

Dashboard

Front-Desk Workspace

Bookings

Contracts

### Hotel Overview

Overview of platform activity and moderation status.

Today's Check-ins **72**

Upcoming Bookings **06**

### Today's Check Ins

Date & Time

Search city here...

| Guest Name      | Hotel Name | Room No  | Check-In            | Status   |
|-----------------|------------|----------|---------------------|----------|
| Ashlynn Philips | Ramada     | Room 104 | 09-12-2025 03:42 Pm | Check in |
| Marcus Johnson  | Hilton     | Room 104 | 09-12-2025 01:31 Pm | Check in |
| Sophia Turner   | Marriott   | Room 104 | 09-12-2025 11:02 Am | Check in |
| Wilson Siphron  | Ramada     | Room 104 | 09-12-2025 10:16 Am | Check in |

### Front-Desk Workspace

Search here...

Arrivals Today

Submitted

Settings

| Booking ID | Customer | Room No | Amount | Date | Check-In | Check-Out | Status | Send to Tablet | Action |
|------------|----------|---------|--------|------|----------|-----------|--------|----------------|--------|
|------------|----------|---------|--------|------|----------|-----------|--------|----------------|--------|

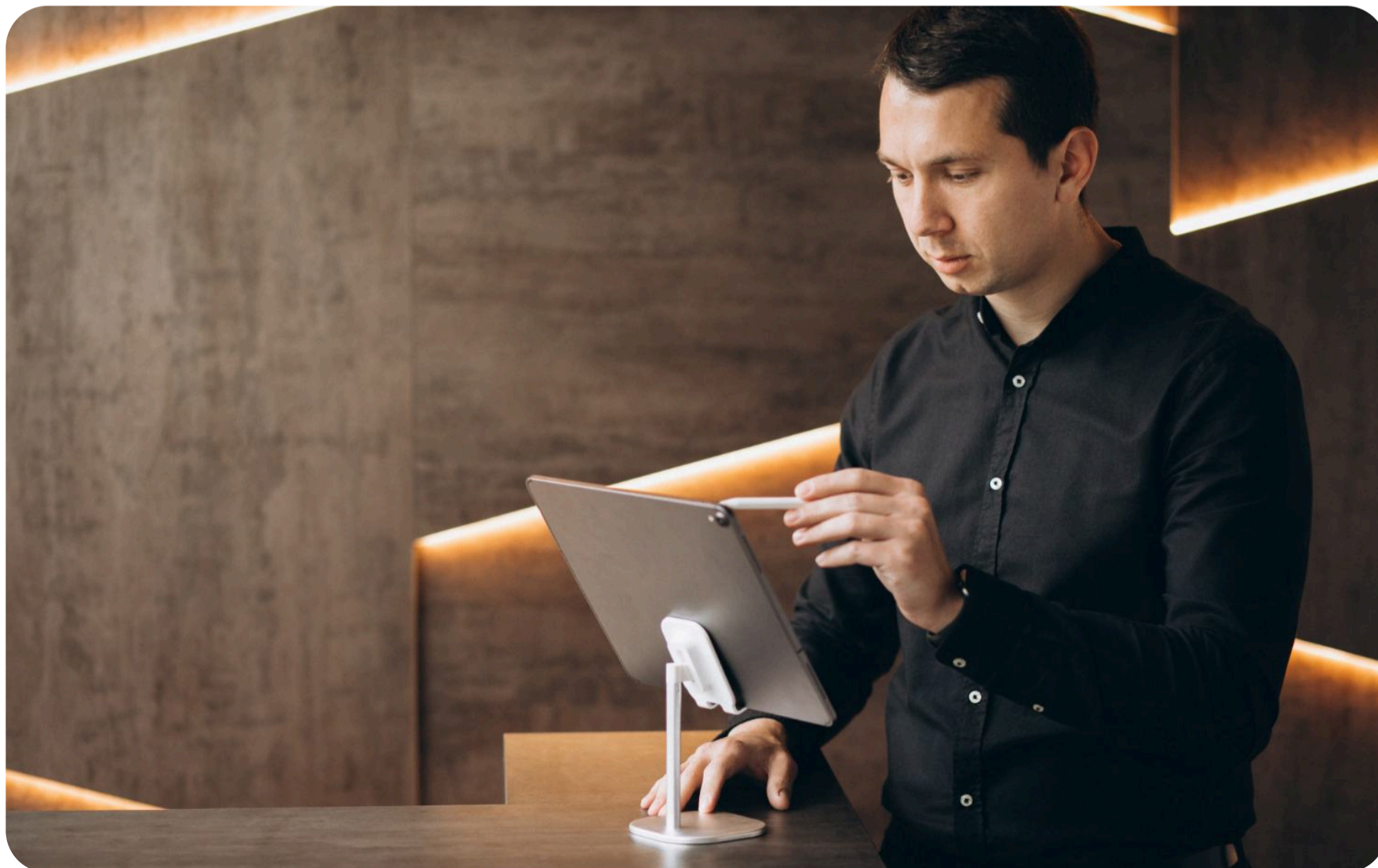
# Arrivo.

