Canary Technologies

Canary Technologies helps hoteliers thrive through innovative software solutions. We're building the future of hospitality for hoteliers.

TRUSTED BY THE BIGGEST NAMES IN THE HOSPITALITY INDUSTRY

The GRAND AMERICA Hotel

FOUR SEASONS

ROSEWOOD HOTELS & RESORTS

BW | Best Western Hotels & Resorts

CHOICE HOTELS

VICEROY HOTELS & RESORTS

DREAM HOTELS

STAYPINEAPPLE

MILLENNIUM HOTELS AND RESORTS

RADISSON HOTELS

WYNDHAM HOTEL GROUP

ACE HOTEL

# Founders with Deep Domain Expertise

HARMAN SINGH NARULA

Global Strategy @ Starwood Hotels & Resorts Worldwide
Management Consultant @ Bain & Co.
B.Sc.,Cornell University- School of Hotel Admin
MBA, Wharton, University of Pennsylvania

Cornell University School of Hotel Administration   **BAIN & COMPANY**   **starwood** Sheraton WESTIN W ST REGIS   **Wharton**

SATJOT "SJ" SAWHNEY

VP of Product @ Stayful (venture backed hospitality tech company founded by the president of Hotels.com)
Senior Technical PM @ Vevo
B.S. from Columbia University

COLUMBIA UNIVERSITY IN THE CITY OF NEW YORK   **vevo**   **STAYFUL**

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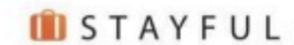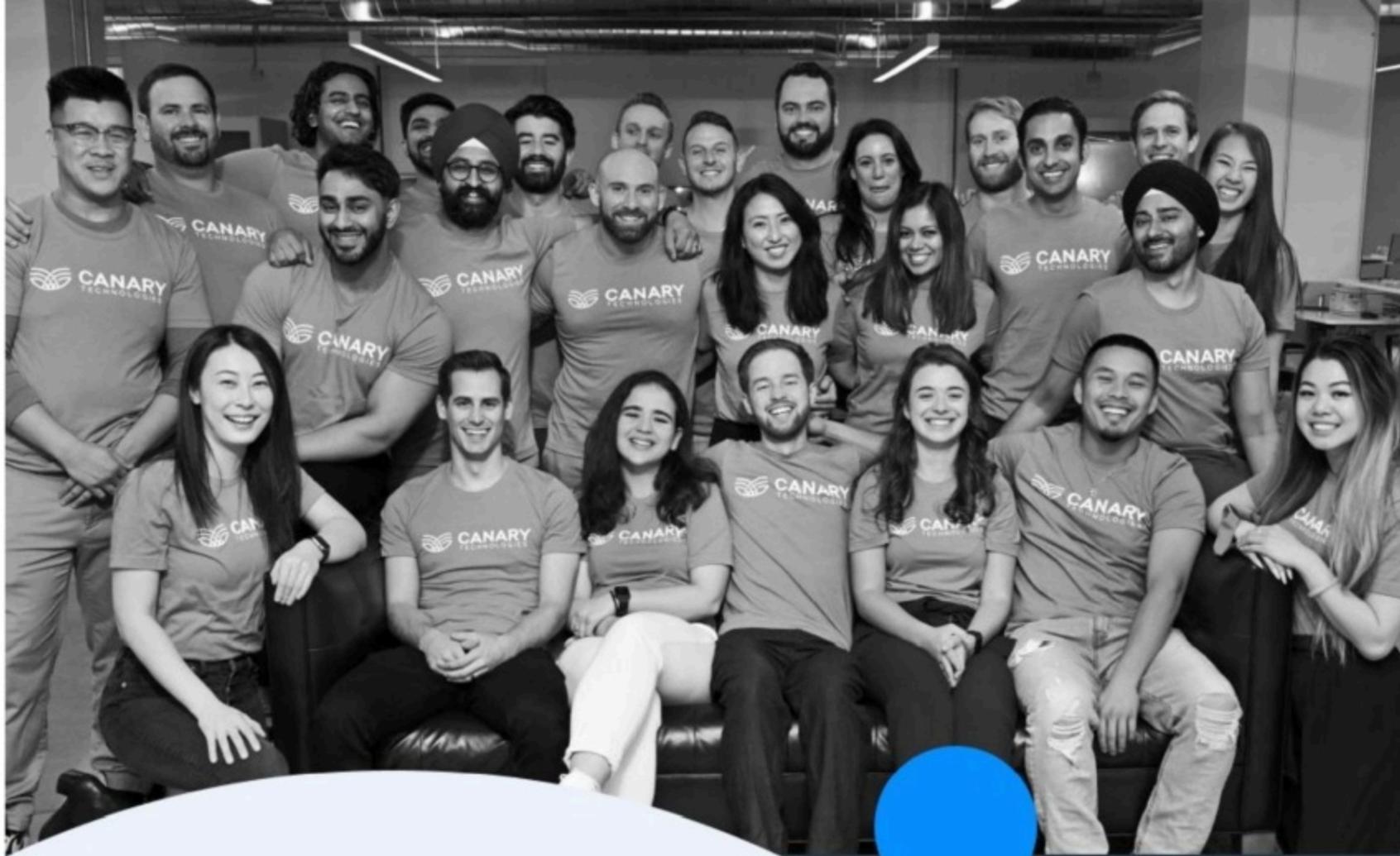
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San Francisco, CA | New York, NY | Dallas, TX |
New Delhi, India | London, UK | Kuala Lumpur, Malaysia

