



Digital Registration Card Transformation for Seamless Guest Check-In

A leading UK hotel brand partnered with ITC Infotech to digitize guest registration, reducing front desk workload, ensuring compliance with German regulations, and enhancing the arrival experience. The mobile-first solution enabled secure pre-check-in, digital signatures, Opera PMS integration, real-time staff alerts, and Strong Customer Authentication (SCA). This transformation streamlined operations and reduced queues.

30%

Reduction in Front Desk Workload

50%

Faster Guest Check-in

ITC Infotech is a leading global technology services and solutions provider, led by Business and Technology Consulting. ITC Infotech provides business-friendly solutions to help clients succeed and be future-ready, by seamlessly bringing together digital expertise, strong industry specific alliances and deep domain expertise. The company provides technology solutions and services to enterprises across industries through a combination of traditional and newer business models, as a long-term sustainable partner.



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CHALLENGE

- Manual ID checks and paper-based registration created an administrative burden
- Long queues at front desks impacted guest experience
- Compliance with German legal requirements for guest data storage was complex
- Lack of real-time visibility into guest registration status for hotel staff

SOLUTION

- Introduced a Pre-Check-In feature for digital guest authentication
- Integrated Planet Payment Gateway for Strong Customer Authentication (SCA)
- Enabled Digital Signature for electronic registration card completion
- Stored completed Reg Cards securely as PDFs in Opera PMS
- Added Real-Time Pop-Up Alerts in Opera to notify staff of completed registrations

RESULTS

- Reduced front desk congestion and guest wait times
- Improved compliance with secure 365-days data retention
- Enhanced staff productivity and guest satisfaction
- Enabled seamless mobile check-in from anywhere