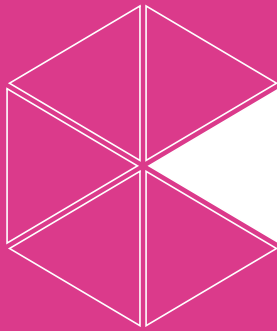# *Gain* House Advantage

Duetto>

The #1
Revenue Management System
for Casinos

Elevate Your Casino's Revenue Strategy With Duetto

Discover the transformative power of Duetto; a game-changing software solution recommended by industry leaders. According to HotelTechReport, Duetto boasts an outstanding 92% recommendation rate among casinos.

"Duetto has completely transformed our Revenue Strategy. It gives us the tools and confidence to be much more proactive in various channels and segments."

Kenny Epstein
Owner and CEO
El Cortez Hotel & Casino

Duetto>

Why Casinos Choose Duetto

- **Automated Room Pricing:** Say goodbye to manual pricing. Duetto automates room-type pricing, leading to increased ADR and freeing up your team's valuable time.

- **Speed and Ease of Deployment:** Experience rapid deployment in just 8-12 weeks, faster than any other RMS provider in the market.

- **Unlock Loyalty:** Reward each guest individually with personalized pricing, fostering genuine loyalty and driving profitability.

- **Direct Booking Advantages:** Educate customers on the benefits of booking directly, showcasing member-only rates without parity restrictions.

- **Integrations:** Leverage your existing technology stack by integrating Personalized Loyalty Pricing within your CRM, PMS, and booking engine for instant price adjustments.

- **Empower Staff and Guests:** Offer dynamically-priced loyalty rates accessible anytime through the intuitive Duetto Find My Rate app.

An RMS Created With Casinos In Mind

- **Personalized Loyalty Rates:** Enable casino hosts to offer complimentary rooms or discounted loyalty rates tailored to guest spending habits.

- **Guest Value Consideration:** Our specialized reports—like the Comp vs Cash report and Total WorthPOR report—provide insightful data to better understand and optimize your casino's business.

- **Seamless Integrations:** Duetto integrates with major casino PMS providers including Agilysys, Infor and Oracle, ensuring smooth operations and data compatibility.

Duetto>

Voted #1
Revenue Management
System on HotelTechReport

BEST
REVENUE MANAGEMENT
SOFTWARE

HotelTechAwards

2024

Duetto>

Our Products

Duetto>
GameChanger

Duetto>
ScoreBoard
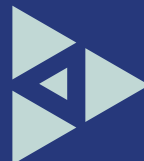
Duetto>
BlockBuster

Duetto>
OpenSpace

Duetto>
DynamicRateEngine

Duetto GameChanger

Changing the game of revenue management

GameChanger, Duetto's innovative pricing solution, allows hoteliers to optimize every single booking efficiently and seamlessly.

↑+6.5%

Seriously increase your RevPAR Index

Fully deployed Duetto customers experience a significant rise in RevPAR. **The average lift is +6.5%.**

Automate as you wish

AutoPilot lets you automate as much as you want, with complete control.

Gauge your market demand

Track lost business to fully understand demand and price elasticity of consumers.

Forward-looking rate recommendations

GameChanger's innovative and dynamic analytics produces rate recommendations for hotels up to five years into the future.

Global enterprise strategy solution

Give centralized revenue teams complete control to roll out global pricing strategies.

Customize your business strategy

Get the competitive edge when you create unique price and segmentation logic.

No need to worry

Be alerted to market changes instantly when you set up smart notifications.

Empower your revenue management team with Open Pricing

With an Open Pricing methodology, you can yield all segments, room types, and distribution channels independently and in real-time.

Adapt your rates in line with market demand fluctuations and on compression nights, discounts can be altered to zero instead of closed, allowing your inventory to remain available on all channels.

- By using Open Pricing, your rooms are optimally priced for each day, each guest segment, and each room type, which drives higher room rates and enhanced profitability.

- GameChanger's Open Pricing strategy allows you to stay open and selling. Always. And you won't lose market visibility or customers to competing hotels.

