



AURA  
VIVOOD

LANDSCAPE  
HOTELS  
MANAGEMENT

# Smart Visual Data Management

## Full digitization of customer happiness

Through our **innovative Smart Visual Data Management method** implemented in VIVOOD Benimantell during the last 7 years, we achieved the full digitalization of customer happiness with great results in our three fundamental mainstays: **customer satisfaction, direct sales and economic results.**

9,4

ONLINE SATISFACTION

74%

DIRECT SALES

47K€

GOP PER ROOM





## Our method for digitalized management

The **SMART VISUAL DATA MANAGER (SVDM)**, is our **own system of digitized management that displays fluid information in real time**, improves internal communication and promotes visual data monitoring.

Our SVDM-based corporate culture allows us to **work in an efficient and optimized manner** to achieve **maximum profitability of our time, people and resources**.

This **self-developed method** unifies the work of all departments and facilitates the smooth movement of internal gears to **achieve excellence at all levels in our establishments**.

### SVDM

**Intelligent and intuitive performance dashboard** based on **customer satisfaction**. **Tailor-made**, it is able to adapt to the needs of each establishment.

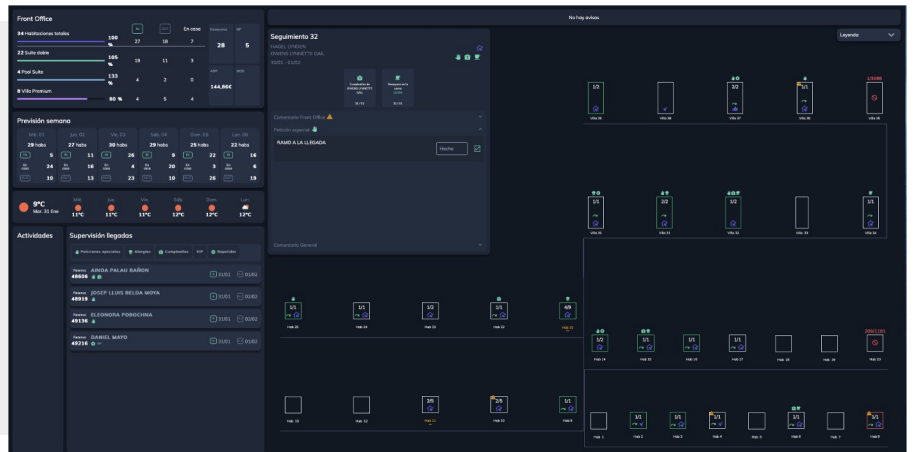
## FULL ONLINE MANAGEMENT

- **Integrated systems** that allow the company to effectively manage customer data in real time.
- **100%** of documents and tasks **managed online**.
- **Immediate online access** to information and documentation.



## LIVE DATABASE

- Sophisticated live database that **maximizes operational efficiency**.
- **Real-time data transmission and visualization** enables VIVOOD to better respond to market changes and customer needs, **strengthening its market position and direct sales**.

