



Transforming Hotel Check-In: The Strategic Case for ID Document Readers

INTRODUCTION

In an increasingly competitive hospitality landscape, delivering fast, seamless and secure check-in experience is imperative; however, outdated manual data capturing processes impede hotels' ability to keep pace with the demand for efficient check-ins. Automating with ID document readers presents a compelling solution — optimizing operations, reducing costs, aiding compliance and elevating guest satisfaction through accurate, efficient data capture.

THE STRATEGIC IMPERATIVE

With rising guest expectations and slimming margins, hotels must pursue innovative technologies that simultaneously improve the guest experience while creating operational efficiencies. ID document readers play an instrumental role in improving both.

OPERATIONAL EFFICIENCIES

Automating manual tasks boosts productivity by freeing staff capacity. One HID study found ID document readers reduced check-in times by 46%.* For a hotel performing 200 check-ins daily, this equates to 4.3 hours of reclaimed staff time daily, unlocking capacity for 1,569 additional yearly service hours.



46%
**Check-in
Time
Reduction**
Using ID
Document
Readers

SECURE, COMPLIANT DATA MANAGEMENT

Reducing manual processing minimizes exposure of sensitive identity document information, ensuring robust data security. ID scanners enable efficient and accurate automated data capture, creating auditable electronic records that support compliance. This minimizes risks associated with manual data entry while supporting data integrity.

COST SAVINGS AND ENVIRONMENTAL BENEFITS

ID document readers eliminate the need for passport photocopies, reducing paper and consumable costs as part of the check-in process. For hotels performing 200 photocopies daily, this equates to savings of approximately \$3,360 annually.

ENHANCED GUEST EXPERIENCE

Streamlining the check-in process through automated ID verification and guest data capture allows hotels to deliver faster, more positive guest experiences. Expediting these front-desk procedures significantly shortens check-in times, freeing up staff to provide personalized service and set a welcoming tone from the start. Simplified check-ins also create more professional first impressions, helping to build brand support and customer loyalty.

THE COMPETITIVE ADVANTAGES OF ID DOCUMENT READERS

ID document readers represent a high-ROI technology investment that delivers measurable operational, financial and guest experience benefits — all while ensuring secure and accurate data capture. By transforming legacy check-in processes, hotels can gain a competitive edge. The time to deploy this innovative solution is now.

*HID study conducted Q4, 2023 in a Singaporean hotel



\$3,360
Annual Savings
When Not
Photocopying
Passports

LEARN MORE

- Discover insights from hotel IT professionals about automated guest data capture
- Understand the key selection criteria to match hotel clients with ID scanners
- Visit our Hotel Guest Registration Data Capture and ID Verification web page
- [Learn about HID ATOM™ ID Scanner with a validated property management scanner \(PMS\) interface](#)
- [Request a consultation](#)



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