- By using Open Pricing you will be able to use minimum or maximum bounds to set rate parameters that are right for your property, location, or brand.

Predictive analytics software for hotels, casinos and resorts

A cloud-based predictive analytics solution, GameChanger empowers hotels to sharpen revenue management strategies through innovative technology. **An innovative tech stack that works together for better revenue management.**

Together with ScoreBoard for reporting and BlockBuster for group bookings, GameChanger is part of an award-winning suite of SaaS products that give hoteliers the power to deploy modern pricing strategies and agile distribution which, in turn, maximize revenue and profit.

- Customize your home screen to access key information instantly, and segment and re-segment without losing data.

- Using AWS multi-tenant cloud architecture, updates are pushed automatically, putting users on the latest version, eliminating downtime, and eradicating the need for costly upgrades.
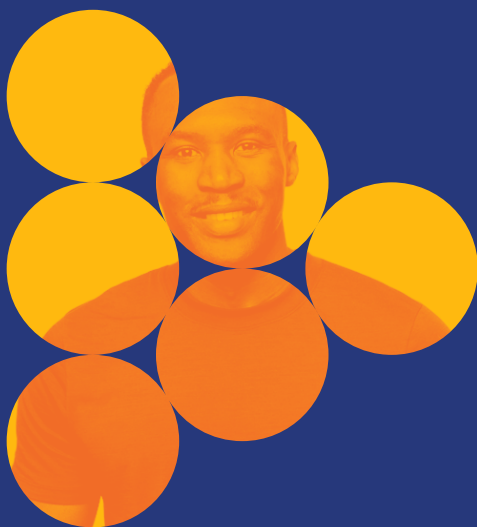
Automation

The way forward for modern revenue management

We like to lead the way at Duetto and so we're proud to be the first RMS to offer controlled automation. Controlled automation gives you the power to decide when and what to automate, freeing up time usually spent on repetitive tasks and allowing you to focus on other, more pressing issues.

- Safely automate daily rate optimization within parameters that you can set, control, and change.

- Optimize around the clock. GameChanger will auto-publish the most profitable rates for your business.

- Enterprise Rate Guidelines facilitate setting scalable strategies and automating them across regions or brands.

Duetto
GameChanger

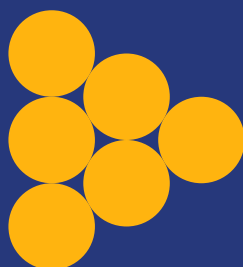# Created by hoteliers, *for hoteliers.*

"GameChanger adds 5 to 10 points of RevPAR index in the hotels where it has been implemented. Honestly, I don't know of any other thing management could do to bump the Index like that"

Leland Pilsbury, Chairman of Thayer Lodging, a Brookfield Company

duettocloud.com/gamechanger

**Duetto›
ScoreBoard**

Forecast, track,
and exceed
with ScoreBoard

Duetto's innovative revenue forecasting software allows hotels, casinos, and resorts to create accurate day-level forecasts in minutes.

↑+6.5%

Seriously increase your RevPAR Index

Fully deployed Duetto customers experience a significant rise in RevPAR. **The average lift is +6.5%.**

Revenue forecasting in minutes

Set month-level revenue forecasts for every segment. Create daily custom forecasts automatically with Duetto's SmartSpread technology.

Analytics for far-reaching forecasting

Generate projections for up to 5 years and streamline forecast and budget p across properties with Template

Diagnose it. Solve it

Switch between macro and micro level insights effortlessly to focus on individual properties or entire portfolios.

First glance data visualizati

Easily spot patterns and trends in hotel's data at a glance.

Unique reporting and forecasting

Using visual, real-time reports and forecasting tools, you'll easily create customized insights into your business metrics.

No tedious data entry

Our SmartSpread Technology eli endless manual data entry, freein valuable time.

Optimize your revenue reporting with our customizable intelligence

Insight reporting that is quick, easy, and accurate

Duetto makes generating reports and insights quick and easy. Empower your revenue professionals to focus on strategy while Duetto creates and distributes revenue reports.