## Hotel Digital Check-In System Case Study



- **Overview**

Arrivo is a modern digital check-in platform built for hotels to simplify guest arrivals. It eliminates paperwork, long front-desk queues, and repetitive manual tasks by allowing guests to complete check-in before they arrive. The platform helps hotels streamline operations, reduce staff workload, and deliver a faster, smoother, and more convenient guest experience.



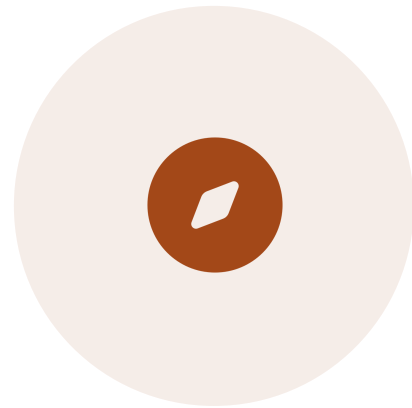
- **Problem**

Traditional hotel check-in processes are often slow, outdated, and dependent on manual paperwork, leading to long wait times and operational inefficiencies. Guests frequently face delays at reception, while staff must repeatedly collect and verify the same information. Hotels needed a faster, smarter, and more modern solution to streamline arrivals and enhance the overall guest experience.

- **Solution**

Arrivo delivers a seamless digital pre-arrival experience by allowing guests to complete their check-in before reaching the hotel. Guests receive a secure email link to submit their details, verify their identity, and finalize registration from any device. Upon arrival, they can simply collect their keys and head straight to their room, creating a faster and more convenient check-in experience.

# Design Process



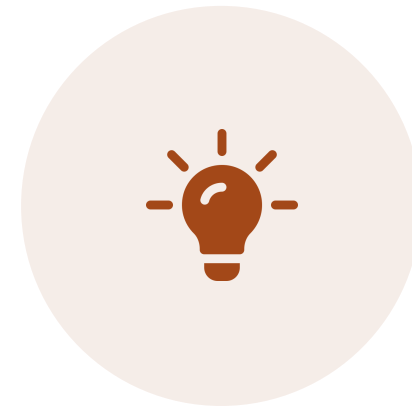
## Research

Conducted market analysis and studied hotel front-desk workflows to identify bottlenecks and inefficiencies.



## Define

Established key pain points for both hotel staff and guests.



## Ideate

Developed a frictionless digital check-in workflow.



## Design

Created high-fidelity interfaces for web and tablet experiences.



## Test

Validated the experience through usability testing and iterative improvements.

# Target Audience



## Target Users

Hotel Management

- Hotel owners
- Front desk staff
- Operations managers

## Guests

- Business travelers
- Families
- Leisure travelers
- Frequent hotel visitors

# Logo Structure



# UX Challenges & Solution

## Challenge 1: Simplifying a traditionally complex process

### Solution

Designed an intuitive digital workflow that transforms a lengthy, paperwork-heavy check-in process into a fast, seamless, and user-friendly experience.

## Challenge 2: Maintaining security while reducing friction

### Solution

Highlighted statistics, trusted partners, testimonials, and showcased real projects early in the page.



## Challenge 3: Designing for both hotel staff and guests

### Solution

Created a unified experience with intuitive interfaces tailored to the needs of both hotel staff and guests, ensuring efficiency and ease of use for everyone.

## Challenge 4: Ensuring responsiveness across devices

### Solution

Built a fully responsive experience that delivers seamless performance across desktops, tablets, and mobile devices.



Dashboard

Hotels

Bookings

Subscription Plans

Dashboard

Search

### Admin Overview

Overview of platform activity and moderation status.

