

CUSTOMER FOCUS

- Provides a secure and consistent payments experience across channels and locations
- Supports customer service excellence by enabling choice and flexibility of payment options
- Boosts loyalty by supporting instant on-site reward redemption
- Power a single view of quest activity to enable closer customer relationships

GLOBAL

- Offers cross-boarder and multi-currency capabilities to support payments from quests around the world
- Provides global connectivity to any payments partner via our vendor-agnostic solution
- Supports omni-channel payments across all geographies with one core engine

SECURE

- Removes cardholder data from your environment with secure tokenization capabilities
- Protects your business from risk by using point-to-point encryption (P2PE)
- Supports fast, secure, EMV-compliant payments
- Mitigates risk with integrated multi-tiered fraud management tools

ACI[®] Omni-Commerce[™] Solution for Hotels

Seamless, Service-Driven Payments for a Global 24/7 Industry

The ACI[®] Omni-Commerce[™] solution offers hoteliers like you a secure, flexible payments solution that supports customer service excellence and increases customer satisfaction by offering guests choice, speed and security when they book and pay for their accommodation and services. ACI's comprehensive, omni-channel, vendor-agnostic platform helps you deliver a seamless, consistent experience wherever, however and whenever your guests wish to pay.

The Market Challenge

With hotel chains welcoming guests from around the world to their spas, restaurants, golf courses and rooms, hotel operations have become increasingly complex. At the same time, competition for customer loyalty is fiercer than ever. To address these challenges, you need systems capable of not only supporting your diverse, international operations, but also underpinning excellent levels of customer service and helping to create an enhanced experience that keeps your guests returning time and again.



ACI helps hotel operators meet the high expectations of their guests by offering payments choice, flexibility, convenience, speed and security.

The ACI Solution

In an industry where customer experience is everything, and hospitality services must be available 24/7, the ACI Omni-Commerce solution helps you meet the high expectations of your guests by offering payments choice, flexibility, convenience, speed and security — ensuring a smooth experience that supports the enhanced level of customer service that guests demand. Our comprehensive, integrated suite of solutions and active/active technology allows you to welcome customers from anywhere in the world, confident that whatever part of their hospitality the guest is enjoying, at whatever time of day or night, their payments experience will be seamless, consistent and simple.

Flexible, Global, Secure

The robust ACI Omni-Commerce solution is vendor-agnostic, allowing you to partner and work with the payment vendors and card terminal providers that best suit your business needs. Our platforms provide global connectivity to card associations, payment card networks, acquirers, third-party networks and alternative payment providers, with the added advantage of multi-currency and multi-language capabilities. This gives you the flexibility of a payments solution that offers customer choice and allows for growth — without the need for constant technology investment and redevelopment.

The capabilities within the ACI Omni-Commerce solution are built on a solid foundation of risk management principles and expertise, designed to reduce risk and protect the bottom line. Our advanced tools, including P2PE, tokenization, EMV, network segmentation and sophisticated real-time fraud management solutions address PCI compliance, payments data security, and fraud detection and prevention for any payment type. So whether customers are paying online in advance, in person at the front desk or in your restaurant, by contactless, mobile or chip card, their personal information and your business are well protected.



ACI Worldwide is a global software company that provides mission-critical real-time payment solutions to corporations. Customers use our proven, scalable and secure solutions to process and manage digital payments, enable omni-commerce payments, present and process bill payments, and manage fraud and risk. We combine our global footprint with local presence to drive the real-time digital transformation of payments and commerce.

LEARN MORE

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Supporting Loyalty and Innovation

The speed, resilience and flexibility of the ACI Omni-Commerce solution allows you to harness new technology to further enhance your guests' experience by offering innovative processes such as one-click reservations and rapidly integrating new payment technologies as they gain in popularity.

Enabling customer choice and supporting excellent service can naturally help to drive loyalty and growth, but our solutions also give you the ability to connect with loyalty cards and schemes to power effective offer management that keep your customers returning again and again. For example, the ACI platform can spot purchase patterns and instantly deliver card-specific rewards to the POS terminal for real-time, on-site redemption — providing a powerful tool for boosting loyalty and setting your brand apart from the competition.

