



Redefining Possibilities

Our Mission

Enabling enterprise transformation
with AI & delivering value through
intelligent, data-first solutions

AlonOS – An InterGlobe company with deep industry expertise

2024 minted
Born in AI age

300+
data consultants,
practitioners,
engineers and data
scientists

HQ in Singapore,
offices in Gurgaon,
Hyderabad

Visionary founders



Rahul Bhatia
Promoter and MD IndiGo,
India's largest airline



CP Gurnani
Ex-CEO Tech Mahindra, 50+
years of building businesses

Complete spectrum of offerings

IntelliCX – Personalized experiences to
drive conversion, engagement and CSAT

IntelliDX – Smart business with
actionable insights, personalized recos
& increased efficiency

IntelliSX – Reimagined engineering &
enterprise solutions increasing
scalability, security & driving innovation

Customer stories

Authentication suite for a telco
with 120M+ customers and
Personalisation suite for a leading
telecom in APAC

Personalization for a large airline
with 110M+ passengers

GenAI solutions for a large
European Travel tech player

AI advisory to revamp every
application, every touchpoint,
improve SDLC for a large aircraft
manufacturer

Partnerships to
accelerate



databricks



AlonOS IntelliMate

A brief overview of solution offerings

Covering the entire gamut of business & operations for an enterprise,
IntelliMate has Trusted Mates work with specific outcomes categorized into 3 areas specific to Industry



IntelliCX

Increase engagement, conversion, retention & customer satisfaction

- ▶ Domain infused experienced agent workforce
- ▶ Domain led CX solutions
- ▶ Consulting & Advisory Service
- ▶ AI-Powered Customer Experience Orchestration
 - *Conversational AI*
 - *Agent Assist and Agentic AI*
 - *Interaction Analytics*



IntelliDX

Improve value extraction processing Data and AI-led use cases

- ▶ Data Foundation & Platform
 - *Customer 360 development*
 - *Custom ML models*
- ▶ Personalization solutions
 - *Marketing personalization*
 - *CAC improvement*
- ▶ New business development
 - *Insights monetization*
 - *Ancillary revenue business dev*
- ▶ AI Agent enhanced Data Lifecycle
 - *Ingest Mate*
 - *Trust Mate*
 - *Insights Mate*



IntelliSX

AI-led SDLC to modernize legacy infra and accelerate time-to-market

- ▶ AI-Augmented Product Engineering
 - *AI Code Assistants*
 - *AI-Powered DevOps*
- ▶ Secure, Scalable API Ecosystems
 - *API Management*
 - *API Security*
- ▶ Enterprise Modernization & Resilience
 - *Legacy to AI-Native Transformation*
 - *AI-led business continuity*

Enablers

Strategic advisory with hands-on engineering and governance expertise

Strategic Assessments & Benchmarking

- Evaluate data, digital, and GenAI maturity

Transformation Roadmaps & Governance

- Align business goals with actionable roadmaps

CoE

- Institutionalize delivery via operating models and embedded teams



Next-Gen Hospitality: Sustainable, Efficient, and Experience-Driven



Our Vision

Empowering **next-gen hospitality leaders through AI**, driving seamless journeys, efficient operations, and sustainable growth.

01

Guest Personalization

Deliver **hyper-personalized guest experiences** through AI-powered insights, dynamic pricing, and loyalty-driven engagement.

02

Frictionless Guest Experience

Enable **seamless, tech-enabled guest journeys** through unified platforms, digital check-ins, biometrics, and app-based concierge services.

03

Sustainable Growth and Environmental Responsibility

Enhance **property performance** and **guest satisfaction** through intelligent building management systems, predictive maintenance, energy use tracking and savings.

04

Operational Efficiency

Enhance **operational agility** by digitizing workflows, minimizing manual intervention, and unlocking resource efficiencies at scale.

