



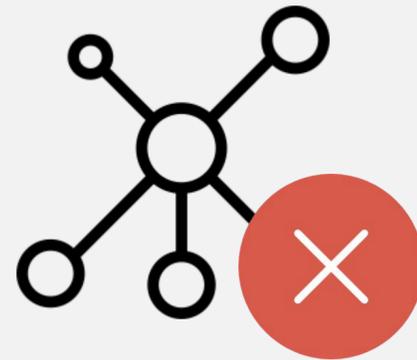
All-in-one communication  
platform for hotels

# Problem

*Hotels are losing \$58B in revenue per year due to poor customer care*



NOT AVAILABLE 24/7

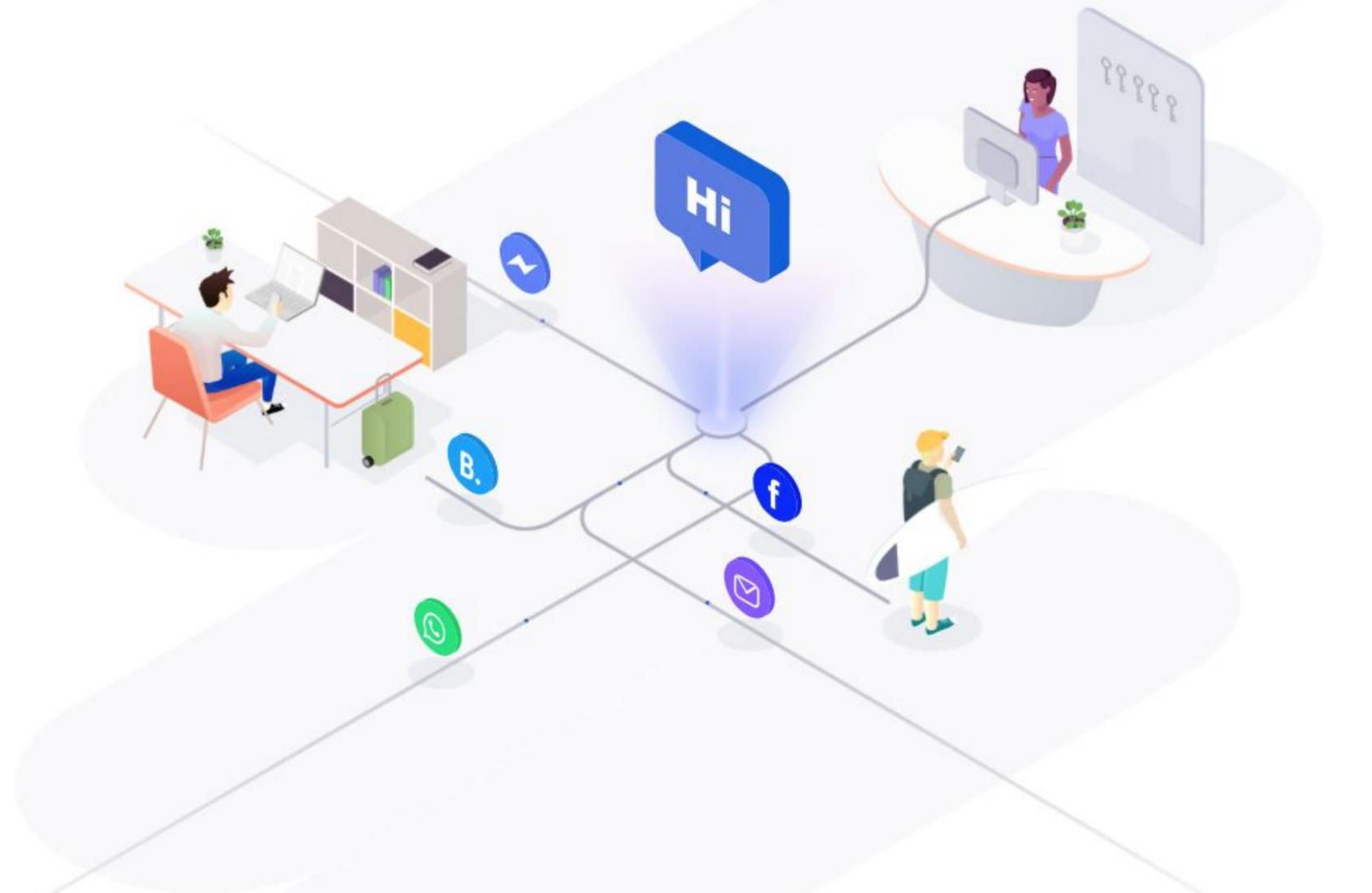


NOT MULTI-CHANNEL



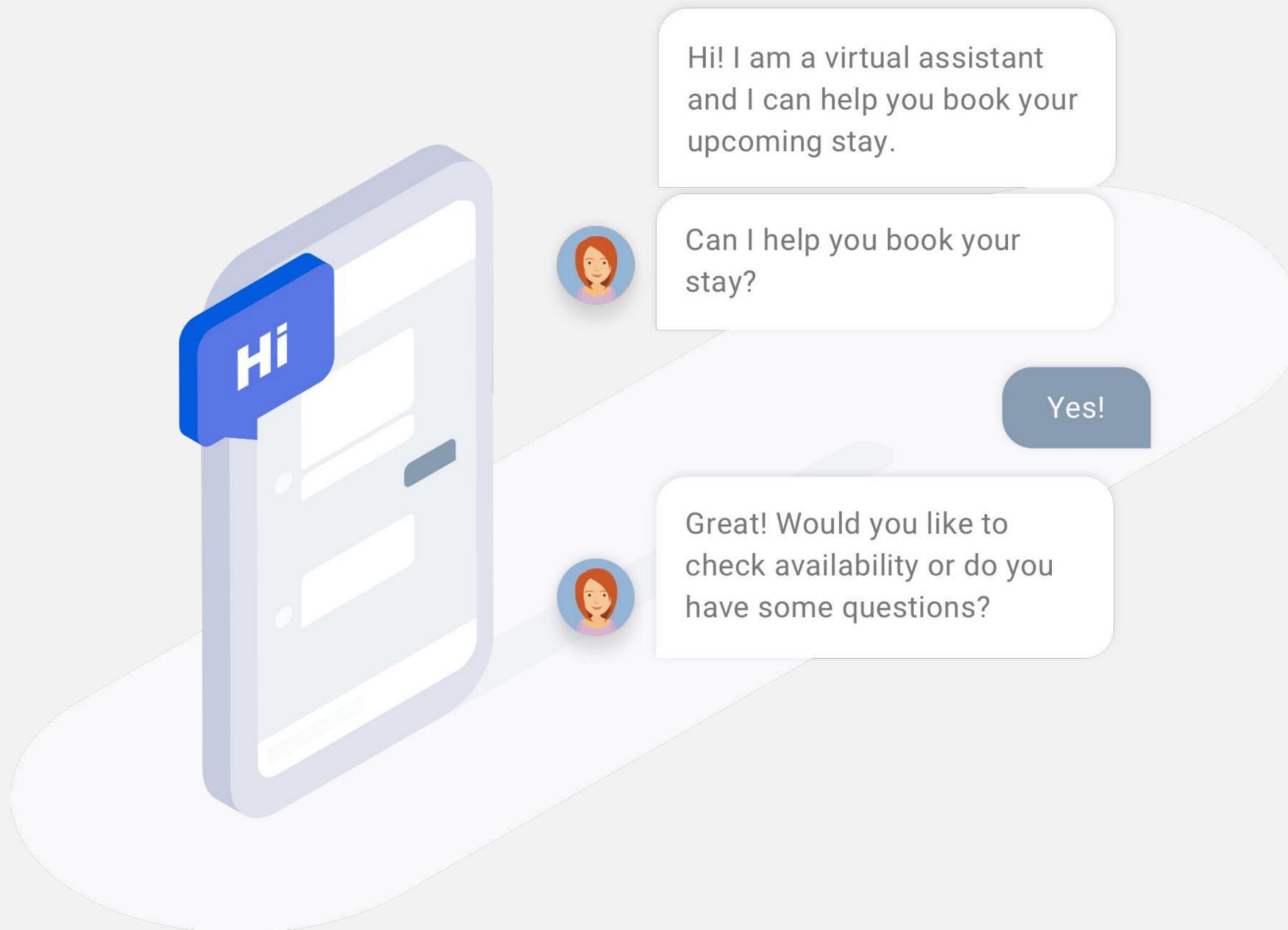
NO KPIs AVAILABLE

# Solution



***We automate, centralize and measure  
customer care for hotels***