Natasha Bunny  
natasiabunny@mail.com

Revenue **SAR 1599**

Total Hotels **592**

Upcoming Bookings **12,430**

Today's Check Ins **64**

### Registered Hotels List (09)

| <input type="checkbox"/> | Image | Hotel Name | Paid Amount | Pending Amount | Payment Type | Monthly Charge | Subscription Exp. Date | Months Tenure | Status | Action |
|--------------------------|-------|------------|-------------|----------------|--------------|----------------|------------------------|---------------|--------|--------|
| <input type="checkbox"/> |       | Ramada     | SAR 400     | SAR 0          | Annually     | SAR 400        | 09-12-2026             | 07            | Active | ⋮      |
| <input type="checkbox"/> |       | Hilton     | SAR 1550    | SAR 550        | Annually     | SAR 400        | 10-01-2026             | 10            | Active | ⋮      |
| <input type="checkbox"/> |       | Golden Arc | SAR 400     | SAR 0          | Monthly      | SAR 400        | 09-12-2026             | 07            | Active | ⋮      |
| <input type="checkbox"/> |       | Mezaan     | SAR 400     | SAR 0          | Monthly      | SAR 400        | 09-12-2026             | 06            | Active | ⋮      |
| <input type="checkbox"/> |       | Awari      | SAR 400     | SAR 0          | Annually     | SAR 400        | 09-12-2026             | 04            | Active | ⋮      |

Settings

# Key Features



## Some of the important key features of this platform

- Digital pre-arrival check-in
- Guest identity verification
- Secure registration card submission
- Real-time room assignment
- Multi-branch support
- Tablet-ready check-in flow
- Automated email delivery
- Centralized dashboard
- Guest history management
- API integration capabilities

# Font

# Montserrat

**Bold**

Lorem ipsum dolor sit amet consectetur. cursus at nulla in consequat malesuada suscipit. Et porttitor eget.

Heading

36 px

100%

**Semibold**

Lorem ipsum dolor sit amet consectetur. cursus at nulla in consequat malesuada suscipit. Et porttitor eget.

Sub Heading

20-24 px

100%

**Medium**

Lorem ipsum dolor sit amet consectetur. cursus at nulla in consequat malesuada suscipit. Et porttitor eget.

Title

16-20 px

100%

**Regular**

Lorem ipsum dolor sit amet consectetur. cursus at nulla in consequat malesuada suscipit. Et porttitor eget.

Body

12-16 px

100%

## Color Scheme

Colors evoke emotions and set the mood for user experiences. Each hue plays a role in guiding users and enhancing usability.