Problem

Hoteliers are facing many challenges; Technology is Antiquated

New competitors in lodging; Changing guest demands

Staff turnover is high, Wages are drastically rising

Existing hotel tech solutions are antiquated (many 30-45 years old); capability, usability, & infrastructure gaps

Rip and replace of core systems is difficult for hoteliers. Pain is too great for large brands.

Solution

Initially solve individual critical gaps for hoteliers and then expand to more components of the hotel tech stack over time

How do we get there?

01
PHASE 1

P/M Fit on Initial Solution

02
PHASE 2

Scale the Initial Solution

03
PHASE 3

Expand & Repeat

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What's driving the digital guest transformation in hospitality?

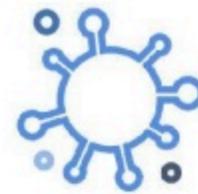### GUEST DEMANDS & EXPECTATIONS

72% of guests prefer self-service

LABOR SHORTAGE AND INCREASING WAGE COSTS

Hoteliers need to do more with less

BROAD MARKET DIGITAL TRANSFORMATION & COMPETITION

Digital becoming new norm ; short term rentals growing

PANDEMIC-DRIVEN CONSUMER BEHAVIOR CHANGES

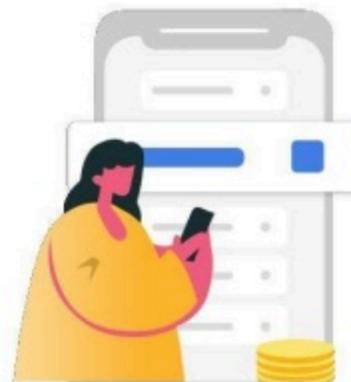10 years of tech adoption accelerated within 1 year (e.g., QR codes)

Canary's Innovative Web-based Solutions Help Hoteliers Meet the Moment by…

Improving staff efficiency & hotel operations

Augmenting the guest experience to meet modern expectations

Increasing revenue to offset rising costs

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Prior to covid, we found p/m fit & started scaling our first solution- Digital Authorizations

Within the first 24 months of launch we had:

- ███████ Hotel customers
- Notable Enterprise brands including **Four Seasons, Wyndham, Choice, Ace** & others

