



# Shiji

The best hotels  
run on Shiji –  
**day and night**

[shijigroup.com](http://shijigroup.com)

# About Shiji

**Building the future of hospitality technology, together.**

Our deep industry expertise and cutting-edge technology empowers the world's most demanding hotels to elevate the guest experience.



Our product portfolio offers everything the hospitality industry needs, from day to night.

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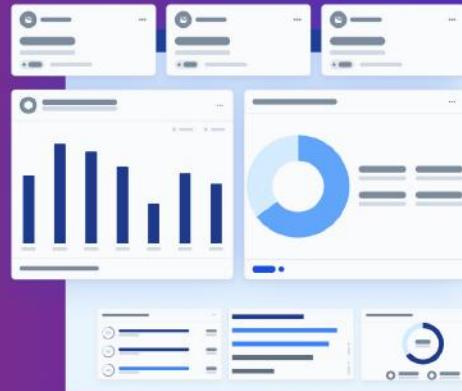




# A next-gen PMS powering the **future** of hospitality

**Built from the ground up for the cloud era, Daylight PMS drives the world's most prestigious hotels.**

Purpose-built to scale with your needs, Daylight PMS enables your hotel group to deliver exceptional, consistent experiences, anywhere in the world.



## Built for the cloud era

100% cloud-based: no infrastructure costs or complex maintenance.



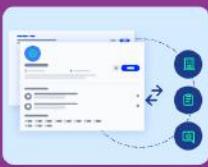
## Universal search

Search for phone number, passport, license plate, and more across all touchpoints and locations.



## Single-guest profiles

Centralized guest data enables seamless and consistent service delivery across all your hotels, regardless of location.



## Never wait for support again

24/7 global and local assistance by email, phone or site.



## Dozens of features

Smart automation and detailed reporting, multi-property management, and much more.

## Integrations? Absolutely!

Open-API plus dozens of integrations built-in.



ion Meetings and Events Housekeeping management  
reporting Multiproperty management Enhanced



# Manage your reputation with **real-time guest feedback and actionable insights**

Comprehensive review analysis, automated response tools, and engaging guest surveys in one powerful platform.

The leading guest experience management solution that lets you gather and understand guest feedback data.



## Boost online reputation

Measure reputation with the Global Review Index™, AI responses and benchmarking.



## Gather actionable insights

Customize surveys to collect data and analyze feedback with sentiment tools.



## Resolve issues faster

Set alerts, streamline workflows, and track KPIs for service excellence.

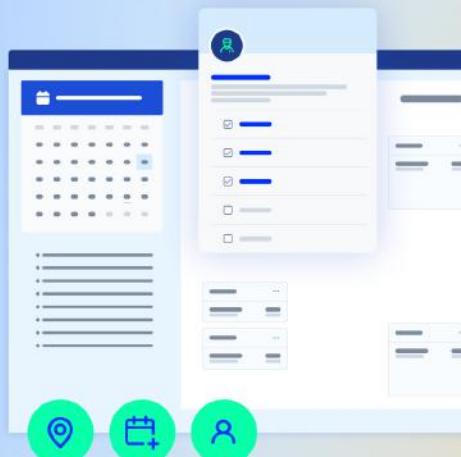




# Easily manage guest experiences beyond just rooms

Your all-in-one solution for spa, fitness, and activity reservations.

Streamline non-room bookings and boost your bottom line.



## Streamline reservations

Manage all your non-room products in one system, simplifying scheduling and inventory control.



## Coordinate effortlessly

Integrate reservations with tasks, ensuring staff and resources are available at the right time.



## Single reservation experience

Guests make all reservations through a single platform.



## Support varied activities

Most non-room products supported.

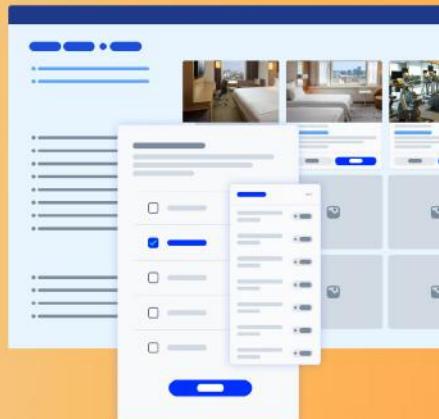




# Automate and elevate your content distribution

**Iceportal Content** is a comprehensive solution designed to streamline content distribution for accommodation providers.

