

One Tap. No App. 70%+ Adoption.

The guest taps their phone. The room key appears in their wallet. Check-in is over.

KeyShare replaces keycards, manual ID checks, and paper loyalty forms with a single NFC tap. No app download. No Bluetooth pairing. The key goes straight to the guest's existing mobile wallet.

70%+

Wallet key adoption target

4x

Loyalty enrollment improvement

<90s

Walk-in check-in target time

24/7

Self-service check-in available

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What Check-In Looks Like

Today: 5–10 Minutes

Guest arrives → waits in line → presents physical ID → agent types data → swipes credit card → encodes plastic keycard → hands card over → explains which elevator → guest walks to room.

If the guest loses the keycard: back to the desk, wait again, re-encode. If a walk-in arrives at midnight: full 10-minute process, assuming staff is on duty.

With KeyShare: 30 Seconds

Guest walks up to the Puck → taps phone → digital ID verified cryptographically → room key appears in Apple Wallet or Google Wallet → guest walks to room.

Key can't be lost — it's in the phone. Walk-in at midnight? Same 30-second flow, no staff required (self-service mode). Loyalty enrolled automatically from verified ID.

NO APP REQUIRED. The guest taps their existing phone. The key goes to their existing wallet (Apple Wallet or Google Wallet). No download. No account creation. No Bluetooth pairing. This is why KeyShare targets 70%+ adoption — every guest with a smartphone is eligible on day one.

Why KeyShare Is Different

No app required	Wallet-native delivery. The key goes to the guest's existing mobile wallet. Other solutions require a proprietary app download — which is why industry adoption is stuck below 10%.
NFC, not Bluetooth	The Puck uses NFC tap, not BLE. No pairing, no signal interference, no "try holding your phone closer." Tap-to-result in under 2 seconds.
Digital ID acceptance	The only hospitality solution that accepts government-issued digital IDs (mDL, EUDI credentials) today. Cryptographic verification, not a visual glance at a plastic card.
One device, six functions	The Puck replaces four separate devices (keycard encoder, ID scanner, payment terminal, loyalty kiosk) and adds two new capabilities (digital ID acceptance, self-service check-in). One hardware investment, one integration.
Offline-first	Identity verification, reservation matching, and key delivery all work without internet. The Puck and GEP run on-property, not in someone else's cloud.

The Digital ID Wave Is Here

Government-issued digital identity credentials are rolling out globally. Hotels that can accept them gain a compliance advantage, a guest experience advantage, and an operational automation advantage. Hotels that can't will still be photocopying plastic cards in 2028.

Region	Status	Timeline
United States	Mobile Driver's License (mDL) live in 12+ states, 20+ in pilot	Now — expanding
European Union	EUDI Wallet mandated for all member states	2026
Global	60+ countries launched or launching digital ID programs	Now — 2027

Gartner predicts 500 million smartphone users will have a digital identity wallet by 2026. KeyShare is the only hospitality solution that can accept these credentials today.

KeyShare's digital ID verification is cryptographic, not visual. The Puck reads the credential's digital signature, verifies it against the issuing authority, and applies selective disclosure — the guest shares only their name and age for check-in, not their full address or license number. ISO 18013-5 (mDL) and EUDI ARF compliant.

Capabilities That Change Operations

Wallet Keys — 70%+ Adoption, No App

The Puck provisions room keys directly to the guest's mobile wallet via NFC. The key works at the door immediately — no app download, no Bluetooth pairing, no enrollment. Industry mobile key adoption is below 10% because existing solutions require a proprietary app. KeyShare targets 70%+ because every guest with a smartphone is eligible. Keys survive app backgrounding, work from the lock screen, and can't be lost. Physical keycards remain available as a fallback.

Loyalty Enrollment — 4x Improvement

When a guest's digital ID is verified, their name, email, and loyalty-relevant data are already confirmed. The GEP pre-populates the loyalty enrollment form and presents it to the guest as a single confirmation tap — not a 12-field paper form. This is why enrollment jumps from the industry baseline of ~15% to a 57% target: the friction that killed enrollment is gone. Every new member is verified, accurate, and enrolled at the moment of highest engagement — arrival.

Contactless Payments — Tokenized, No PCI Scope Expansion

The Puck captures Apple Pay, Google Pay, and contactless card payments via NFC alongside identity and key delivery. Payment is tokenized pass-through — no card data is stored on the Puck or in the GEP. The property's PCI scope is unaffected. For walk-in guests (no reservation, no card on file), payment authorization happens in the same tap flow as ID verification, collapsing a 5–10 minute manual process to under 90 seconds.

Full Platform at a Glance

Beyond wallet keys, digital ID, and payments, the KeyShare platform covers the full guest arrival journey and operational workflow — from walk-in processing to compliance automation to AI-driven concierge. Capabilities are unlocked by tier.