▶ **Quickly build customized reports**

Customizable dashboard views help revenue managers view forecasts and budgets in Summary or Segment level views. Easily format and export reports internally or with third-party systems.

▶ **Loyalty reporting that counts**

Duetto's suite of products provides complete visibility into room and non-room spend per loyalty segment, helping you understand customer lifetime value and strategize your segmentation accordingly.

▶ **More data, more informed**

Duetto keeps you fully informed by ingesting the most comprehensive data set available in an RMS, including web shopping, booking and reservation data, and competitor information.

Innovative budgeting, forecasting, and reporting software for hospitality businesses

ScoreBoard gives hotels the power to improve forecast accuracy with daily segment forecasts, allowing them to bridge the gap between commercial strategy and operations planning

An innovative tech stack that works together for better revenue management

Together with GameChanger for pricing and BlockBuster for group bookings, ScoreBoard is part of an award-winning suite of SaaS products that gives hoteliers the power to deploy modern pricing strategies and agile distribution which, in turn, maximize revenue and profit.

▶ Duetto ingests more data than any other RMS, taking on board competitor data, regrets and denials, booking and reservation data, reviews, and comments.

▶ Using AWS multi-tenant cloud architecture, updates are pushed automatically, putting users on the latest version, eliminating downtime, and eradicating the need for costly upgrades.
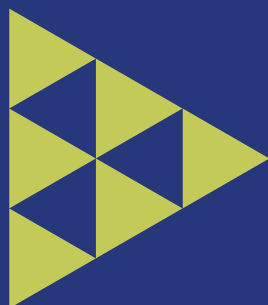
Duetto ScoreBoard

Created by hoteliers, *for hoteliers.*

"It certainly captures the data that we need and gives you a very accurate perspective."

Raúl Leal, CEO of Virgin Hotels

duettocloud.com/scoreboard

Duetto BlockBuster

Manage groups easily with BlockBuster

Together with GameChanger, BlockBuster makes managing groups easy by determining the right rate at the right time by leveraging a coherent pricing strategy across segments to drive incrementality and total profit.

Optimize your pricing strategy

Respond to demand and capacity with our AI-powered rate recommendations, to deliver the right rate at the right time.

Access real-time insights

Visualize group business by stage compared to transient business and expected metrics, including Duetto and user forecasts.

Automate group wash projections

Adjust demand forecast, occupancy forecast, and yielding capacity based on user input and situational knowledge.

Price for total revenue optimization

Consider potential profit from group ancillary and gaming revenue with our dynamic pricing logic.

Balance group and transient bookings

Access incremental profit data and alternative stay dates, to make transient displacement decisions based on profitability, when evaluating group requests.

Revolutionize your group business

Balance groups and transient bookings to drive incrementality

- **Determine the value of transient and group segments**

  Make strategic decisions and understand the displacement value of turning down high-yield future transient business when you quote for an upcoming group.

- **Enable collaboration across teams**

  Our integrated revenue management platform streamlines operations across teams working from a single source of truth, with transparent data, enabling seamless pricing on group business.

A comprehensive solution that works together for better revenue management

Together with ScoreBoard for reporting and GameChanger for pricing, BlockBuster gives you the power to deploy modern pricing strategies and agile distribution to maximize revenue and profit.

- Our cloud-based system means you have access to all your data, in real-time.

- Our solution runs on Open Pricing, the industry's most profitable pricing methodology that allows flexible rate optimization by room type and stay date.

Duetto BlockBuster

Created by hoteliers, *for hoteliers.*

"Our biggest success is having our entire sales team utilize BlockBuster so they can be quicker to respond to RFPs. We have parameters in place for the sales team which includes scenarios when the team still needs to come to us for approval on rates. Examples are if a group is looking to buy-out the hotel, if the space-to-guestroom ratio is not standard, or if the group is looking to come over high compression dates."