05

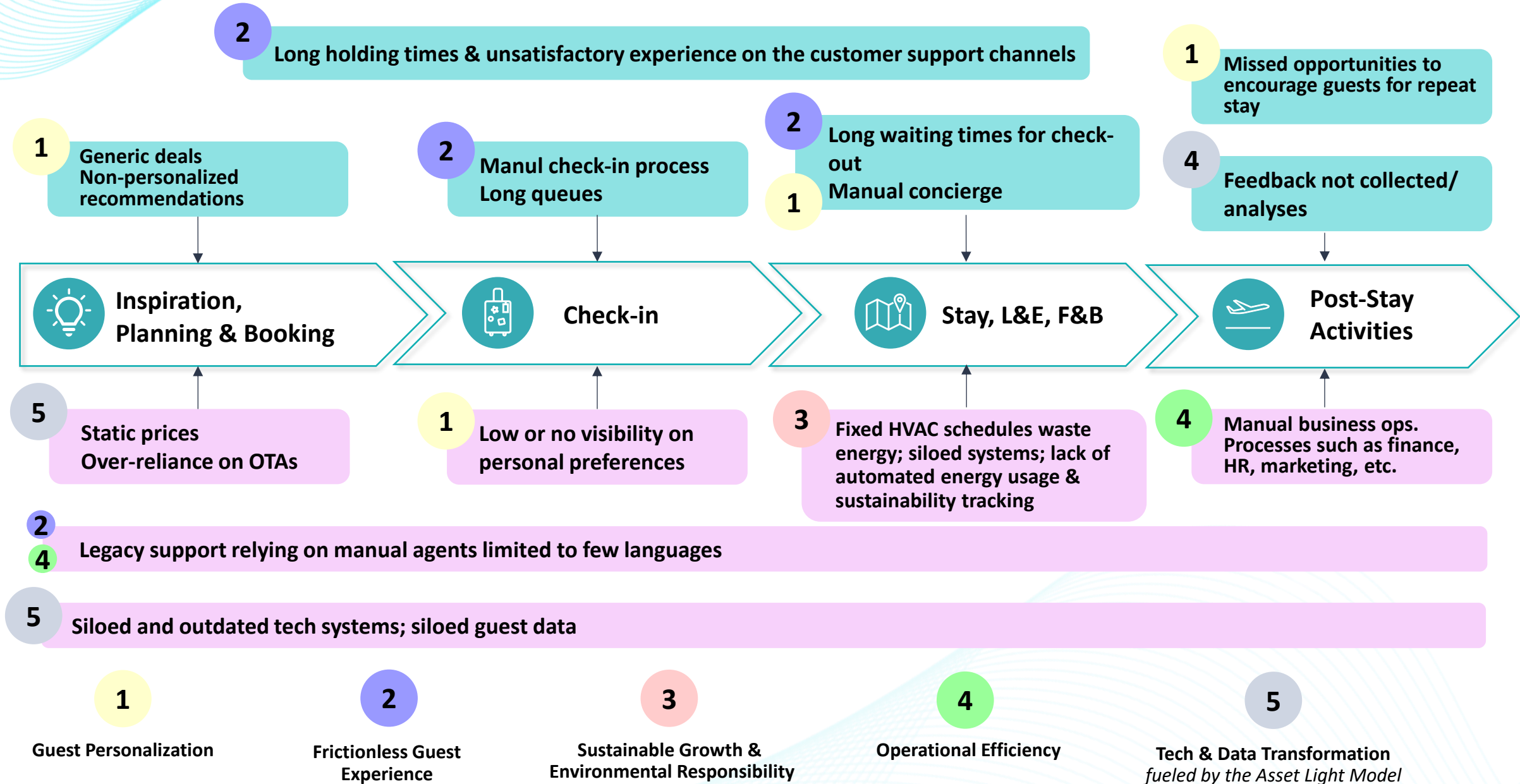
Tech & Data Transformation *fueled by the Asset Light Model*

Upgrade **tech stack & systems**, cloud, and integrated systems to gain real-time insights, and intelligent decision-making.

Analysing the Guest Journey to Identify Friction Points

GUEST-SIDE

HOTEL-SIDE



Our IntelliMate Suite for Hospitality



IntelliConverse

Omni-channel voice assistant for concierge services and customer support.
Handles inbound/ outbound calls & voice-enabled chat (in multiple languages) freeing up the front desk for high-touch interactions.



IntelliCheckin

Secure digital check-in for seamless guest onboarding
Enables online check-in with real-time ID verification and privacy-first data sharing. Eliminates manual ID collection, reduces check-in queues, and automates reporting to authorities.



IntelliWorkflow

Automated inter-departmental service orchestration
Orchestrates tasks across hotel functions—automating workflows with human-in-loop approvals to maintain quality and compliance.



IntelliConcierge

24x7 multilingual digital concierge
Offers guests voice- & text-based support across web and app handling everything from tour reservations to dietary requests.



IntelliReach

Personalized marketing & outreach engine
Analyses guest profiles, past data, and seasonal trends to segment and target customers better with personalized deals & up-sell & cross sell opportunities.



IntelliSustain

Wireless Sustainability & Energy Optimization for Hotel Properties
A wireless, retrofit-ready BMS platform that senses, connects, & analyses real-time data to optimize energy use, air quality, & resource efficiency through intelligent automation.



IntelliVision

AI-Powered Vision Intelligence for Hotel Operations
A platform that leverages computer-vision to analyse video feed, detecting anomalies, verifying service standards, & generating real-time insights to bolster safety, compliance, & efficiency.



IntelliResilience

Hotel-scale continuity and recovery
Agentic AI system that delivers predictive analytics, risk assessment and automated recovery solutions for business continuity.

