

Company Profile

BACKGROUND AND MISSION

SuitePad is the leading provider of in-room tablets for the hotel industry. The Berlin-based company was founded in 2012 by Moritz von Petersdorff-Campen and Tilmann Volk to advance during-stay digitalization, foster a deeper relationship between hotels and their guests, and generate financial benefits for hoteliers.

PRODUCT AND FEATURES

The SuitePad in-room tablets are specifically and exclusively designed for use in the hotel industry, revolutionizing the traditional guest directory. As a digital concierge, they provide a wide range of features, including a chat function, a booking tool for additional services, and the Green Option, which gives the guests a choice to opt out of daily room cleaning. Additionally, the devices can also replace hotel phones and remote controls.

The durable hardware prioritizes guest privacy and does not include a camera. The software boasts a modern design and supports hoteliers with a centralized admin panel for updating information and analyzing page views, session duration, and generated revenue.

The company's portfolio also includes solutions for displaying the digital guest directory on guests' own devices (SuitePad BYOD) as well as on a touchscreen in the reception area (SuitePad Lobby Screen).



SUCCESS AND RECOGNITION

Over 1,000 customers in 30 countries use SuitePad's digital solution, including renowned hotel chains such as Dorint, Best Western, and Van der Valk, as well as a large number of individual hotels.

Usage statistics demonstrate that 80% of hotel guests engage with SuitePad. This means the company reaches nearly one million hotel guests worldwide every month. Additionally, 70% of room service orders are placed through the in-room tablet, clearly showcasing its added value for the hotels. In 2022, approximately 350,000 room cleanings were waived, reducing around 5,000 tons of CO2 emissions.

SuitePad has received numerous industry-related awards for its innovative products, most recently in January 2023, when the company won the "HotelTechAward" in the "Best Guest Room Tablet" category for the fourth time in a row.

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