

## Case Study

# How Nobu Hotel Los Cabos increased room upgrade revenue with the Oaky & Duetto integration

### About the integration:

Duetto & Oaky partnered up to offer dynamic room upgrade pricing. Upgrade rates in Oaky will be automatically adjusted by leveraging your dynamic rate strategy in Duetto.

### Uplift in average room upgrade supplement:

Before having the Duetto integration in place for dynamic room upgrade pricing. The average upgrade supplement per night at Nobu Hotel Los Cabos was \$214.60. After having the Oaky x Duetto integration in place, Nobu Hotel Los Cabos increased the average supplement to \$263.30. An increase of 22.7%.

### Decreased rejection rates:

Before having the Duetto integration in place the average rejection rate at Nobu Hotel Los Cabos was 45.4% (79 out of 174). Now, with the Duetto integration in place the average rejection rate is 10% (1 out of 10), an impressive decrease of 78%.

+22.7%

#### Average room upgrade supplement

Per night after having the Duetto integration in place

-78%

#### Decrease rejection rate

Of room upgrade requests in the Oaky dashboard by hotel staff with Duetto integration



*"I'm impressed with the results we've had with the Oaky & Duetto integration so far. The team feels more confident accepting an upgrade because they know it's at the right price"*



**Lourdes Ancona,**  
Revenue Management Corporate Director, RCD Hotels