

CONFIDENTIAL BRIEFING

RoomBoss

Summary

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CHAPTER ONE

System Overview

What is RoomBoss?

RoomBoss is a Property Management System (PMS) and guest services platform primarily serving hotels and vacation rentals in the Asia-Pacific region, with particular strength in Japan's ski resort market. The platform provides core property management functionality including reservations, inventory management, and guest services booking.

The system exposes three primary APIs: a **Hotel API** for accommodation management, a **GS Purchasing API** for activities and experiences (ski rentals, tours, transportation), and an **OTA Rates API** for rate and availability management using the OpenTravel XML standard.

KEY FACTS AT A GLANCE

- **Market Focus:** Japan, Asia-Pacific, ski resorts and vacation rentals
- **API Endpoints:** 23 documented endpoints across 3 APIs
- **Core Strength:** GS Purchasing for activities/experiences (ski, tours)
- **Technology:** REST API (Hotel, GS) + XML/OTA (Rates)

23

API Endpoints

3

API Categories

70+

Countries

JP

Primary Market

CHAPTER TWO

Critical Gaps & Shortages

Our technical analysis identified 18 significant capability gaps compared to modern guest experience platforms like Duve (recently raised \$60M) and Canary (#1 in multiple Hotel Tech Report categories).

**No Webhook/Event System**

No real-time notifications when bookings are created, modified, or when guests check in.

Impact: Cannot build proactive AI agents or real-time guest communication

**No Analytics or Reporting API**

No endpoints for RevPAR, ADR, occupancy trends, or historical data.

Impact: Revenue optimization requires significant custom development

**No Mobile Check-in Capability**

No guest-facing check-in flow, ID verification, or digital registration.

Impact: 39% of guests expect mobile check-in—table stakes for luxury

**No Upselling Engine**

No API for creating offers, targeting guests, or tracking conversions.

Impact: Missing est. \$2.5M/month revenue opportunity per property

**No Guest Messaging Infrastructure**

No integrated WhatsApp, SMS, or email communication hub.

Impact: Cannot match Duve's 1-minute AI-powered ticket resolution

**No Mobile Key Integration**

No native integration with digital lock providers (Apple/Google Wallet).

Impact: Contactless experience incomplete—critical for luxury positioning

**No Task Management API**

Housekeeping API only updates status—cannot create/assign tasks.

Impact: Operations automation limited; staff mobile apps not possible

**Legacy XML Rate API**

OTA Rates API uses OpenTravel XML format (2003 standard).

Impact: 3-5x slower integration development vs modern APIs

CHAPTER THREE

Key Questions for CEO

API & Technical Architecture

1. What is your roadmap for webhooks/event notifications? CRITICAL

Our AI agents require event-driven architecture for proactive guest communication.

2. Is there a reporting/analytics API available to enterprise customers? CRITICAL

Revenue intelligence requires aggregated data access without building a full data warehouse.

3. What's the plan to modernize the XML-based OTA Rates API to REST/JSON? HIGH

Modern integrations expect JSON APIs; XML increases development costs significantly.

Product & Feature Gaps

1. Is mobile check-in with digital key integration on the roadmap? CRITICAL

Competitors offer this as standard; 39% of luxury guests expect mobile check-in.

2. How do your customers currently handle dynamic upselling? CRITICAL

Upselling drives \$17K+/month per property for competitors.

3. What guest messaging capabilities exist? Any WhatsApp/SMS integration plans? CRITICAL

Omnichannel messaging is core to Duve's value proposition.

Business & Strategic

1. Duve raised \$60M for AI-native guest experience. What is RoomBoss's AI strategy? CRITICAL

Reveals whether our vision aligns or if we'd be building AI layer ourselves.

2. What's the customer churn rate, and primary reasons customers leave?

If customers leave for Duve/Canary features, it validates our gap analysis.

3. What's the engineering team size? Is there technical debt blocking development?

Assesses capacity to build required API enhancements post-deal.

CHAPTER FOUR

Competitive Analysis

Comparison against leading cloud-based PMS platforms: Mews (#1 PMS 2024-2025), Cloudbeds (#1 Hotel Management 2024), and Oracle OPERA Cloud (enterprise standard).

CAPABILITY	ROOMBOSS	MEWS	CLOUDBEDS	OPERA
Cloud-Native	✓	✓	✓	✓
REST/JSON API	● Partial	✓	✓	✓
Webhooks/Events	✗	✓	✓	✓
Analytics API	✗	✓	✓	✓
Mobile Check-in	✗	✓	✓	✓
Mobile/Digital Key	✗	✓ Wallet	●	●
Guest Messaging	✗	●	✓	●
Upselling Engine	✗	✓	✓	●
AI/ML Capabilities	✗	✓ Atomize	✓ Signals	●
Integrations	● Limited	✓ 600+	✓ 400+	✓ 2000+
Activities/Ski	✓ Strong	●	●	●
Japan Market	✓ Primary	●	●	●

Mews — #1 PMS 2024 & 2025

- 5,000+ customers, 85 countries, includes Choice Hotels
- First PMS with native Apple/Google Wallet room keys
- Atomize AI-powered revenue management

Cloudbeds — #1 Hotel Management 2024

- 150 countries, "Signals" AI trained on billions of data points
- 88% less staff training time, 80% reduction in manual tasks
- 400+ marketplace partners, fully open API

Oracle OPERA Cloud — Enterprise Standard

- Powers Accor (110 countries), enterprise hotel chains

- 2,000+ pre-built integration "recipes"
- Multi-property with shared reservations, sales, loyalty

Confidential Briefing — RoomBoss Strategic Assessment

Sources: RoomBoss API Documentation | Duve.com | Hotel Tech Report | Mews.com | Cloudbeds.com | Oracle Hospitality
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