



Cinnamon Maldives Selects RateGain's Engage AI To Enhance Guest Experience

Noida, Jan 25, 2023: RateGain Travel Technologies Limited (RateGain), a global provider of SaaS solutions for travel and hospitality, announced today that Cinnamon Maldives has selected RateGain's Engage AI product and would be implementing it at its iconic Dhonveli property to accentuate their guest engagement, provide contactless check-in/check-out and improve their ancillary revenue in a competitive market by getting access to guest analytics in real-time.

The Maldives hotel market is looking to adopt modern technology to enhance the overall experience of travelers coming from across the world. With the ongoing labor shortage impacting the industry, it's the right time to invest in technologies that can automate the tasks for the hotel staff and make them more efficient to welcome guests from different parts of the world.

Using Engage AI, Cinnamon Dhonveli Maldives will be able to provide consistent engagement to their guests starting from pre-check-in to post-check-out. All this in the guests' preferred language. Automating the guest touchpoints will help them not only improve overall guest satisfaction but also give them a competitive edge in the market.

Designed to help hotels in improving their satisfaction score and ancillary revenue, Engage AI uses the power of modern technology to automate FAQs asked by guests, plan their entire stay, and provide alerts on events/promotions. All this through the ease of the messaging platform of their choice.

Commenting on the partnership and platform integration for customer engagement, **Sanjeeva Perera, General Manager for Cinnamon Dhonveli, Maldives** said, "Offering our guests a seamless flow of information is a priority for us and with Engage AI we are now able to navigate and proactively support our guests with the information they need to enhance their stay. Digitization of check-ins has helped improve efficiency and the ability to communicate with all our guests in their native language, which has impacted our guest satisfaction scores. Engage AI is enabling us to redefine our service standards to our guests."

Shweta Vashishth, Senior Vice President of Sales, at Engage AI added, "We are thrilled to partner with an iconic Cinnamon Hotels and Resorts property in the Maldives and expand our presence in this growing market. We believe that there is immense potential in the Maldives market to adopt technologies that help hotels keep improving their guest



experience through guest messaging technology. The team at Cinnamon Dhonveli Maldives saw Engage AI as the right platform to solve their challenges of today, to win guest loyalty and we hope to provide them with the required support to achieve their goals.”

About Cinnamon Hotels and Resorts

Cinnamon Hotels & Resorts is a diverse chain of Hotels both in Sri Lanka and Maldives. It is a member of John Keells Holdings PLC which is the largest listed conglomerate in Sri Lanka with interest in sectors such as Leisure, Transportation, Property, Consumer Food & Retail, Financial services, Information Technology, Business Process Operations and Plantations.

The Cinnamon brand represents a chain of modern hotels vibrant in colour, inspiring in hospitality, and committed to going the extra mile to satisfy customer needs. Cinnamon Hotels & Resorts guarantees legendary Sri Lankan hospitality through comfort, creativity and discovery and inspired living. Each hotel has a unique character of its own derived from influence of background, locality, culture and traditions. From Jungle cabanas to city luxury, water villas in Maldives to Beach chalets in Sri Lanka, each resort will take you on a journey and discovery. The chain has a total of fourteen Hotels; three City properties in Colombo, eight Resort properties around Sri Lanka.

About Engage AI by RateGain

Engage AI is the quickest way to engage with hotel guests in 150+ languages through the ease of a preferred chat platform. Creates unforgettable guest experiences & solves the major problems for the operations and revenue teams - Engagement, Virtual Check-in/Check-out and upsell.

RateGain Travel Technologies Limited is a global provider of SaaS solutions for travel and hospitality that works with 2200+ customers in 100+ countries helping them accelerate revenue generation through acquisition, retention, and wallet share expansion. Founded in 2004 and headquartered in India, today RateGain works with Top 23 of 30 Hotel Chains, Top 25 of 30 Online Travel Agents, and all the top car rentals including 8 Global Fortune500 companies.

RateGain is one of the world’s largest processors of electronic transactions and price points for the travel and hospitality industry and is the largest Software as a Service (“SaaS”) company in the hospitality and travel industry in India. It offers travel and hospitality solutions across a wide spectrum of verticals including hotels, airlines, online travel agents (“OTAs”), meta-search companies, vacation rentals, package providers, car rentals, rail,



travel management companies, cruises, and ferries. For more information, please visit www.rategain.com.

Forward Looking Statements

Statements in this document relating to future status, events, or circumstances, including but not limited to statements about plans and objectives, the progress and results of research and development, potential project characteristics, project potential and target dates for project related issues are forward-looking statements based on estimates and the anticipated effects of future events on current and developing circumstances. Such statements are subject to numerous risks and uncertainties and are not necessarily predictive of future results. Actual results may differ materially from those anticipated in the forward-looking statements. The company assumes no obligation to update forward-looking statements to reflect actual results changed assumptions or other factors.

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