Boost conversions and customer delight with real-time, avatar-led video messaging

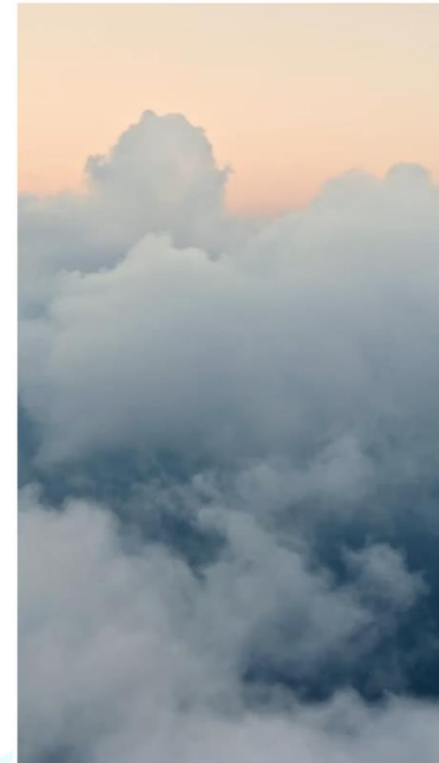
Customer Context

- ▶ Airlines, airports, and hotels are seeking to improve digital engagement
- ▶ Ambitious goal to enhance customer delight and grow ancillary revenue (lounges, retail, upgrades, parking, etc.)
- ▶ However, they face significant personalization challenges:
 - **Low personalization maturity:** Same offers pushed to all customers, regardless of profile or behaviour
 - **Lack of scalability:** No scalable way to personalize content at individual guest level
 - **Fragmented channels** (email, SMS, apps) create inconsistent brand experience
 - **Difficulty in driving action** across loyalty, upgrades, and service touchpoints



Objective: Deliver emotionally engaging, 1:1 video experiences at scale

- ▶ A platform to auto-generate multilingual, **avatar-led** videos personalized for each user's journey, preferences, and device.



POWERED BY AionOS

Example: Personalized video sent instead of a generic email upon booking confirmation, also showcasing the hotel offerings to the guest

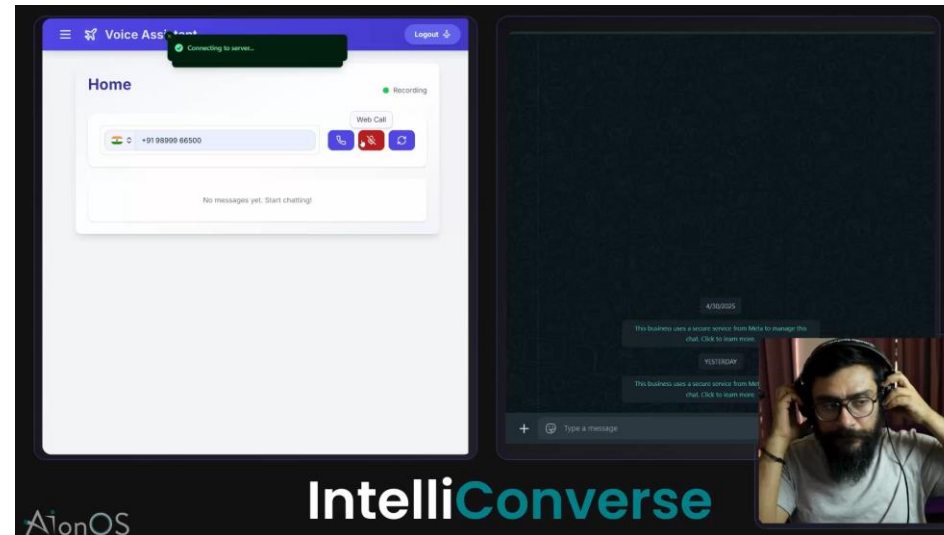
Transforming hospitality support with seamless, multilingual, AI-driven conversations across voice, chat, and in-room interfaces

Guest Context

- ▶ **Fragmented guest support channels:** phone, email, mobile app, in-room devices operate in silos.
- ▶ **High volume of routine inquiries:** booking changes, amenity requests, loyalty questions overload front-desk staff.
- ▶ **Inconsistent experiences:** limited language coverage and manual hand-offs lead to delays and guest frustration.
- ▶ Outcomes impacted:
 - **Declining guest satisfaction** due to long wait times and inconsistent service
 - **High manual effort** required from hotel staff to handle routine requests and hand-offs



Objective: Deliver 24/7 multilingual AI guest engagement from FAQs to complex tasks like cab bookings with seamless, confidence-based handoffs to live agents.