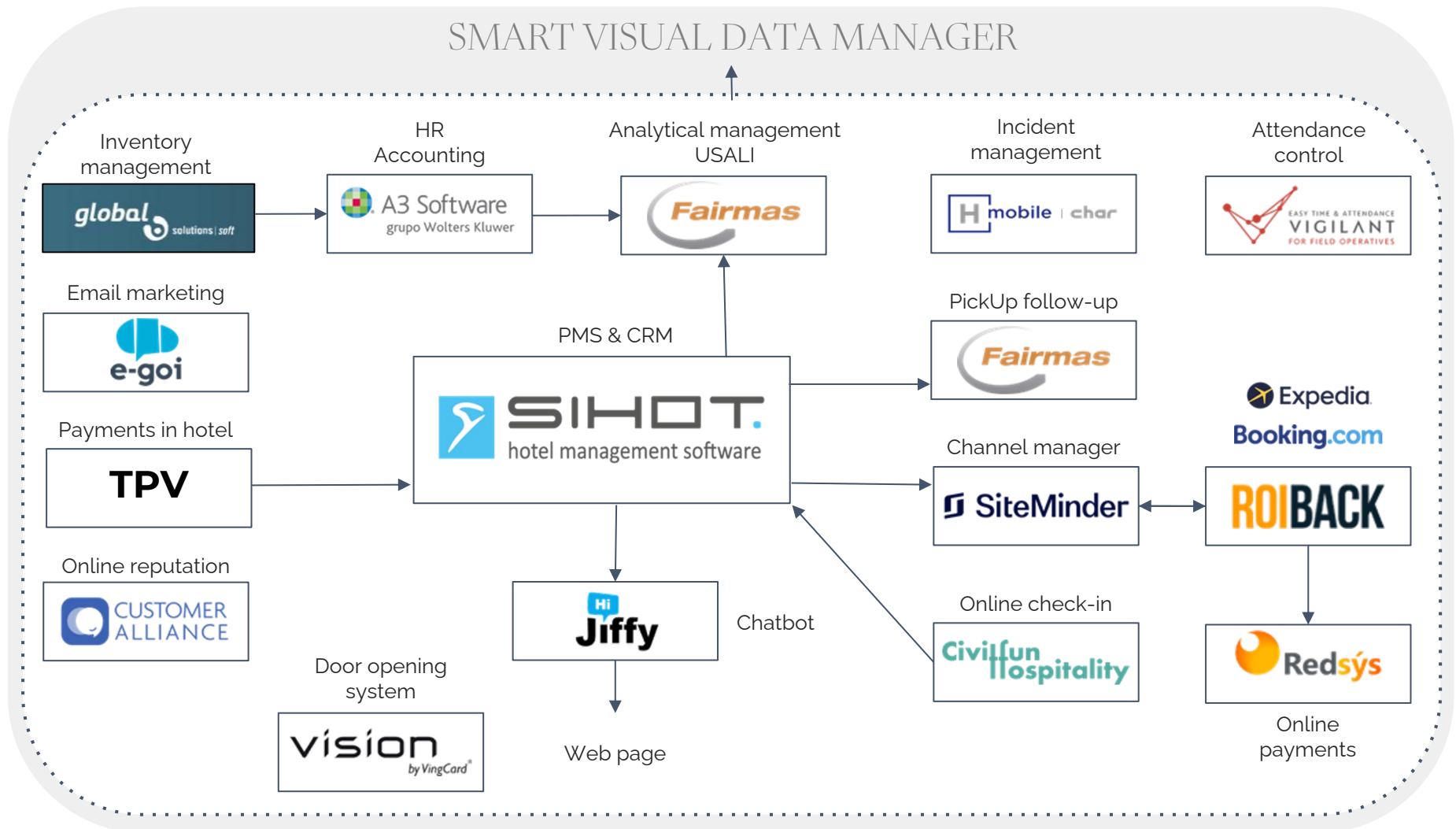


## MONITORING AND INFORMATION SYSTEMS

- **Standardized and fully monitored process** with internal controls and extensive reporting capabilities.
- **Fully developed CRM and ERP systems:** daily revenue management, in-depth customer analysis, document management, task tracking, customer interaction, OpEx control and optimization, etc.

Ingresos F&B	Ingresos Eventos	Cubiertos Eventos	Ingresos Restaurante	Producción por Huésped	Ingresos Desayuno
4,63K €	903,91 €	20	3,73K €	63,23 €	895,47 €
18,14K €	15,07K €	0	3,07K €	71,46 €	763,61 €
3,70K €	22,30 €	0	3,68K €	70,76 €	1,09K €
3,38K €	575,32 €	14	2,81K €	50,13 €	1,04K €
2,82K €	0,00 €	0	2,82K €	58,74 €	736,34 €
2,80K €	0,00 €	0	2,80K €	53,88 €	894,52 €
34,58K €	30,98K €	156	3,60K €	52,96 €	967,26 €
3,48K €	654,74 €	20	2,83K €	47,16 €	743,63 €

# Fully integrated and implemented digital KIT



AURA  
**VIVOOD** LANDSCAPE  
HOTELS  
MANAGEMENT

---

[aura@vivood.com](mailto:aura@vivood.com) - [www.auravivood.com](http://www.auravivood.com)

---