By centralizing and automating the management of visual, textual, amenity, facility, tax, and policy content, Iceportal Content reduces errors and ensures consistent, up-to-date information across all platforms.



## Find out how it works

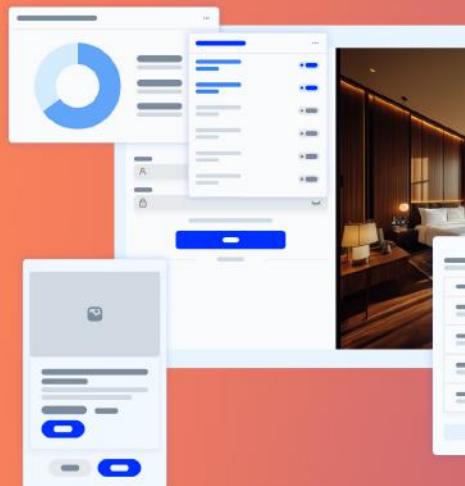




# Your global distribution partner

**Effortless distribution, accurate rates, and global reach made simple.**

A leading hospitality distribution platform connecting accommodation providers to global networks in real time, ensuring accurate, up-to-date information and offering exclusive access to China and APAC's booming markets.



Our solutions are fully integrated and optimized to meet the most complex and comprehensive requirements of our clients and partners. Our expertise and market knowledge will help you connect to strong partners (OTAs, GDS, Tour Operators, Wholesalers, Social Media Platforms...) and help grow your presence in new global, regional and local markets.





# Flexible, frictionless F&B operations backed by elite support

**Cloud-based and scalable,**  
Infrasys POS enables seamless  
operations and an improved guest  
experience.

With over 7,000 installations worldwide,  
Infrasys POS is a reliable Point Of Sale  
solution that drives revenue and increases  
operational efficiencies.



## Flexible

Infrasys POS works on various hardware  
platforms, tailored to your needs.



## Cloud-based

Manage restaurant operations anytime,  
anywhere with a true cloud platform.



## Customer-centric

Localized teams provide personalized  
support across the Americas, Europe  
and Asia Pacific.



## Frictionless

Deliver a seamless digital experience with a  
customizable, user-friendly POS solution.





# Integrated hotel payments, simplified

**Say goodbye to payment friction and hello to seamless transactions with Shiji's integrated payment service.**

Harness the power of a unified payment service to centralize transactions, reduce complexity, and ensure a seamless experience for guests and staff alike.



## Multiple currencies? Digital wallets? All accepted

Let your guests choose from traditional methods to disruptive options.



## Automatic cloud updates

Eliminate the need for manual effort, ensuring your payment systems run smoothly with minimal downtime.



## A secure token platform

Astral Payments' PCI-DSS 4.0 validated token platform allows you to store and access sensitive customer data securely.



## Industry leading support

Efficient onboarding, hardware ordering, and 24/7 assistance by email, phone and site.



## Deep integration

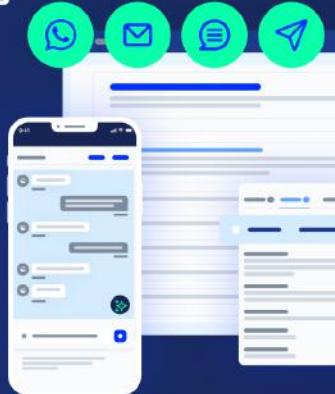
Connect seamlessly with Daylight PMS and Infrasys POS to ensure streamlined processes and smoother workflows.



# Great guest communication at every stage of the journey

Enhance guest interactions with instant, real-time conversations that foster genuine connections and deliver measurable results.

Guest Communications enables seamless interaction with guests on their preferred channels, offering full visibility into what drives operational success.



## Guest Communications

### Simplify staff workflows

Use automation to reduce workload and focus on delivering great experiences.



### Increase bookings and upsells

Leverage messaging to implement new revenue strategies effectively.



### Deliver 24/7 support

Meet guest expectations with instant, multilingual assistance anytime.



### Engage with personalization

Automate proactive, personalized messages across every stage of the guest journey.