Hospitality Agent Demo: https://youtu.be/Z_bR7GT2abY

1

Unified Omni-Channel Interface

2

Multilingual NLP & Dialogue Management

3

Adaptive Conversational AI

4

Seamless Integration & Analytics

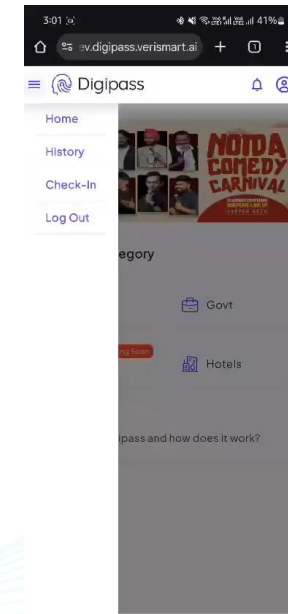
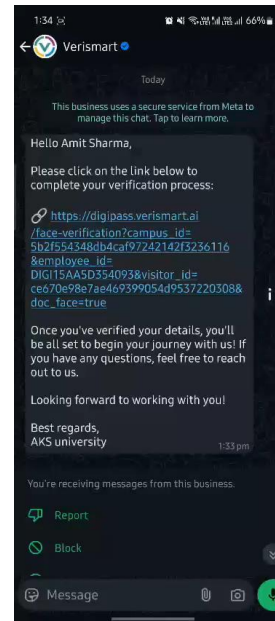
Powered by identify-first blockchain that offers online check-in, real time ID verification & automated data sharing with authorities

Guest & Hotel Context



Objective: To simplify and secure hotel check-ins through real-time ID verification and privacy-first data sharing.

- ▶ No option for prior check-in at hotels
- ▶ Long queues during peak check-in times
- ▶ Hotels require to take physical ID copies and share with local authorities
- ▶ Outcomes impacted:
 - Long check-in times for guests leading to unsatisfactory guest experience
 - Manual effort of ID storage and sharing with authorities
 - Possibility of human error
 - Sensitive guest data stored in physical places and centralized systems



1 Contactless check-in

2 Real time ID verification

3 Privacy first Data Sharing

4 Automated Reporting & Dashboards

IntelliResilience: AI-Powered Disaster Recovery and Business Continuity for Critical Hotel Operations

Ensuring zero-downtime hotel operations through autonomous failover, predictive recovery, and audit-ready orchestration

Customer Context

- ▶ **Global hotel chains & resorts** relying on PMS, POS, CRM, IoT and booking engines across hybrid cloud/on-prem environments.
- ▶ **Mission-critical guest services** demand sub-60 min recovery SLAs for check-in/out, payments, reservations, and compliance
- ▶ However, face serious continuity and recovery limitations:
 - Manual, SME-driven recovery with runbooks and long lead times
 - No unified orchestration: siloed DR tools for property management, revenue systems, security, building controls
 - High downtime risk—failed drills compromise audit readiness
 - Limited real-time visibility into failover readiness, drill coverage, and inter-system dependencies



Objective: Sub-hour recovery of all guest-facing and back-office system

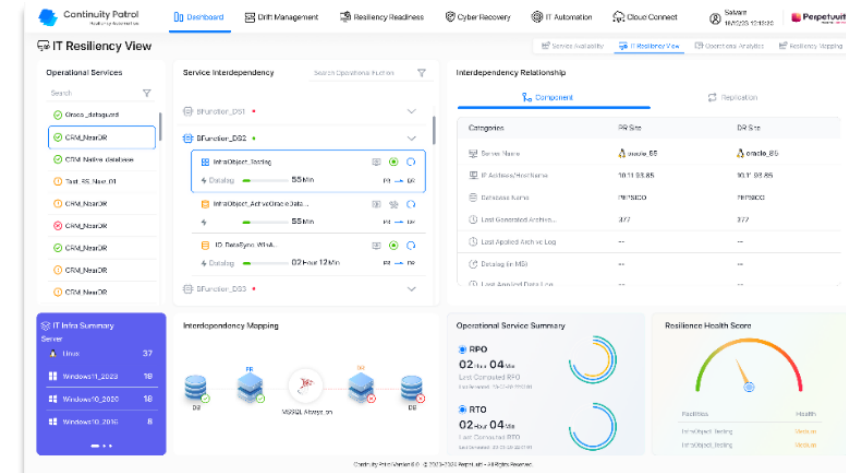
- ▶ Build an AI-led orchestration platform that automates detection, failover and end-to-end continuity—ensuring seamless, secure, and compliant operations across every property.

