

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Property reports Get a roll up view of your property's metrics	✓	✓	✓
Scheduled reports No need to run the reports, have them hit your inbox when you want	✓	✓	✓
Roll up reporting The ability to provide Corporate, Regional and Multi property reports, making comparisons easier and spot patterns across different properties		✓	✓
Response time reports See how your teams are responding to customers		✓	✓
Engagement reports See sent, delivery and read receipts and other engagement with customers		✓	✓
Request reports See all of your Concierge requests and reports such as vendor engagement and bookings as well as standard customer reports		✓	✓

FEATURE COMPARISON

Property reports
Get a roll up view of your property's metrics

Scheduled reports
No need to run the reports, have them hit your inbox when you want

Roll up reporting
The ability to provide Corporate, Regional and Multi property reports, making comparisons easier and spot patterns across different properties

Response time reports
See how your teams are responding to customers

Engagement reports
See sent, delivery and read receipts and other engagement with customers

Request reports
See all of your Concierge requests and reports such as vendor engagement and bookings as well as standard customer reports

Pricing Plans: Security

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FEATURE COMPARISON			
Cloud based	✓	✓	✓
Credit card scanning (PCI) Automatically detect when images of credit cards or credit card numbers are sent by customers and users. Offending messages are then destroyed from the database to avoid retaining PCI data.	✓	✓	✓
PII detection Automatically detect when images of passports or ID cards are sent by users and customers. Offending messages are then destroyed from the database to avoid retaining PII data.	✓	✓	✓
3rd party penetration tests Regular 3rd party penetration tests conducted to ensure your data and information is kept secure as possible.	✓	✓	✓
Customisable data retention policy You control your data and how long it is retained within the platform. Our architecture allows you several controls on the retention of independent items to provide you with the most flexibility while remaining secure.	✓	✓	✓
Complex password requirements	✓	✓	✓
Single sign on Enable connectivity to Enterprise SSO platforms such as Azure Active Directory, enabling easier user provisioning and de-provisioning			✓
Single tenant environment A single tenancy instance of the application for your enterprise			✓

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FEATURE COMPARISON Alliants University Ensuring every user is trained consistently we have built the Alliants University to allow for different training styles whether you read, watch or walk your training	✓	✓	✓
Video training	✓	✓	✓
In app guided training Enable successful adoption by showing users how to use features within the application	✓	✓	✓
Online knowledge base	✓	✓	✓
Monthly product release notes	✓	✓	✓
Public roadmap See what is under consideration, in development, in testing and launched using our public roadmap	✓	✓	✓
Quarterly business reviews Quarterly review of utilisation with a customer support team member			✓
Dedicated customer support member A dedicated account customer support team member to ensure they understand your business and your processes to ensure you achieve the maximum potential from the platform and your team			✓