Colette Barss, Area Director of Revenue Management,
River Terrace Inn, Noble House Hotels & Resorts

duettocloud.com/blockbuster

Duetto
OpenSpace

Data-driven revenue management and booking automation for meetings and event spaces

Optimize revenue across your entire property from rooms to event space to ancillary spending. Drive efficiencies and communication between catering, sales, and revenue managers, ensuring all teams are focused on one goal - profitability.

Introducing OpenSpace

OpenSpace is designed to elevate event space profitability and streamline booking efficiency. Using historical data combined with current demand patterns, OpenSpace's pricing algorithm and strategies calculate optimized daily rates for event space. Using OpenSpace's booking engine, you can quickly calculate pricing in real time, while including common upsell opportunities.

OpenSpace connects team members, maximizes event sales opportunities, and helps you stay ahead of the competition. It also drives efficiencies, reducing workloads through automation.

Increase Total Property Profitability

- **Maximize group business profitability** by analyzing total demand, including room rates, packages, food and beverage, ancillary spend, and events, to deliver data-driven, dynamic rates for your event spaces.

- **Conduct displacement analysis** to prioritize the highest value groups and adjust rates based on market demand.

- **Utilize custom settings, including negotiated company rates,** to map your pricing strategies while controlling capacity.

Improve Booking Conversion Rates

- Generate quotes quickly and efficiently with the **intuitive quote generator**, improving booking conversion rates.

- Streamline bookings with a **dedicated meeting and event space booking engine** that collects customer information promptly, with the ability to update events automatically via an interface with your PMS.

- Price competitively with a **flexible pricing structure** that provides transparency and allows customers to find availability for their budgets.

Duetto

Competitive Pricing

- ▶ **Monitor prices** using algorithm-based pricing, based on demand and availability.

- ▶ **Utilize real-time data** and detailed calculation processes, reducing the need to check discounts with revenue leaders.

- ▶ **Enable instant bookings** where customers can check availability and pricing without contacting the sales office, beating out the competition.

Total Event Space Optimization

- ▶ OpenSpace is the only tool providing decision-making capabilities alongside **event space pricing recommendations.**

- ▶ **Drive alignment and execution** between your catering sales and revenue management functions.

- ▶ **Direct data integration** with your PMS for real-time pricing.

Duetto›
OpenSpace

Dynamic pricing and online booking tools tailored for your meetings and event space

"Fast processing of offers, facilitation of inquiry processes and function creation, with helpful support for queries. We've seen an increase in sales through targeted yield management."

Event Sales Manager, Germany - HotelTechReport

Unlock *Maximum Revenue Potential* with Personalized Loyalty-Centric Pricing

Duetto's Dynamic Rate Engine (DRE) for Casinos Drives Revenue and Efficiencies Through Online Bookings

Combined with GameChanger, Duetto's Dynamic Rate Engine (DRE) empowers casinos to deliver real-time personalized pricing to capture every revenue opportunity. DRE returns real-time rates and restrictions on the customer level, offering loyalty program members special rates via your booking engines, online rate calendars, or player kiosks.

With Duetto's Open Pricing and dynamic discounting based on customers' total worth, casinos can strategically determine which guests get a comped room or a discounted cash rate during high-demand versus low-demand periods, without the risk of over-investing and eroding the bottom line.
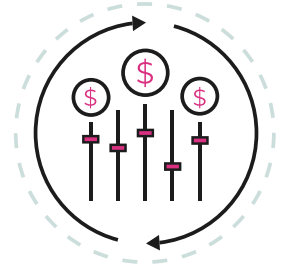
Personalized Pricing

Create targeted, relevant offers based on customer value, automatically pushed to your PMS through an integrated interface.

Automated Price Optimization

Create targeted, relevant offers based on customer value, automatically pushed to your PMS through an integrated interface.

