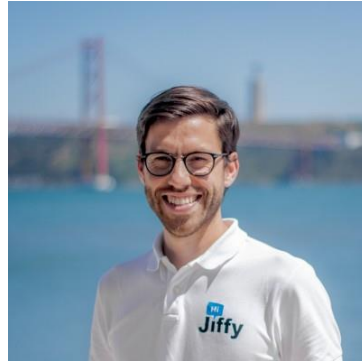




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Mark Simmons Co Founder  
The Delivering Group



Tiago Araujo CEO Hi Jiffy

The Delivering Group are excited to see that one of our key partners, Hotel AI/chatbot specialist HiJiffy, has just announced a new alliance with leading direct-booking platform, Triptease.

Through this new agreement, more than 800 hotels now have access to HiJiffy, which is rapidly growing its reputation as an innovative leader in chatbots and interactive customer communication platforms for hotels and resorts. The Delivering Group, has a global partnership with HiJiffy to represent and promote its services through our sales and marketing network across Asia Pacific, Greater China and North America.

HiJiffy is enjoying tremendous growth because it enables hotels to convert existing website traffic into immediate direct sales through AI-powered live chat, creating a fast-track revenue stream for hotel chains and individual properties looking to regenerate business flows.

It also helps hotels and resorts to dramatically improve customer engagement by providing 24/7 communication access through all stages of the trip: from consideration, pre-stay, check-in, during stay and post-stay. Customers can connect to the HiJiffy platform via laptop or mobile devices in multiple languages including traditional and simplified Chinese. In a Covid-19 environment, more and more hotels are looking to adopt this super-efficient, low-touch approach.

Hotels and Resorts currently using HiJiffy have an automated response rate of 80%, which is vital in a time when guests' questions are more complex but hotels often have significantly less staff. The web chat solution supports over 100 languages and spans a hotel's website,

Facebook Messenger, WhatsApp, WeChat, and Booking.com messages, plus multiple other social media and OTA channels.

The partnership with Triptease makes a lot of sense as both companies are focused on helping hotels to improve their direct sales techniques to secure bookings without losing more share to OTAs. It also confirms our own belief at The Delivering Group that chatbot technology and automated communication platforms are the way of the future, as our hotel clients seek to rebuild their businesses in a more sustainable fashion.

For more information about The Delivering Group and our partners, check out: [www.deliveringgroup.com](http://www.deliveringgroup.com) and contact [mark.simmons@deliveringgroup.com](mailto:mark.simmons@deliveringgroup.com)