Brown

**#A44819**

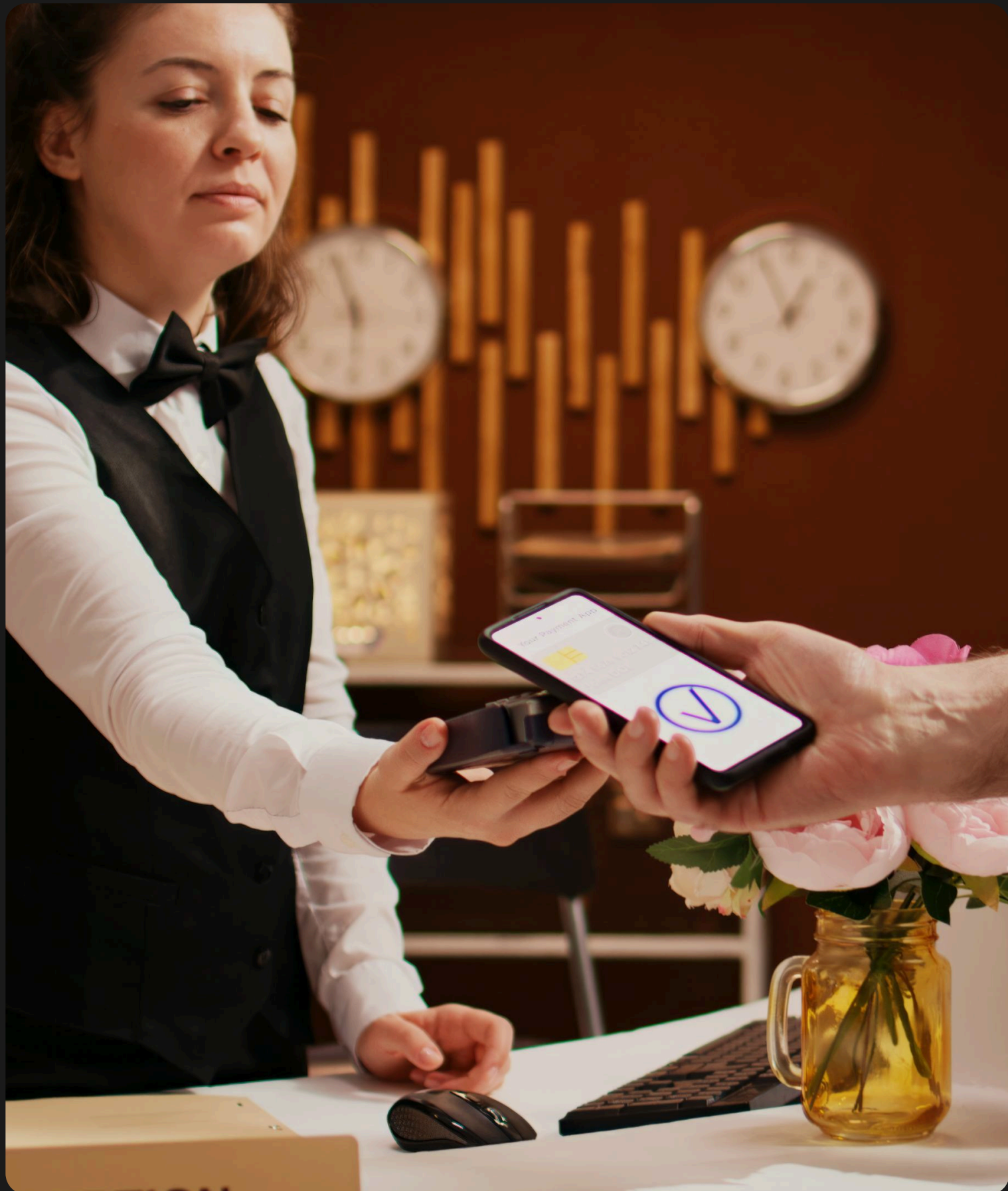
Primary  
Color

**#1B1B1B**

White

**#FFFFFF**

# User Flow



## Guest Journey – Digital Check-In Flow

### 01. Receive Invitation

Guest receives a secure pre-check-in email before arrival.

### 02. Access Check-In Portal

Opens the personalized check-in link on any device.

### 03. Enter Personal Details

Completes essential guest information quickly and securely.

### 04. Upload Documents

Submits identification and required verification documents.

### 05. Confirm Reservation

Reviews stay details and submits the check-in form.

### 06. Arrive at Hotel

Visits the hotel with check-in already completed.

### 07. Collect Room Key

Receives the room key instantly and proceeds directly to the room.

## Hotel Workflow – Streamlined Check-In Process

### 01. Send Check-In Invitation

Hotel sends a secure digital check-in link to the guest.

### 02. Guest Completes Registration

Guest submits personal details and required documents online.

### 03. Review Submission

Hotel staff verifies guest information and submitted documents.

### 04. Assign Room

An available room is selected and allocated to the guest.

### 05. Guest Arrives

The guest arrives with all check-in formalities completed.

### 06. Complete Check-In

Staff hands over the room key, ensuring a quick and seamless arrival experience.