# How it works for the guest



## All channels available

Contact through their preferred channel

## Answer to 70+ topics

Instant reply to questions

## Seamless booking process

Easy to check availability and book

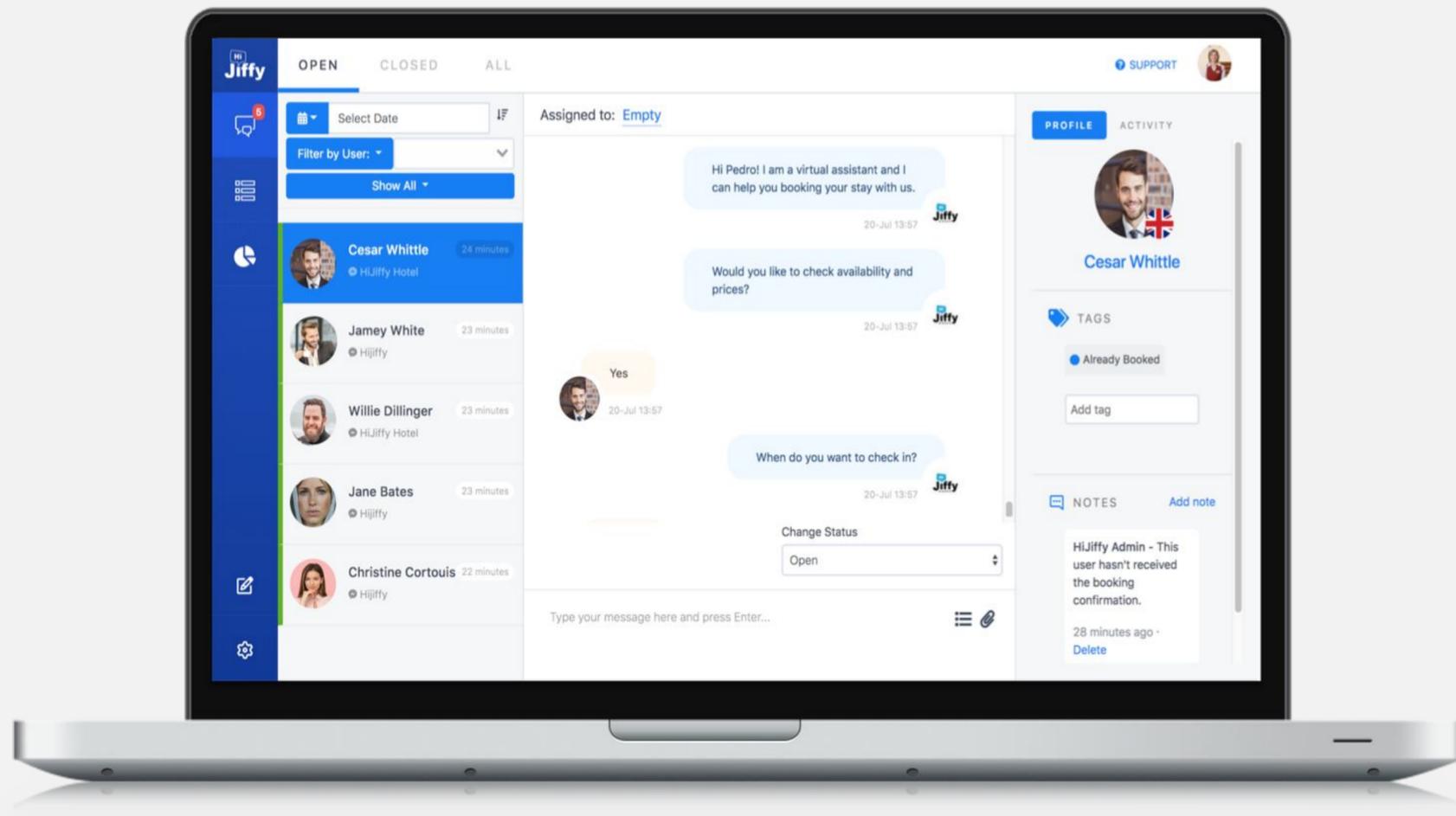
## Transition to live agent

No question goes unanswered

