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OTA Insight achieves Level III Global Support Certification

London, Dallas & Singapore, March 12th, 2020 - This week, [OTA Insight](#) earned Hotel Tech Report's level III Global Customer Support Certification (GCSC) for its investments into tools, processes and strategies to ensure the ongoing success of its customers across four of the key pillars of the GCSC Rubric including: pre-emptive support, reactive support, coaching and customer validation.

The Hotel Tech Report GCSC certification program analyses software vendors along critical dimensions of customer support infrastructure in order to help hoteliers minimise risk and maximise positive outcomes when selecting technology partners. In order to become certified, companies must open their internal systems to Hotel Tech Report for assessment along HTR's rigorous 34-point GCSC Rubric.

You can read the [full announcement on Hotel Tech Report](#), where you'll find details of OTA Insight's GCSC Assessment Summary, including comprehensive notes on:

- Pre-emptive support
- Reactive support
- Customer success and coaching
- Customer validation

James Parsons is OTA Insight's Global Director for Customer Success and Operations. Instrumental in building and maintaining the world-class teams that have helped the company achieve this certification, he said that: "It re-confirms our commitment to being a fully customer centric-organisation and shows that we take our customer service seriously. I am incredibly proud of the teams who contribute to this service standard, and this award is testament to their continued drive to improve all areas of our service."

HotelTechReport 

GLOBAL CUSTOMER SUPPORT CERTIFICATION (GCSC)



Verified by
HotelTechReport 

Valid through March 2021



Company
Support Tier: Level III Certified Support

29/34

Progress to Level IV: 7/12 rubric items completed



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CUSTOMER SUPPORT RUBRIC



Pre-Emptive Support
5
of 6



Reactive Support
11
of 11



Customer Success
6
of 10



Customer Validation
7
of 8

 WHAT CUSTOMERS SAY

AVG. CUSTOMER SUPPORT RATING

4.8 ★★★★★

63 verified reviews

 SUPPORT DIFFERENTIATORS

- Tightly integrated feedback loop that fuels a customer driven roadmap
- Seamless support availability through 24/7 live chat
- Extensive customer coaching delivered via team and product

 VERIFIED SUPPORT STACK

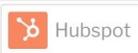
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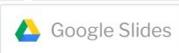
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Media enquiries: For further press information please contact us at pr@otainsight.com.

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About OTA Insight

OTA Insight empowers hoteliers to make smarter revenue and distribution decisions through its market-leading suite of cloud-based business intelligence solutions including Rate Insight, Parity Insight, Revenue Insight and Market Insight. With live updates, 24/7 support from our customer success team, and a highly-intuitive and customisable dashboard, the OTA Insight platform integrates

OTA Insight

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with other industry tools including hotel property management systems, leading RMS solutions and data benchmarking providers.

OTA Insight's team of international experts are based all over the world, including the UK, US, France, Germany, Belgium, Spain, Italy, Brazil, Mexico, Singapore, Australia and India, and supports more than 50,000 properties in 168 countries. Named the UK's 17th fastest-growing private technology company in the Sunday Times Hiscox Tech Track 100 in 2019, Number 103 in the FT/Statista list of Europe's 1000 fastest growing companies in 2020, and Best Rate Shopping & Market Intelligence Solution in the 2020 HotelTechAwards, OTA Insight is widely recognised as a leader in hospitality business intelligence.

For more information, visit www.otainsight.com and follow us on Twitter ([@otainsight](https://twitter.com/otainsight)) and LinkedIn (www.linkedin.com/company/ota-insight).

About the Hotel Tech Report Global Customer Support Certification (GCSC)

Support is one of the most critical aspects of the vendor selection process and yet historically there has never been a way to know the quality of a company's support, until now. Using Hotel Tech Report's proprietary framework, companies are assessed along four key dimensions: pre-emptive support, reactive support, coaching/success and client validation to provide hoteliers unprecedented levels of transparency to more easily identify top technology partners.