How IsRentals remotely manages 120 vacation rentals with Duve.

With 120 apartments spread throughout Jerusalem, IsRentals uses Duve daily in order to help them manage online check-ins, communicate digitally with guests, and offer early check-in upsells to guests arriving earlier to the apartments.

ISRENTALS
Seasonal Rentals

Why it matters

IsRentals originally implemented Duve in an effort to test out new innovative solutions in hospitality-tech. When first implemented, IsRentals was managing only a small portion of the apartments that they are managing today, and using Duve was a nice-to-have tool. After expanding to manage 120 apartments, Duve became a must-have for IsRentals and even allowed them to reach 605% ROI through Duve's upselling tools.

IsRentals can comfortably manage all rentals from one office by allowing guests to easily check-in online before their arrival. They are comforted with the fact that Duve allows them to collect contract signatures, identification documents, security deposits, and payment for stay, all before guests arrive to the apartment. With Duve's tools, IsRentals can also easily share information the guests need in order to locate and access the apartments, and automatically offer early check-in to guests that are arriving earlier than the regular check-in times.

Top 3 Core Objectives: IsRentals wanted to explore new innovative solutions in hospitality-tech and wanted to be able to easily manage many rentals remotely as the business expanded to manage more and more apartments.

— **Collect documents and signatures:**
It was crucial for IsRentals to collect copies of IDs and signatures on their contracts before guests would arrive so that guests understood that their reservation is binding. This wasn't always possible when they had reservations coming in from OTAs without Duve's guest experience solution.

— **Easily allow apartment access:**
IsRentals wanted to create an easy way for their guests to receive all the information they need in order to locate and access the apartments.

— **Generate additional income:**
IsRentals wanted to be able to charge for early check-in for guests that were arriving before the regular check-in time.

> *"I have comfort and security with Duve because now before my guests arrive, I can know who they are and if they paid. That comfort continues when I can sign off my guests on contracts making them know that they are responsible for any damages and charge them a security deposit if any damages do occur."*

— Jacob Boukris, Property Manager.

Property Manager Jacob Boukris said that Duve leaves him with comfort and a sense of additional security:

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The selection process

During their research process, Jacob Boukris evaluated Duve's product differentiators, customer support, and holistic value as a strategic partner and ultimately decided that Duve was the best fit solution:

Property Manager Jacob Boukris said, about their decision: "It started with Duve because I was really looking to implement new innovations into my workflow, but today with 120 apartments I don't know how I would do without it. Duve is really part of my workflow."

The results

IsRentals automatically manages apartments with minimal direct contact with guests. Duve allows them to focus their efforts on growing their business and expanding.

— All guests must sign contracts and scan documents before arriving - this allows IsRentals' guests to understand that they are in a binding agreement and allows IsRentals to protect their apartments from potential damages.

— Once completing the online check-in, guests are automatically provided all details they need through Duve's web-based Guest App to locate and access the apartment.

— IsRentals reached 665% ROI with Duve from automatically selling early check-ins.

About Duve

Duve is revolutionizing guest experience by offering a truly personalized guest experience suite. Duve helps hoteliers create a tailored and digital journey for each and every guest - from online check-in flows that meet the exact needs of each guest, to a web-based guest app with relevant content in the guests' native language, to personalized upsells that increase revenue potential and satisfaction of each guest. By partnering with more than 150 integration partners, across all major PMS's, OTA's, PSP's, Digital Key providers and 3rd-party vendors, Duve helps transform the way guest experience is provided at thousands of hotels of vacation rentals around the world.
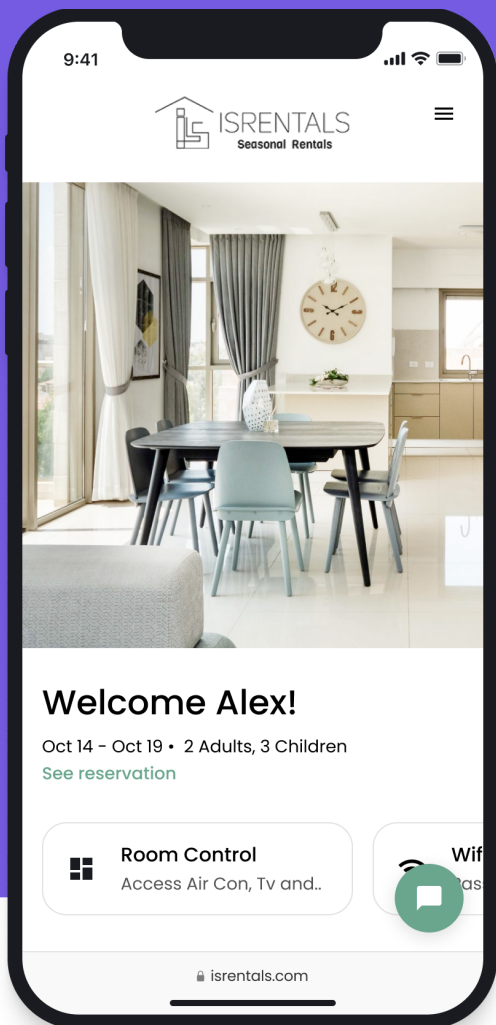
About IsRentals

Isrentals is the ideal assistant for your seasonal rentals with services specifically designed to rent your property optimally, with zero stress! From the management through check-in, check-out, cleaning, laundry, and everything in between, Isrentals guarantees guests a 5 stars service.

Duve products used by IsRentals

ISRENTALS
Seasonal Rentals

Welcome Alex!
Oct 14 - Oct 19 • 2 Adults, 3 Children
See reservation

Room Control
Access Air Con, Tv and..

Wif

🔒 isrentals.com

- ✓ Confirmation emails
- ✓ Arrival messages
- ✓ Communication Hub (WhatsApp, SMS)
- ✓ Online check-in

Don't settle for less. Get Duve Now!

With Duve's online check-in, over 83% of guests complete the check-in process before arrival – leaving your staff time to give each guest a truly personal experience.

Book a demo

www.duve.com