## Re-engagement messages

Receive notifications at the right time

# How it works for the hotel



## Unified Inbox

All channels in a single platform

## Ticketing system

Right message to the right agent

## Marketing platform

Upsell & Crossell to guests

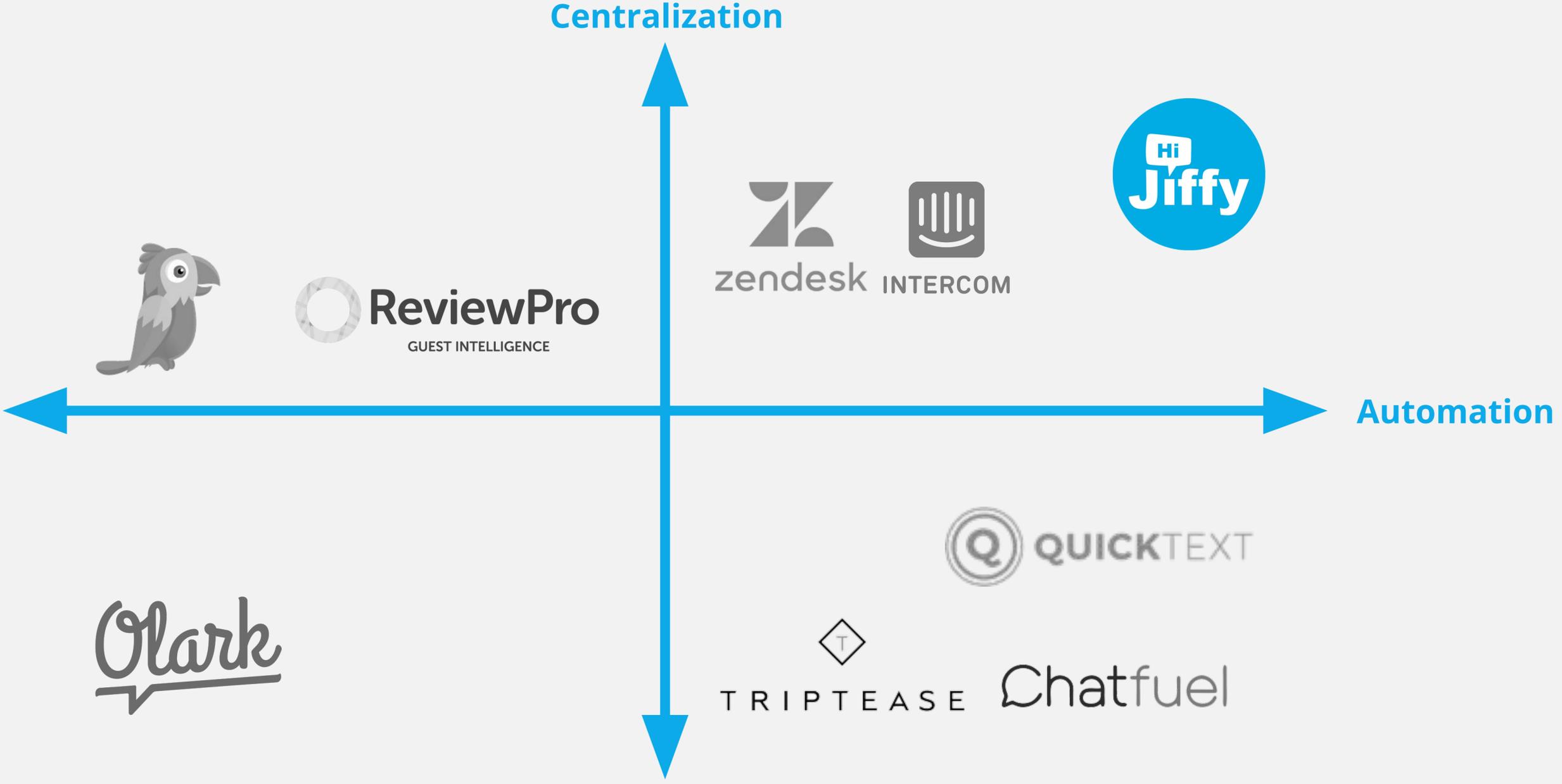
## CRM

Provide a personalized guest experience

## Analytics & Insights

Improve customer care with data

# Our Competitors



# Market Size



€2.9  
Billion

**Total Available  
Market**

Hotels worldwide  
(400 000)



€228  
Million

**Serviceable Available  
Market**

Hotels 100+ rooms  
(31 600)



€92  
Million

**Serviceable Obtainable  
Market**

Targeted countries  
(12 800)

# Business Model

## Software as a Service

### Basic Small Hotels

- ✓ Welcome message
- ✓ 1 seat (49.90€/extra seat)
- ✓ 1 channel (49.90€/extra channel)
- ✓ No booking system
- ✓ Basic support

From € **149.90** / month

### Medium

Medium Hotels or Small Hotel Chains

- ✓ Standard chatbot
- ✓ 3 seats (49.90€/extra seat)
- ✓ 2 channels (49.90€/extra channel)
- ✓ Redirects to booking engine
- ✓ Medium support