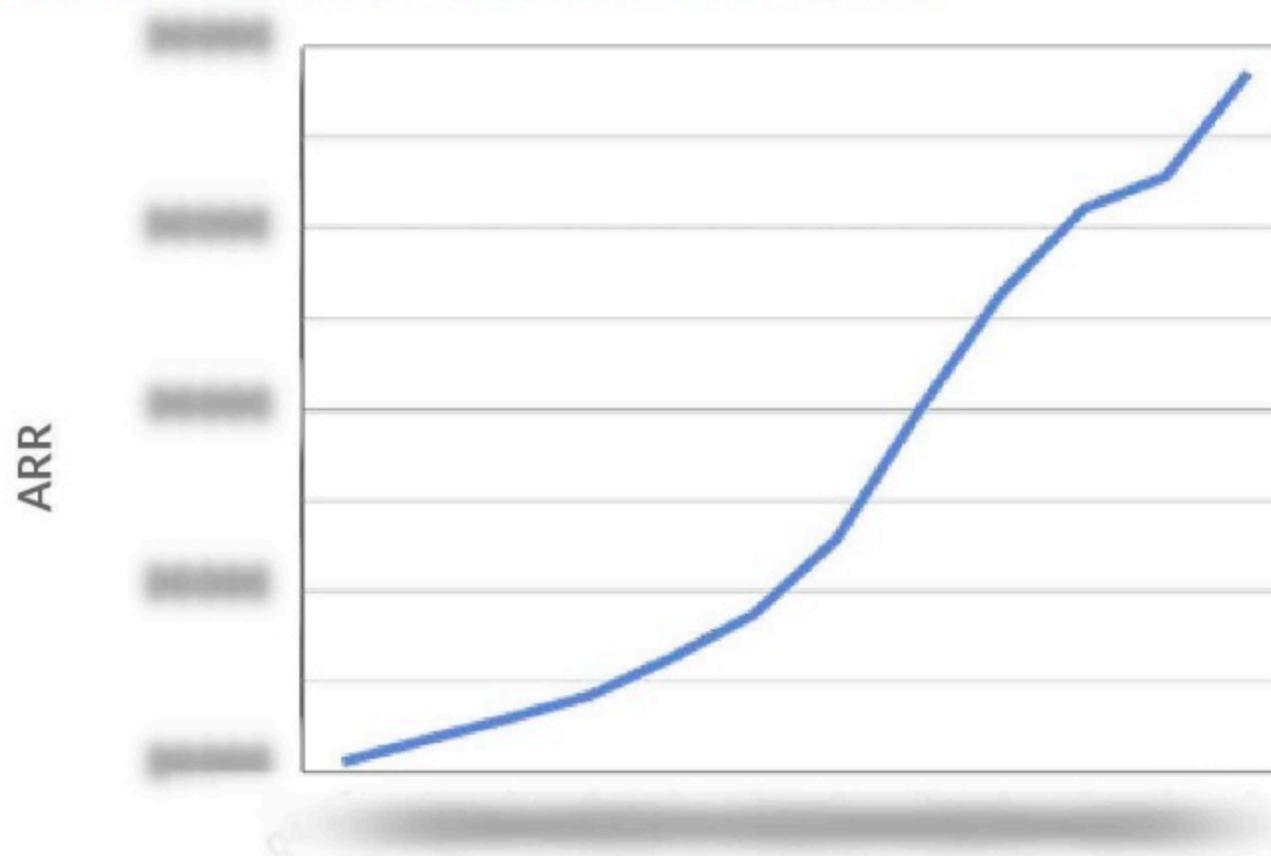**WYNDHAM** HOTELS & RESORTS   **CHOICE** HOTELS™   **ATELIER ACE**   FOUR SEASONS HOTELS AND RESORTS

████ **ACV** per deal

████ **Avg. Sales Cycle**

CANARY TECHNOLOGIES CONTRACTED ARR

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Canary Provides a Best-in-Breed Digital Authorization Solution

Canary's Digital Authorizations Solution is Designed to Meet Hotels' Needs

- **Eliminates Fraud**
- **24 / 7 / 365 Support**
- **Saves 3 hours/week in front desk time**
- **Intuitive Interface Designed for Hoteliers**
- **Hotel Specific Operations**

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We expanded from Digital Auths & launched the first fully mobile web end-to-end Guest Management System and have scaled quickly