1

End-to-end business continuity and IT resilience automation

Real-time monitoring of critical business and IT services

2



4

AI-driven decision-making and predictive analytics

Automated DR drills with compliance and audit tracking

3

Transforming hotel guest experience through a unified, on-demand digital concierge platform

Customer Context

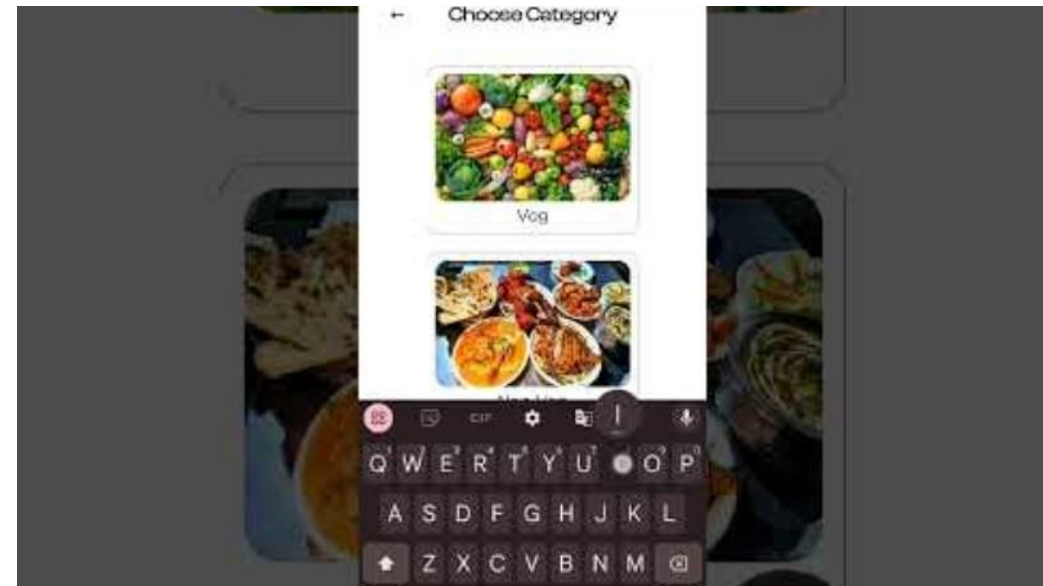
- ▶ Leading **hotel chains & resorts** still rely on manual processes for fulfilling in-room guest requests—ranging from food orders to housekeeping and amenities—across fragmented systems.
- ▶ Guests expect **instant, digital-first service** via mobile or QR-based interfaces, mirroring their experience with food delivery and e-commerce apps.
- ▶ Concierge teams are **overwhelmed by calls routed to multiple departments**, with no centralized system to log, track, or escalate service requests.



Objective: Digitize and Orchestrate End-to-End In-Room Concierge Experience

1

A **guest-facing, mobile-first platform** (via QR code) to capture all service requests digitally



4

A **centralized dashboard** for real-time tracking, resolution, escalation, and SLA visibility

2

Auto-route requests as **tickets** to the right teams (e.g., kitchen, housekeeping) on their system.

3

Consistent, branded experience across all properties while reducing staff dependency and manual overhead

4 IntelliVision: Computer Vision for Hospitality Operations & Guest Experience

5 AI-powered visual intelligence for smarter hotels, safer premises, and seamless operations

Customer Context

- ▶ Leading hotels and resorts operate large-scale facilities—banquet halls, kitchens, guest rooms, and back-of-house areas—where **manual checks dominate** daily operations.
- ▶ Room inspections, crowd control, inventory checks, and food analytics are often handled by staff, leading to **inconsistency, delays, and missed insights**.
- ▶ With **rising guest expectations** and a **need for operational efficiency**, hotels are exploring AI-powered automation to ensure **standardization, safety, and real-time insights**.

Outcomes Impacted:

- ▶ Improved operational efficiency
- ▶ Enhanced guest experience
- ▶ Data-driven insights Reduced costs and risks

Objective: Automate Visual Intelligence Across Hotel Operations Using Computer Vision



1

Use **camera-based AI models** to track people movement, identify object placement in rooms, and scan documents

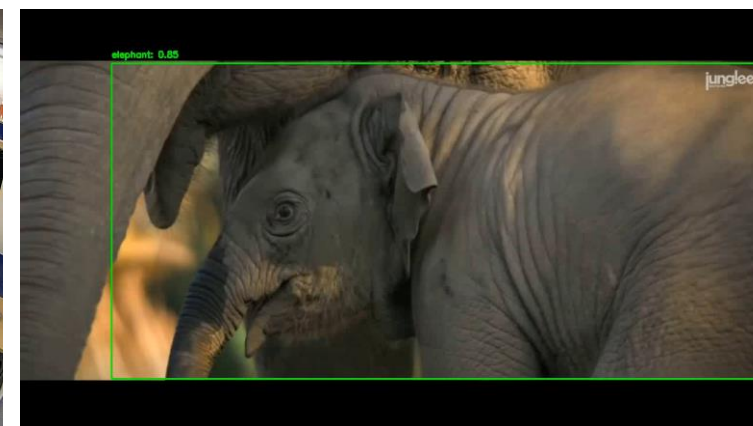


4

Improve guest experience, safety, and brand standards by **eliminating visual blind spots**

Enable **real-time alerts and dashboards** for concerned teams to take action faster and smarter

2



3

Integrate with hotel SOPs and backend systems for **closed-loop quality and service automation**



IntelliSustain

Greener Hospitality | Smarter Control

Redefining Building Efficiency
through Wireless Sustainability

www.aionos.ai



What's Broken in Today's Hospitality Operations?

