



Case Study

Simplifying Hotel Front Desk Operations with Tetrisky

SyncDesk, a Danish company, aimed to enhance hotel front office operations by creating a user-friendly system for managing guest and hotel information. They developed a cloud-based B2B SaaS web application to boost the hotel's competitive edge. During the MVP stage of the project, they recognised the need for usability improvements.

Once the client reached out to VirtusLab for assistance, we improved the user interface by using a Design System named Tetrisky. We streamlined processes, cut steps and features, and made it more user-friendly. This resulted in consistent service and a better guest experience.



The Challenge

Our client aimed to support hotel front desks during high guest volume, staffing challenges, and communication issues among staff members. Therefore, they created a Minimum Viable Product (MVP) called SyncDesk, designed explicitly for hotels focusing on enhancing service consistency. However, due to limited funds and a lack of expertise in creating a user-friendly solution, the client sought help from VirtusLab. They required assistance with:

- **Simplifying the UI** for a cleaner look.
- **Making the application** easier to navigate.
- **Focusing on essential elements** and information for users.
- **Enabling interaction** and communication among users.



- **Promoting collaboration** and team spirit within the design.
- **Creating a versatile** user interface beyond the hotel industry.



The solution

VirtusLab received wireframes and a specific brief from our client to start with. By challenging SyncDesk's concepts, we overhauled the design and proposed crucial enhancements. During the whole process, we regularly stayed in touch to gather feedback, ensuring the industry-specific requirements were met. In the end, we:

- **Simplified shift report** creation by reducing steps and simplifying features.
- **Enhanced microcopy** to be friendly yet professional, enhancing intuitively and user experience.
- **Recommended a compact side** panel view for shift logs instead of a full preview.
- **Introduced a new feature to convert** personal notes into shift notes or logs



The results

VirtusLab delivered dev-ready designs that are clean and user-friendly. Additionally, we provided a complete user journey with all necessary interactions and empty states. The new solution resulted in:

- 1 **Enhanced user interaction.**
- 2 **Simplified features.**
- 3 **A cost-effective** and timely solution using Tetrisly components.
- 4 **Easy-to-use design** for hotel front desk operations while maintaining adaptability for various industries.
- 5 **A functional and aesthetically pleasing product** for specific needs.
- 6 **Smooth handoff** to developers, saving time and ensuring accurate design implementation.

The tech stack



TETRISLY.COM



About VirtusLab

At VirtusLab, we aim to lead in software technology, working consistently to enhance efficiency. Our profound commitment to research and development and a dedicated focus on emerging trends and inspirations fuels an innovative culture. This ethos precisely guides advancing our cutting-edge solutions, inviting collaboration to expand the boundaries of software technology collectively. We welcome you to be a part of this transformative journey.

Let's connect

Contact Details

info@virtuslab.com

/ POLAND

Kraków Headquarters

Virtus Lab Sp. z o.o.
ul. Szlak 49
31-153 Kraków

/ GERMANY

Berlin Office

+49 30 52014256
VirtusLab GmbH
Potsdamer Platz 10
10785 Berlin

/ UNITED KINGDOM

London Office

+44 (0)20 4577 1051
Virtuslab Ltd.
40 Bank Street HQ3
London E14 5NR

WWW.VIRTUSLAB.COM

