

QUICK START GUIDE

# Implementing Smart Devices in Your Vacation Rental Business

This guide will walk you through some tips to successfully implement and scale Smart Devices in your portfolio, ensuring a smooth transition and maximum impact.



## BEFORE GETTING STARTED

### Hostfully Devices

Smart properties. Smooth stays.

Hostfully Devices seamlessly integrates smart locks, thermostats, lights, and other smart products in your daily operations. With Hostfully Devices, create powerful automations that save your staff time, and help boost the guest experience.

### Benefits



#### Implementable at scale

Configure smart access and control settings remotely across your portfolio for smooth hosting, secure properties, and major cost savings



#### Automated and seamless technologies

Set smart device templates and triggers through Hostfully's PMP and Digital Guidebooks and simplify your tech stack



#### Adaptive settings and security

Get peace of mind with easy, smart, and secure check-ins and checkouts

**Learn more about Hostfully Devices!**

For custom quotes, contact [sales@hostfully.com](mailto:sales@hostfully.com)

## Budgeting and logistics

Smart devices require careful budgeting for purchasing, implementing, and syncing. When determining your budget for Hostfully Devices across your portfolio, consider which of the following installation methods aligns with your budget and scope:

- **Hiring a contractor** ensures professional installation but increases costs
- **Reassigning staff** requires taking them off other duties, potentially impacting operations
- **DIY installation** is cost-effective but may require training and extra time

## Device selection

Not all smart devices are created equal, and selecting one often involves balancing rock-solid reliability against cutting-edge features. For instance, when choosing a smart lock, consider its longevity, warranty coverage, and feedback from other vacation rental managers who have used that brand and model. It's also crucial to ensure the device is compatible with your software, such as the Hostfully Property Management Platform or a smart device management tool.

## Start small and test the waters

Adding smart technology to your properties can be a large commitment, so we recommend beginning by testing Smart Devices with one trial property.

This will help you to evaluate compatibility with your existing tech stack and measure the impact on guest experience. During the test stage, collect guest feedback with a brief survey. Be transparent with guests—mention that this is a new initiative and their feedback is invaluable. This builds trust and lets guests feel part of the innovation process.

## Scaling deployment

Scaling up requires a strategic plan. Consider rolling out smart devices to half your portfolio or in small batches. Part of your plan should also factor where you want to install smart locks: front doors only or all doors? You can always prioritize the most useful devices first and add others in the future. This phased approach ensures manageable growth, consistent staff procedures, and actionable insights at each stage.

## Training your team

While Hostfully Devices provide seamless, automatic management solutions, as with any new implementation, it's best to establish a standardized operating procedure. We recommend considering:

- **Guest lockouts:** Step-by-step actions for assisting guests when locked out
- **Turnover access:** Procedures for when cleaners and turnover crews encounter access issues
- **Onboarding properties:** How to set up devices and ensure synchronization with your Hostfully PMP
- **Offboarding properties:** What to do with the locks when a property owner is no longer a client.
- **Regular maintenance:** Routine checks to ensure device functionality.

## Measure the impact and iterate

To ensure smart devices improve guest satisfaction, monitor guest reviews for mentions of smooth check-ins or enhanced convenience. For deeper insights, send a brief post-stay survey asking guests about their check-in and in-stay experiences. Questions like "Was the check-in process easy?" or "Did smart devices enhance your stay?" can provide valuable feedback. Use this input to refine your setup and adjust your deployment strategy for maximum impact. Keep guests informed that their feedback helps improve future stays, building trust and engagement.