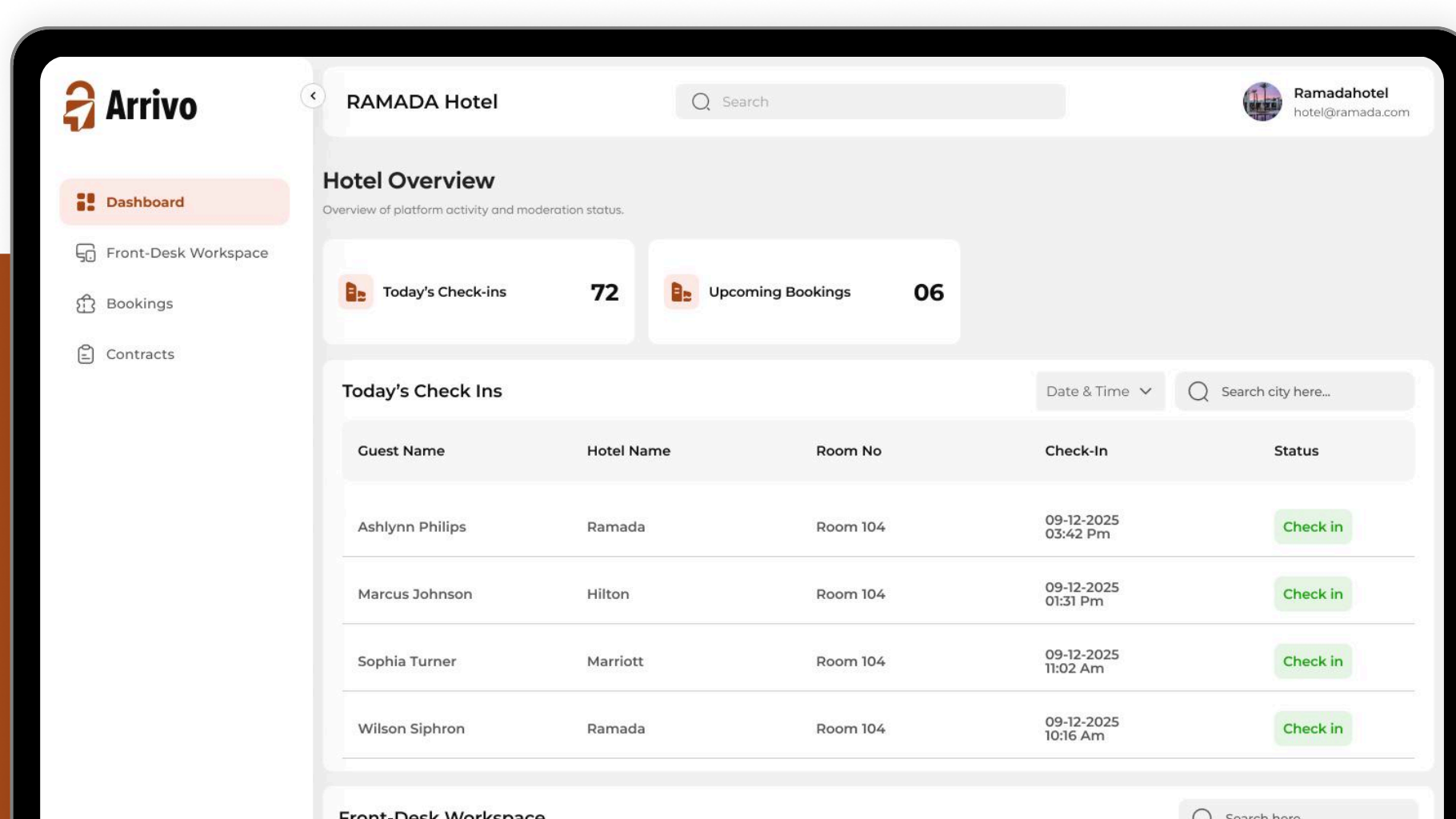
# Preview Web Responsive



Login

## Turn Hotel Check-In into a 30-Sec Experience

Book a Demo



Send check-in links via email or whatsapp. Guest complete their details before arrival — no waiting, no paper work.

Key Features

## Everything You Need to Check-In Guests Faster

- Instant Digital Check-In**  
Let guests check in within seconds using a clean and easy interface.
- Guest Identity Verification**  
Secure ID scanning & information capture to ensure accurate records.
- Full Guest History**  
View previous stays, preferences, and check-in history.
- Front Desk Check-Ins**  
Easily handle walk-in guests with instant data entry.