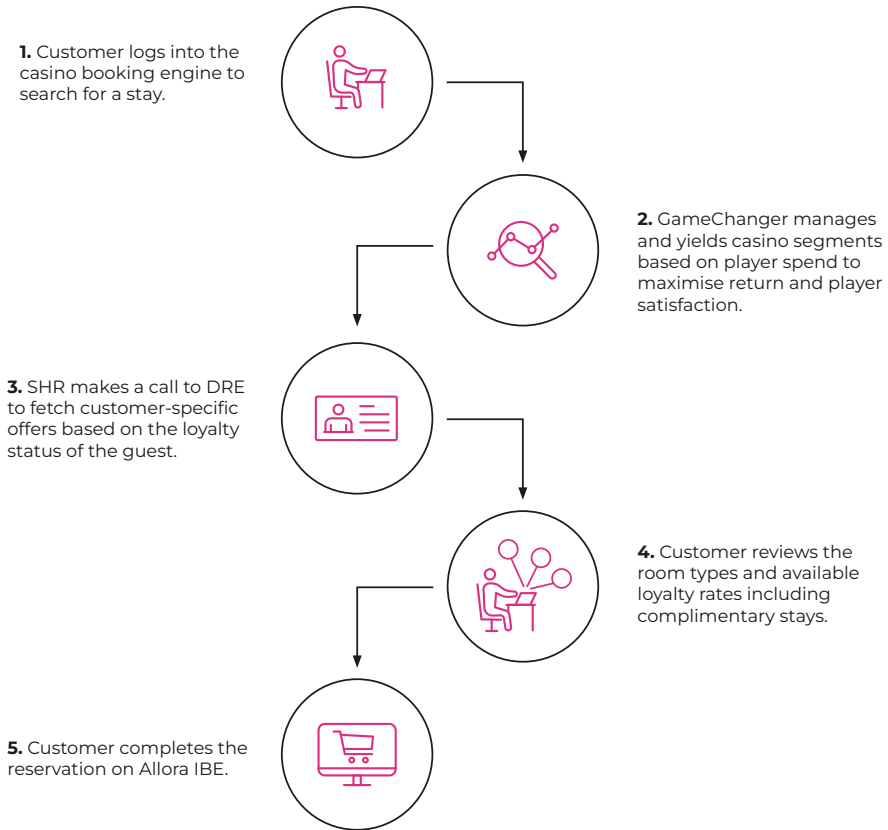### Frictionless Guest Experience

Create targeted, relevant offers based on customer value, automatically pushed to your PMS through an integrated interface.

Benefits

- **Increased profitability:** Capture revenue opportunities by dynamically adjusting prices based on estimated on-property and gaming spend.

- **Increased revenue:** Rates are tested for price elasticity as compared to RMS-calculated pricing.

- **Enhanced guest satisfaction:** Personalized pricing fosters a sense of value for guests, leading to stronger loyalty.

- **Improved operational efficiency:** Free your revenue team from time-consuming manual pricing tasks, reduce call center volume via online bookings.

+10-12% average revenue increase for casinos deploying DRE

+20-25% average revenue increase for managed service properties in the first year

Allora IBE
by **shr**GROUP

Duetto
DynamicRateEngine

1. Customer logs into the casino booking engine to search for a stay.

2. GameChanger manages and yields casino segments based on player spend to maximise return and player satisfaction.

3. SHR makes a call to DRE to fetch customer-specific offers based on the loyalty status of the guest.

4. Customer reviews the room types and available loyalty rates including complimentary stays.

5. Customer completes the reservation on Allora IBE.

A *partnership-forward* solution with tangible ROI

- Enabling loyalty bookings on the IBE drives efficiency for call center operations.
- Dynamically yielded loyalty segments maximize return for both the casino and the player.
- Deep RMS level integration for the most accurate and personalised offer.

Duetto›

Expanding the Possibilities at Chumash Casino Resort

Tribal gaming property adopts new technology and Revenue Strategy to boost total-resort profitability with dynamic pricing and marketing

Results: Cash Average Daily Rate: **+106% |** Total gaming value from overnight guests: **+97% |** Total non-gaming revenue: **87%**

(All percentages measure a two-year basis. Results compare full-year 2017 performance — the first full year following casino expansion — and full-year 2015 performance, the last full year before the expansion.)