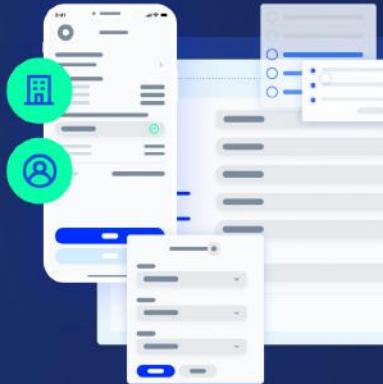




# Enabling better digital guest experiences

**Digital Stay: The mobile-first check-in solution designed with your guests in mind.**

Digital Stay is a mobile-first digital check-in and check-out solution that meets the needs of today's guest.



## Digital Stay

Guest can smoothly check-in pre-arrival, be informed when their room is ready, view details around their stay whilst in-house and simply check-out and leave at their own pace when their stay is over.

## The power of a seamless arrival





# Creating better digital dining experiences

**Digital Dine:** Match the digital expectations of your guests by allowing them to place orders anytime, anywhere, directly from their mobile phones.

Use digital menus and ordering technology to boost the number of orders, increase average check value and reduce pressure on staff.



## Digital Dine

### How does Digital Dine improve the guest experience?

#### Platform approach:

Set-up multiple experiences and easily manage them all from the same place, ensuring you can maximize business efforts, avoid staff confusion, and let your guests explore as much of your F&B offering as you'd like, all digitally.

#### Diversity of payment options:

Customize the checkout journey for each experience to ensure you retain full control of payment methods accepted for specific areas, outlets or brands.

#### Web solution:

No app download needed—it's a web-based solution that works seamlessly on all mobile devices.

#### Limit order volume:

Set order limits to reduce strain on your kitchen and guarantee operational excellence.

#### Staff motivation:

Make it easy and appealing for guests to leave a tip, either by choosing a pre-set percentage or entering a custom amount, ensuring your team feels appreciated.

#### Flexible configuration:

Our flexible Menu Editor lets you quickly add descriptions and images to enhance your menus, boost sales with optimized content, and save money with a complete end-to-end solution.

#### Scheduled orders:

Allow your guests to order ahead even during non-operational hours ensuring they experience the full benefit of our digital solution. E.g. Breakfast for the following morning can be ordered the day before.



# Accept payments via customizable links

**Digital Payby:** Efficiently and securely capture deposits, process payments, and store card details—all in one place.

An all-in-one customized link payment solution for reservations, call centers, activities, and more.



## Digital Payby

### Fully branded and customizable

Customizable email addresses, payment page URLs, and tailored designs fit your brand.



### Automatic payment confirmation

Keep your guests informed with automatic payment and refund confirmations that are fully customizable.



### Fully secure

Every transaction is protected with PCI and 3DS PSD2 compliance.



### Never wait for support again

24/7 assistance by email, phone, or website.



### Full PMS integration

Payments, refunds, and credit card tokens are posted directly to your PMS.





# Advanced hotel analytics at your fingertips

Turn data into decisions that help your hotel run smoother and grow stronger.

From occupancy trends to guest behavior, access powerful analytics that uncover opportunities and drive meaningful growth.



## Multiproperty and multicurrency

Instantly see a group-level overview or refine your results to get insights on a specific property, in any country's currency.



## Varied departments

Useful for revenue managers, sales people, marketers, and more.



## Nearly real-time data

All data is updated every two hours, so you can be sure you are looking at the latest information.



## Over 50 dashboards built-in

Access the data you need, when you need it.





# The world's **most advanced** hospitality technology platform

**A next-generation hospitality platform that seamlessly connects technology and data.**

An all-encompassing platform that unifies hotel service delivery, sales, distribution and guest profiles removing friction & creating a cohesive ecosystem.



## Microservices architecture

Modular components enable flexible growth and deployment.



## Central payment layer

A unified, secure interface for seamless transactions across multiple payment vendors.



## Advanced API capabilities

Over 1,600 endpoints enable seamless integration and enhance system interoperability.



## Single global configuration

A single configuration ensures consistent and efficient management across regions and properties.



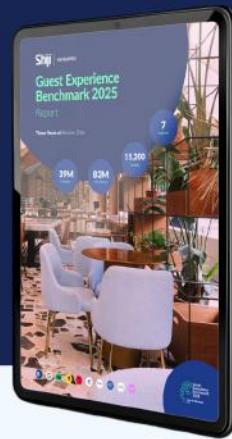
## More features

Central cashiering, secure guest profiles, global token-based security, and more.



# Don't miss out the **Guest Experience Benchmark 2025** report: **Three years of review data**

Shiji



Space for ideas, notes, contacts, cat drawings ...

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