The hospitality industry is at a tipping point—juggling rising operational costs, outdated infrastructure, and growing sustainability demands.

Quick Facts

*Smart BMS Reduces equipment downtime by **up to 35%** and cuts maintenance costs by **25–30%**.*

*Poorly tuned BMS can lead to **20% higher energy consumption**.*

*In a study, tech-enabled comfort (via BMS) increased guest satisfaction by **23%** and loyalty by **12%***



Unavoidable Energy Loads

~70%

HVAC and lighting drive 65–70% of hotel energy use—costly yet unavoidable, demanding smarter control.



Manual Heavy Legacy Systems

~30%

Siloed, manual operations limit responsiveness and increase operational overhead.



Sustainability Pressure

Scope 1 & 2

Green mandates and eco-conscious travelers make emissions tracking a top priority.

IntelliSustain: Powering the Autonomous Hotel

IntelliSustain is a **wireless, AI-native Smart Building Management System (BMS)** built to transform hotel operations.

It enables **rapid deployment, self-optimizing workflows,** and **real-time decision-making** through autonomous agents — all while keeping **humans in the loop.**



Agentic Ops, Human-in-Loop

AI agents run tasks;
humans handle
exceptions.



Omnichannel Access — No Expertise Needed

Simple enough for non-technical staff. No BMS knowledge required.



Modular & Future- Ready Architecture

Built for new and legacy hotels. Plug-and-play, easy to integrate, and ready to scale with AI.



Efficient by Design

50–70% less cabling.
40% faster setup. Smart
automation.



Sustainability Built-In

ESG reporting, net-zero
tracking, compliance-
ready.



Leadership-Ready Insights

Live KPIs, alerts,
summaries — accessible
anywhere.

IntelliSustain seamlessly transforms hotel operations into an intelligent, sustainable ecosystem—capturing critical data, enabling connectivity, and empowering efficient, eco-friendly control.



Smart Sensing

- Deploys sensors, actuators, and controllers to monitor critical parameters like movement, temperature, and ambient light
- Enables real-time data capture for **autonomous agentic operations** with human-in-the-loop decisioning.



Seamless Connectivity

- Utilizes secure wireless protocols and gateways to reliably transmit sensor data to backend systems
- Easily accessible via mobile, desktop, or control center — **no technical expertise required.**



Centralized Data Aggregation

- Consolidates all sensor data on the enterprise IT backbone for centralized access
- Reduces manual tasks, boosts staff efficiency, and provides **real-time insights** across functions.



Intelligent Analysis & Control

- AI based processing and analysis of aggregated IoT data to extract actionable insights
- Designed to scale with **new and existing hotels**, integrating effortlessly with evolving AI tools.

Unified Platform for Every Hotel Touchpoint

IntelliSustain integrates and optimizes every critical hotel touchpoint—from HVAC to guest personalization—into a single smart management platform. This unified approach empowers hotels to enhance efficiency, sustainability, and the overall guest experience.



Heating, Cooling & Ventilation

Chilled water system and cooling tower

Wireless thermostats-based control with temperature and occupancy status in room for FCU

Common area cooling control, AHU & TFA

Axial fan & jet fans for ventilation and smoke exhausts



Plumbing

Sump pumps & water tanks & pumps

Sewage treatment plant & pumps

Fire fighting & pumps

Water metering and consumption



Electrical

HT panel and transformer

Common area lighting control (lux, time of day)

DG Set

Main LT panel & energy meters for monitoring various services

Solar panel



Utilities

Lifts and escalators

Fire detection and alarm system

CCTV network status

Swimming pool pumps and water quality monitoring



Personalisation

Comfort enhancement

Smart key card integration

Mobile/App integration

Room environment presets including light, temperature, etc.