The Challenge

Chumash Casino Resort, situated in wine country just outside Santa Barbara, more than doubled its available hotel rooms after an expansion in 2016. Yet the tribal casino still sold out nearly every booking date and comped a majority of its rooms. While the slot-driven property has always had strong traffic with locals, it sought to grow its business with overnight guests from Los Angeles and Southern California, who tend to have a higher theoretical win.

The leadership team of the resort, which is owned by the Santa Ynez Band of Chumash Indians, needed to balance its Revenue Strategy to grow profitability over the long term, while still building repeat business and guest loyalty through appealing offers and promotions.

The Solution

The hotel expansion coincided with an overhaul in strategy and technology for Chumash, which installed the GameChanger application and began working with Duetto Strategic Consulting. It also implemented the Find My Rate app in the call center to move away from static room offers. The property was then able to yield room rates independently and make its direct-marketing offers more compelling.

Chumash enacted a campus optimization strategy that added more than 200 rooms from its off-site hotels to the inventory available for comp and reinvestment decisions. The property has increased both cash revenue and the hotels' theoretical-win contribution as a result.

"The way that we look at success and profitability and revenue is for the long term. It's a customer-centric strategy that focuses on loyalty and repeat visitation, not on just getting a couple bucks from our guest."

Alex Goodnature
Director of Strategic Planning
Chumash Casino Resort

The Results

Revenue improved on both a cash and theoretical-win basis, Chumash executives said. Rooms that were once reflexively comped now are sold to lower-tier players for cash rates that incrementally benefited the top line. By making more data-driven decisions on which players to reward, Chumash was better able to fill its rooms with the right guests who had the highest theoretical-win value.

To account for all of 2016's major initiatives — the hotel expansion and the implementation of a Duetto-powered strategy — Chumash compared full-year 2017 performance to 2015's numbers on a two-year basis. Over that period, cash average daily rates doubled, and total gaming value from overnight guests, as well as total non-gaming revenue, nearly doubled.

Cash Average Daily Rate:
+106%

Total gaming value from overnight guests:
**+97%**

Total non-gaming revenue:
87%

How it Happened

- Concurrent with a major hotel expansion, implemented Duetto's GameChanger and Find My Rate applications, and contracted with Duetto Strategic Consulting.

- Began yielding dynamically according to demand and customer value, reserving rooms to be comped for high-value players and flexing rates for cash customers.

- Improved direct marketing by sunsetting mailers with static rates. New mailers advertised a "call any time" proposition, in which guests are quoted a dynamic room rate.

- Executed campus optimization plan in which rooms from off-site hotels were used in the casino's reinvestment decisions, boosting incremental cash revenue and gaming win.

"What was an all-day process is now an hour-long process. We know we're getting incremental cash revenue and that we're getting the right players in the rooms. We don't have to tell anybody 'no' anymore."

Christin Medina
Research and Revenue Manager
Chumash Casino Resort
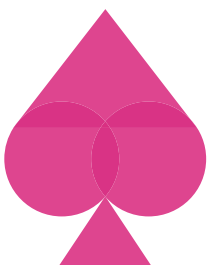
Meet Our
Dedicated Casino Team

This highly talented team of gaming industry professionals ensures that all of Duetto's casino customers receive the most tailored experience possible. We understand the nuances Casino Resorts face within the hospitality industry, and our Casino Team is ready to guide you seamlessly through the entirety of your Revenue Management journey with Duetto.
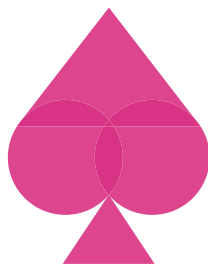
Daniel Lofton
Director of Casino
Daniel@duettoresearch.com

Daniel oversees Duetto's Hospitality Solutions division with the goal of educating as many hoteliers as possible, both on the Duetto platform and in the revenue management skill set. He specializes in improving processes and finding new ways to optimize total revenue.

Before Duetto, Daniel held a number of leadership roles in revenue management, including Director of Revenue Management at Golden Nugget Casinos, where his expertise in database marketing, property opening/rebranding, and technology adoption all helped to prepare him for his work today.