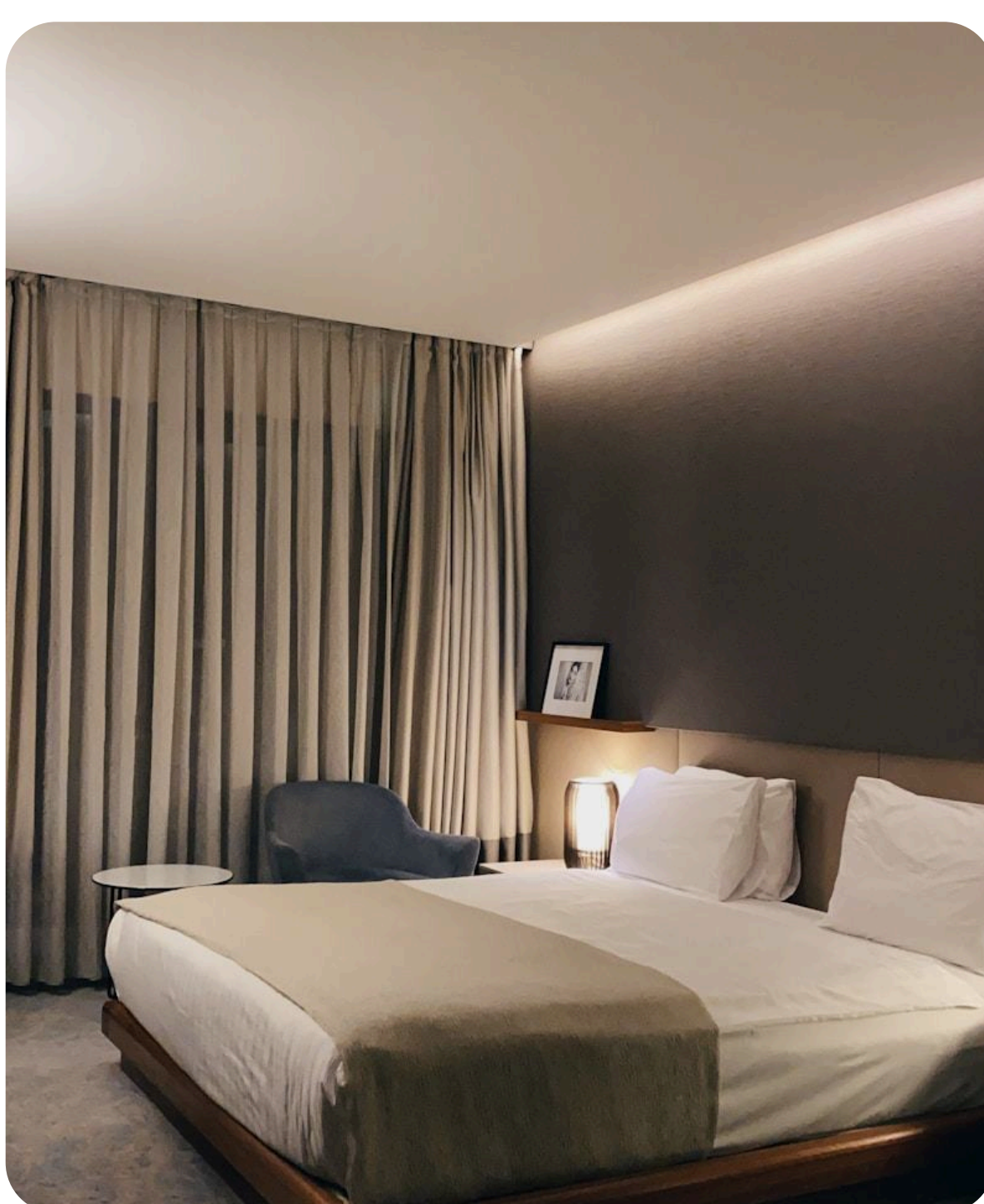


Why Choose Us

## Made for Modern Hotels

A fast, secure, and modern check-in solution built to simplify hotel operations and enhance guest experience.

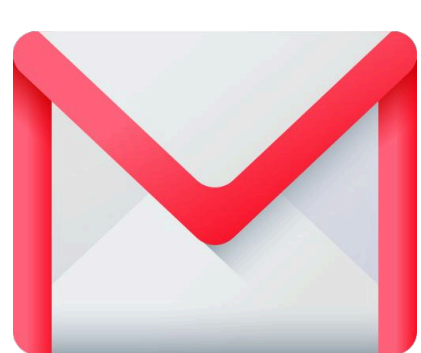
- 01 Faster Check-Ins**  
No more delays — check in guests in less than a minute.
- 02 Reduced Front Desk Workload**  
Automate repetitive tasks and let your staff focus on service.
- 03 100% Secure & Compliant**  
All guest data is stored with high-level security and encryption.
- 04 Works on Any Device**  
Desktop, tablet, or mobile — your staff can check in guests anywhere.



The Process

## How It Works

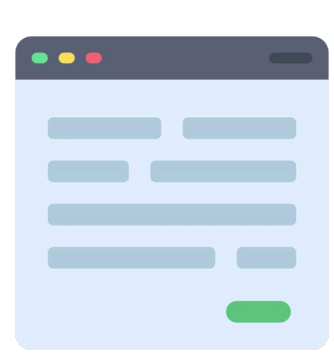
You need a solution that keeps up. That's why we developed Area. A developer-friendly approach to streamline your business.



01

Email Received

Guest will receive check-in link on their provided email.