What Sets IntelliSustain Apart

What Makes IntelliSustain Stand Out

Wireless Technology

Wireless architecture for seamless deployment and reduced cabling

Scope 1 & 2 Emissions Reporting

Supports sustainability goals with direct and indirect emissions tracking

NLP-Based Chatbot

Allows technicians to operate the BMS through a simple, conversational interface

AI Automation

Uses AI to automatically optimize and control devices based on data patterns

Action Scheduling

Enables automated device actions through gateway-level scheduling

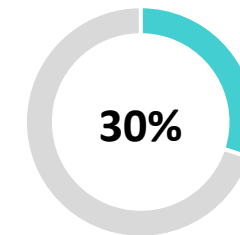
Multi-Platform Access & Alerts

Cloud-based BMS accessible via mobile and web with customizable email/SMS alerts

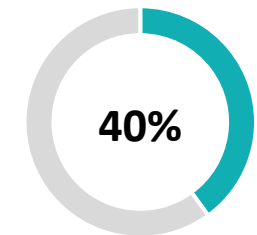
Real-Time Visualization

Dashboards and time-series data storage for monitoring and analysis

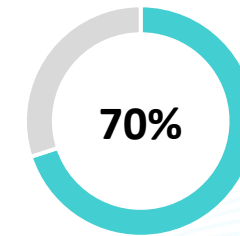
The Impact on Your Hotel



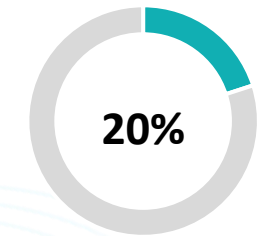
Upto **30%**
reduction in
energy usage



Upto **40%** faster
deployment



Upto **70%**
less cabling

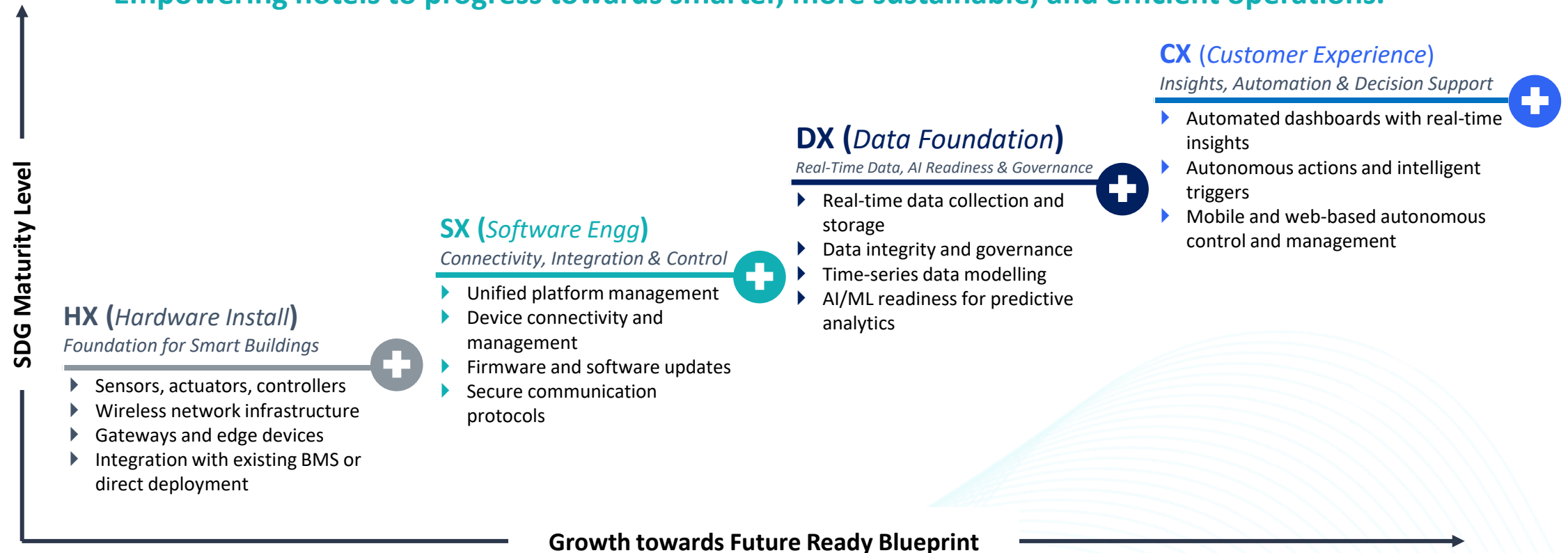


Upto **20%**
increase in CSAT

The IntelliSustain Stack: Layered Intelligence

IntelliSustain is structured into four progressive layers, guiding hotels from essential hardware deployment to advanced data insights and autonomous actions. Each step enhances operational maturity and sustainability while enabling a future-ready approach.

Empowering hotels to progress towards smarter, more sustainable, and efficient operations.



Proven Impact. Trusted by Hotels.