Nevin Reed
Vice President of Casino Services
Nevin@duettoresearch.com

Nevin brings 25 years of Revenue Management experience to Duetto, where he's worked for the last 10 years. Nevin's team handles customer success for over 150 hotels, resorts and casinos. He also leads the consulting arm of Duetto's Managed Services, which manages the day-to-day revenue management for properties in almost every major gaming market.

Prior to joining Duetto, Nevin held the role of Regional Director of Revenue Management for Caesars Entertainment, overseeing 5+ properties with over 9,000 rooms in the Las Vegas and Laughlin, Nevada markets. His hospitality career also includes the role of Director of Revenue at The Atlantis Resort and Casino in Nassau, Bahamas.

Andreea Brescan
Senior Director of Casino Services
Andreea@duettoresearch.com

Andreea is a Senior Director of Casino Services at Duetto. She has 15 years of hospitality and revenue management experience, having worked with big box casino hotels on the Las Vegas Strip and multiple regional markets across the US.

Her role involves working with casinos all over the world to onboard, train and share best practices using the Duetto application, as well as assist properties in building and executing their revenue strategy in Duetto. She also manages a number of casinos across the country, assisting properties with pricing, forecasting and other strategic projects.

Lehua Freitas
Director of Casino Services
Lehua@duettoresearch.com

With over 33 years of experience in the Casino Resorts and Hotel industry, Lehua was doing Revenue Management long before any technology was in place to help hotels optimize their rates.

She started working at Duetto in 2019 and has been helping gaming properties in many different markets achieve their revenue goals by utilizing Duetto. Her experience in hotel operations and her understanding of their business has been a huge benefit for our customers.

Jordan Countryman
Associate Director of Casino Services
jordan.countryman@duettoresearch.com

Jordan is an Associate Director of Casino Services, helping Duetto casino customers maximize the benefits of our solutions to ensure they are gaining the most amount of revenue opportunities.

His experience in Hotel Operations and Revenue Management, his Certification in Hospitality Revenue Management, and his passion for the gaming industry, make him an invaluable asset to our team as well as the casino customers he helps on a daily basis.

Leon Pashnick
Senior Deployment Project Manager
leon.pashnick@duettoresearch.com

Leon has been leading deployments of Duetto for casinos in North America since 2019. He not only brings 15 years of large scale hospitality experience in Las Vegas, but he also led a start-up team that created a brand new hospitality technology solution.

Leon's deep understanding of both hospitality and technology helps with a smooth and seamless deployment of our new casino customers.

Experience Success At Every Level

From mega integrated resorts to smaller regional properties, Duetto empowers casinos of all sizes to thrive in an increasingly competitive market.

Don't miss the opportunity to transform your Revenue Strategy with Duetto. Schedule a demo today - our team is ready to help!

Visit duettocloud.com/casinos

Year	Value
2017	31
2018	60
2019	65
2020	71
2021	95
2022	119
2023	136
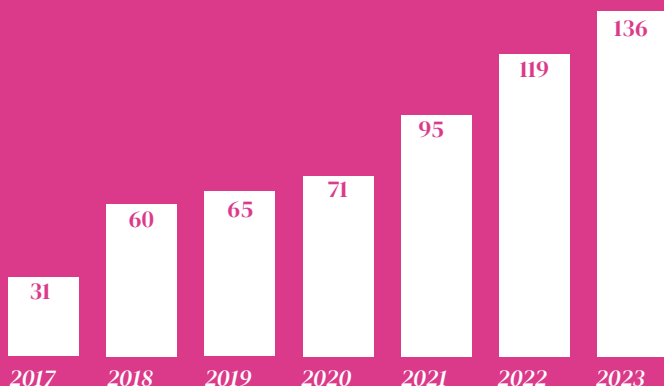
Number of Casinos on Duetto

+105 Casinos on Duetto since 2017

Duetto>

Schedule Your Demo Today

Visit duettocloud.com/casinos