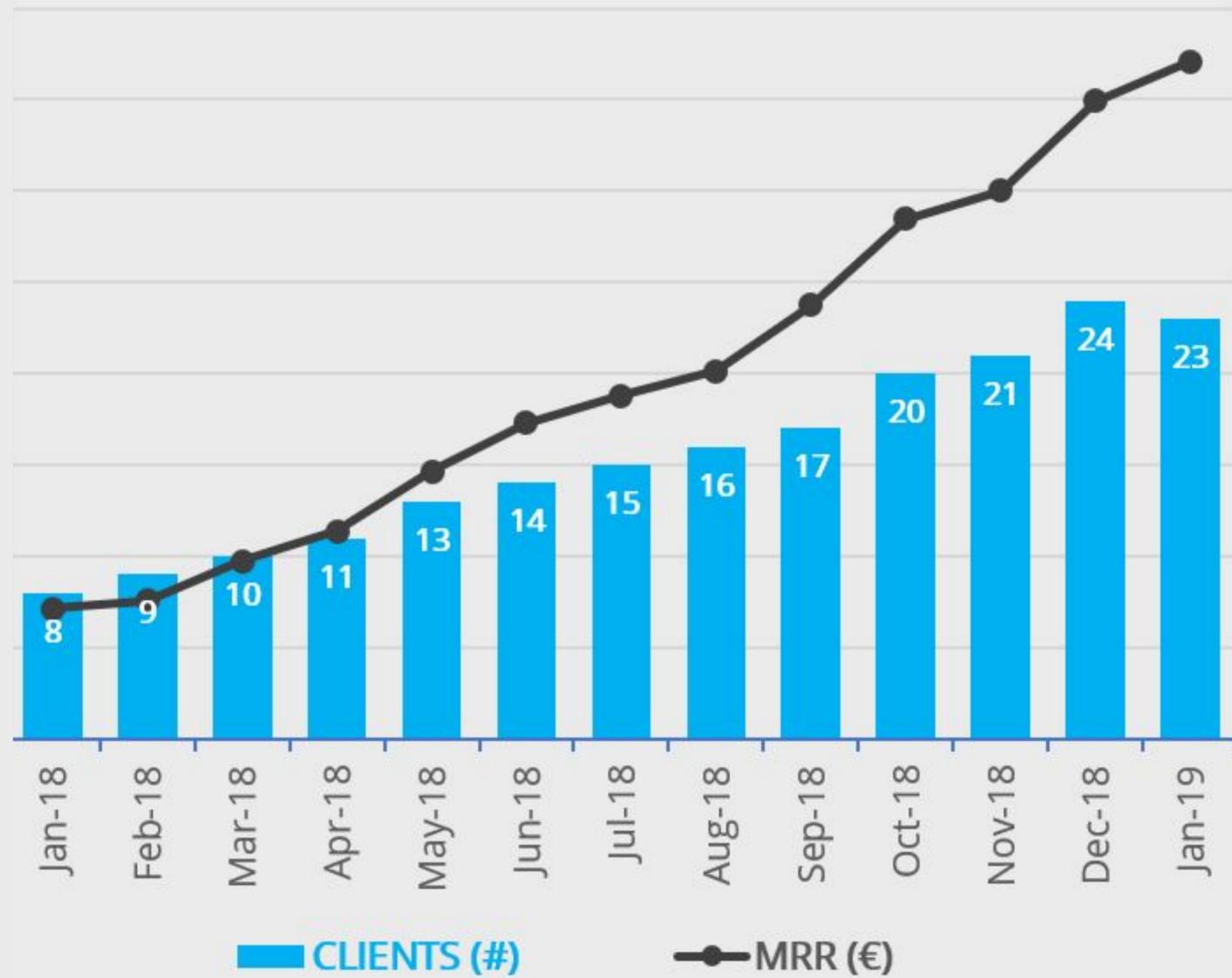
From € **299.90** / month

### Advanced Large Hotel Chains

- ✓ Customized chatbot
- ✓ 5 seats (49.90€/extra seat)
- ✓ 4 channels (49.90€/extra channel)
- ✓ Redirects to booking engine
- ✓ Advanced support

From € **649.90** / month  
+ setup fee

# Our Metrics



**16.3%**  
Month-over-month growth

**10 320€**  
LTV (24 months)

**1 784€**  
CAC

**< 10%**  
Yearly Churn Rate

# What **clients** say about us



*"Hijiffy gave us the necessary trust and assurance that we will always be on top."*



*"I have been working with Hijiffy for over a year now and I have to say it has been an absolute pleasure."*



*"Having a partner as responsive and as nimble as Hijiffy is a definite plus as we continue to engage with our guests and enhance their satisfaction with our brand."*

And many more, including



# Our Team

## Founders



**Tiago  
Araújo**  
CEO



**José  
Mendonça**  
CTO



**Pedro  
Gonçalves**  
COO

## Team Leaders



**Andreia  
Pais**  
Lead  
Engineer



**Rui Pereira**  
Head of  
Customer  
Success

## Investors



**Sébastien  
Lefebvre**  
Investor/Advisor



**Sergio Ibañez**  
Investor



**André Macedo**  
Investor



**Frank Esclozas**  
Investor

## Awards



**BARCELONA**

NUMA Acceleration



Selected from 300+  
entries worldwide



Funded by  
Horizon2020



All-in-one communication  
platform for hotels

**Tiago Araújo**

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