Notable **Enterprise Logos** including
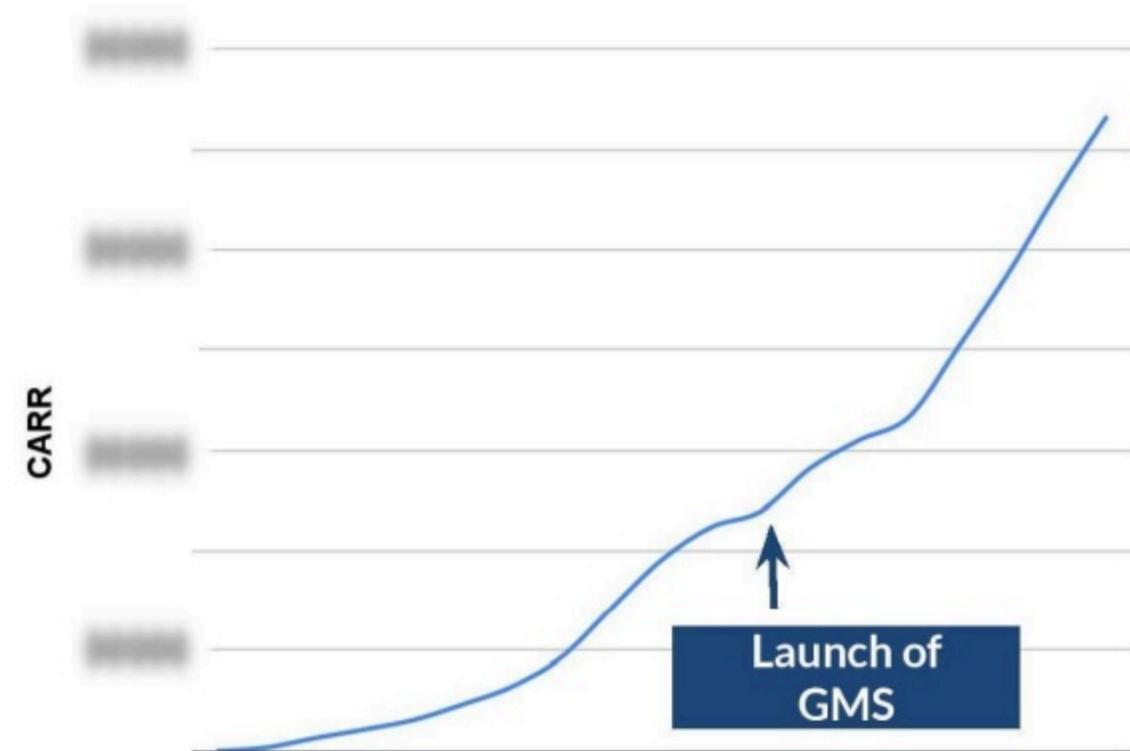
ROSEWOOD The Standard STAYPINE**A**PPLE MILLENNIUM

Expanded relationships with current enterprise brands to include additional components of GMS

ACV per deal

Continued scaling Digital Auths

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Launch of GMS

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Canary's Industry Leading Solutions Help Drive Staff Efficiency and Provide the Best Guest Experience

Guest Management System

Check-In
Allow guests to Check-In seamlessly from their phone

Messages
Communicate w/ guests directly through contactless messaging

Checkout
Allow guests to checkout from their phone and skip the lines

Upsells
Allow guest to easily browse and purchase upgrades and add-ons

Digital Tipping
Boosting staff income enhances retention & makes it easier on guests

Go Paperless

Digital Authorizations
Reduce chargebacks and fraud by over 90%

Digital Contracts
Increase bookings and reduce turnaround time

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Why Major Global Brand's Trust Canary To Improve Their Guest Experience

SECURITY & COMPLIANCE

PCI Compliant
Canary adheres to the industry standards for compliance

EASY USER INTERFACE

60 seconds
per guest check-in from their own mobile device

SIMPLE FOR HOTELIERS

Robust Integrations
Simple UX & frictionless connections w/ existing tech stack

HIGH GUEST ADOPTION

Web-based Application
No app downloads are necessary

UNPARALLELED SUPPORT

24/7 Support
Because hoteliers deserve good hospitality too

Some of Canary's Enterprise Partners

75 NPS

BW | Best Western Hotels & Resorts

CHOICE HOTELS

MILLENNIUM HOTELS AND RESORTS

FOUR SEASONS

ROSEWOOD Hotels & Resorts

Preferred Hotels & Resorts

WYNDHAM HOTEL GROUP

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Dream Hollywood Embraces Changing Guest Preferences and Implements Guest Management System

DREAM
LOS ANGELES | HOLLYWOOD

178 keys

★★★★★
4.92/5 Star
average guest rating

20+%
Increase in guest satisfaction

"

The ease of use, coupled with the seamless integration with our property management system (OPERA) made it a no-brainer.

Contactless Check-In paid for itself quickly through the offering of upsells and amenities. "

\-   **Vaughn Davis** *General Manager*

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Coeur d'Alene Resort Offers a Luxurious Guest Experience With Technology

338 keys

$10k/month
average new upsell revenue

"

Check-in is so much smoother. It used to be a regular occurrence to have a line that stretched from the front desk to the lobby door."

We had another message solution before we switched... Since **Canary easily integrates with our PMS** and has a **number of really useful features**, such as automated and broadcast messages, we were happy to make the switch!

"

-   **Bailey O'Neil** *Front Desk Manager*

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