02

Add Guest Details

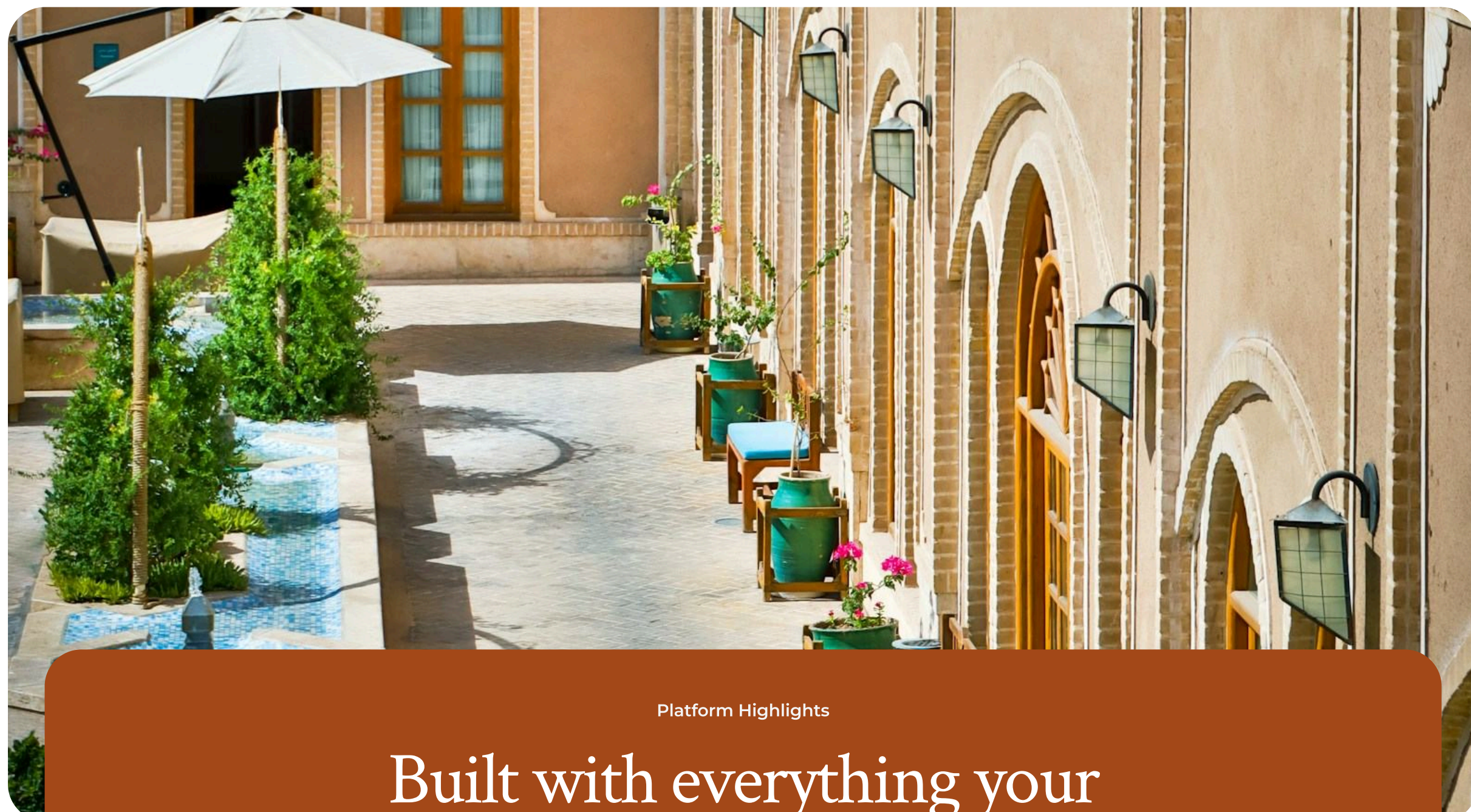
Check-in into the hotel by providing required details on the form.



03

Arrive & Get Keys Instantly

Skip waiting at hotel reception, get instant access to the room.



Platform Highlights

### Built with everything your hotel needs

- Multi-branch support for hotel chains
- Integration-ready API
- 24/7 customer support

## Connect with us

Schedule a quick call to learn how Arrivo can turn your hotel check-in data into a powerful advantage.

Tell us about your experience, feedback or suggestions..

Email:  Phone Number:

Message:

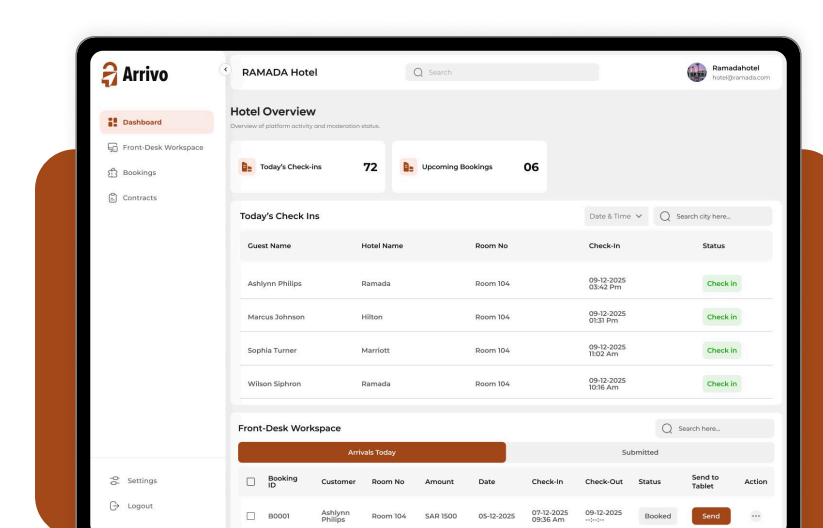
Send



Login

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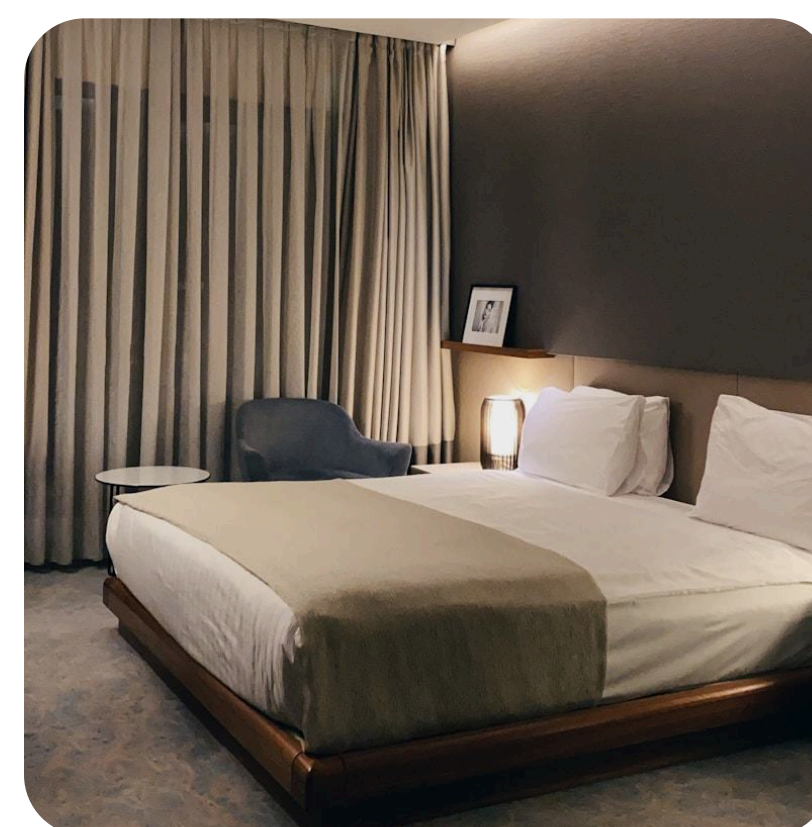


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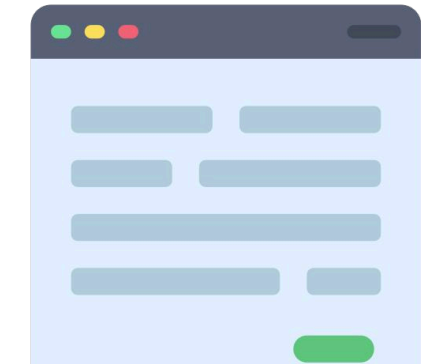
You need a solution that keeps up. That's why we developed Area. A developer-friendly approach to streamline your business.



01

Send to Tablet

Send check-in link to the hotel tablet.



02

Add Guest Details

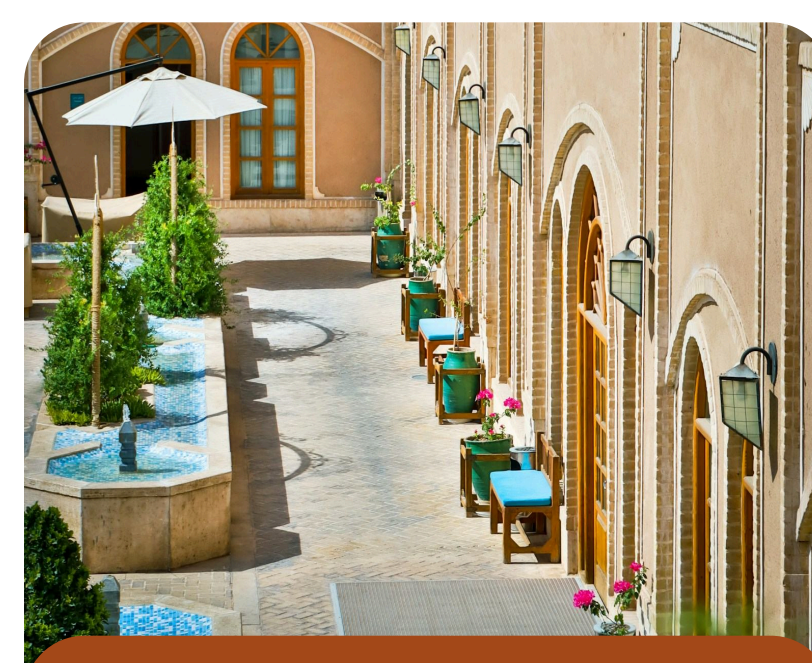
Capture guest name, ID, and basic info instantly.



03

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