AionOS



HOTELS • PALACES • RESORTS • SAFARIS



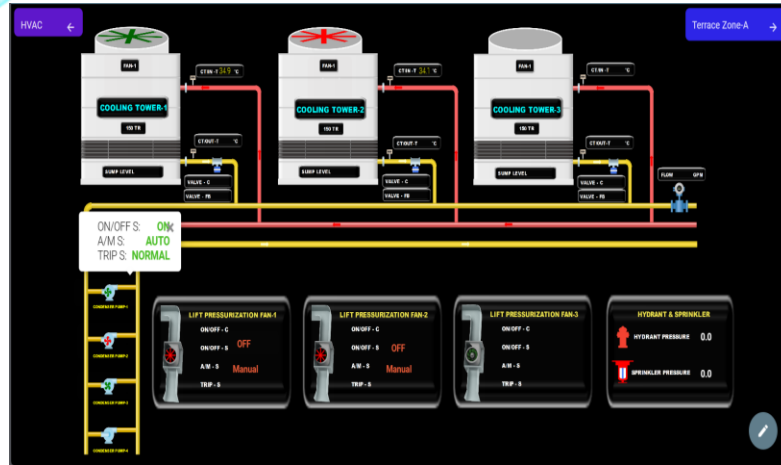
OAKLANDS COLLEGE

L'ORÉAL

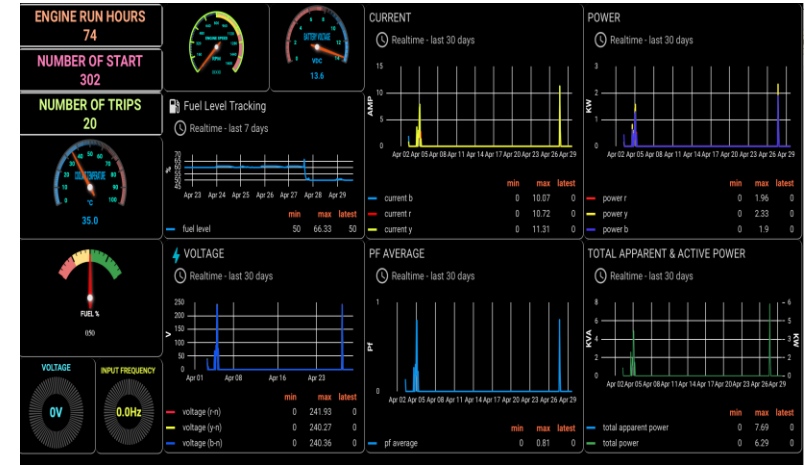


ROSEWOOD
HOTELS & RESORTS

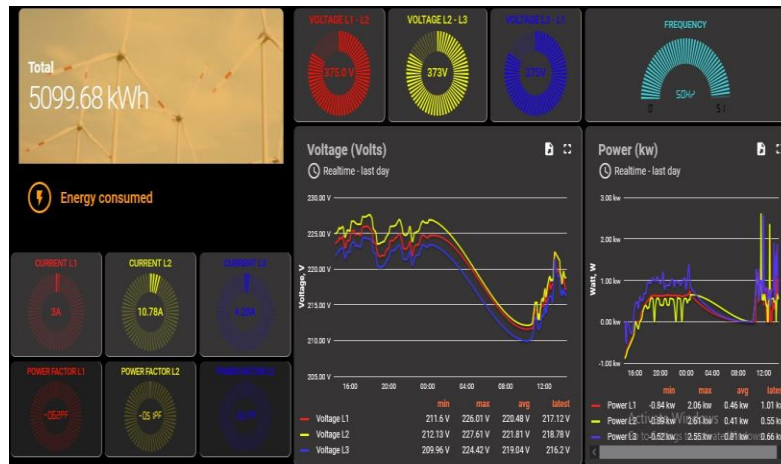
Sample Dashboards



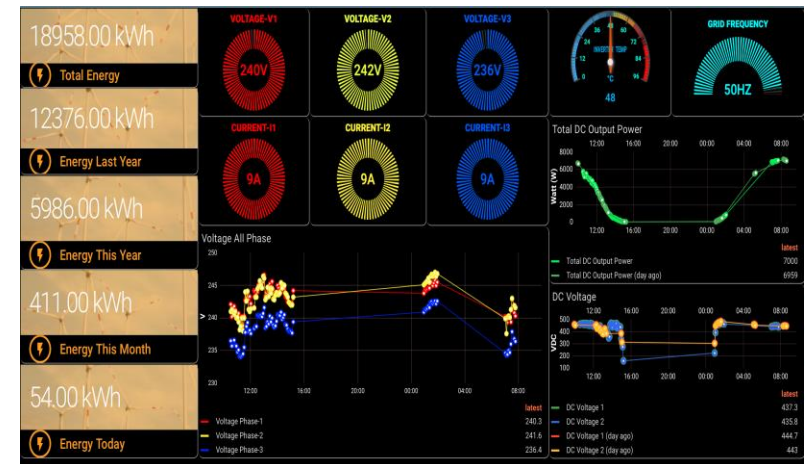
HVAC System



Diesel Usage



Energy Usage



Solar Usage

Our Partnerships



Ready to **Redefine Possibilities** in Your Business?

Let's collaborate to bring out your vision with AlonOS

Contacts Us



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www.aionos.ai