Capability	What It Does	Tier
Self-service check-in	24/7 kiosk mode. Unmanned night operations. Eliminates overnight desk staff.	2+
Walk-in processing	No reservation, no card on file → full check-in in under 90 seconds.	1+
Compliance automation	Digital audit trail. Automated law enforcement reporting. Replaces paper ID logs.	1+
Upsell at check-in	GEP prompts room upgrades, F&B, late checkout at the moment of highest engagement.	2+
Group check-in	Batch reservation matching for conferences and tours. Reduces lobby congestion.	2+
Pre-arrival flow	Guests start check-in before arriving. Identity and payment captured remotely.	2+
Wallet SDK	iOS/Android SDK gives brand loyalty apps full Puck feature parity. 4–8 week integration.	3
Portable Guest Profile	Guest-owned preferences via W3C Verifiable Credentials. Zero long-term data liability (\$4.45M avg. breach cost eliminated).	3
AI Concierge	Conversational check-in via voice or text. AI orchestrates all backend actions. Falls back to self-service kiosk when offline.	3

Deployment Modes

KeyShare isn't a single deployment model. Properties configure the operational mode that fits their staffing model, guest profile, and property type — or run multiple modes simultaneously.

Mode	How It Works	Staff Required	Best For
Staff-Driven	Puck on front desk. Staff uses GEP Staff UI for arrivals, check-ins, and dashboards. The most common Tier 1 deployment.	Yes	Full-service hotels, luxury properties
Self-Service	Kiosk in lobby. Guests check in unassisted — verify ID, confirm reservation, capture payment, receive key. No staff present.	No	Overnight ops, select-service, hostels, extended-stay
System-Driven	GEP runs behind the existing PMS. Zero staff workflow change — PMS triggers check-in via API, GEP orchestrates the Puck silently.	Yes (using PMS)	Properties that won't change staff workflows

Mode scheduling is automatic: Staff-Driven during the day, Self-Service at night. Multiple modes can run simultaneously — a staffed desk and a self-service kiosk in the same lobby during the 3 PM rush.

ROI by Property Size

Use the interactive ROI Calculator at keyshare.id/resources/roi-calculator for property-specific figures.

Savings Category	80-Room Select-Service	200-Room Full-Service	500-Room Resort
Keycard elimination	\$8K–\$12K/yr	\$20K–\$35K/yr	\$50K–\$85K/yr
Overnight labor	\$45K–\$55K/yr	\$50K–\$70K/yr	N/A (24/7 staffed)
Staff time freed	120 hrs/yr	350 hrs/yr	900+ hrs/yr
Loyalty revenue lift	+500–800 members/yr	+2K–3.5K members/yr	+6K–10K members/yr
Estimated annual savings	\$60K–\$80K	\$90K–\$140K	\$120K–\$200K+
Estimated payback period	2–4 months	1–3 months	1–2 months

How savings are calculated: Keycard elimination = plastic + encoding hardware + replacement labor. Overnight labor = fully loaded cost of one overnight FTE, eliminated via self-service mode. Staff time freed = check-in time reduction × daily check-ins. Loyalty revenue = incremental members × estimated LTV differential. **Note:** Upsell and cross-sell revenue from check-in-time offers (room upgrades, F&B, late checkout) is not included in these estimates. Properties with active upgrade programs can model this in the ROI Calculator. These figures represent a conservative, cost-savings-only view.

Investment structure: Puck hardware (\$399/unit × number of check-in positions; typical 80-room property: 1–2 units). GEP platform license (annual, tier-based). Implementation support included. Volume pricing available for multi-property deployments. Contact your KeyShare specialist for a custom proposal.

Estimates based on operational models for typical US properties. Actual results depend on property operations, occupancy, and deployment configuration.

Integration Compatibility

KeyShare integrates with your existing PMS and lock infrastructure through the GEP's adapter architecture. No rip-and-replace.

PMS	Status
Apaleo	■ Integrated
Oracle Opera (OHIP)	■ Integrated
BookingCenter	In progress
Shiji	In progress
Mews	■ Integrated
Cloudbeds, others	Planned

Lock Vendor	Status
Assa Abloy (Vostio)	■ Integrated
dormakaba	In progress
Salto	■ Integrated
Onity	Planned

If your PMS or lock system isn't listed, contact us — the GEP adapter architecture supports new integrations. Full REST API documentation available under NDA for technical evaluation.

Offline-First Architecture

The GEP Local Instance runs on-property and maintains a synchronized copy of all active reservations. When internet connectivity drops, core operations continue uninterrupted:

■ Identity verification (mDL/EUDI) · ■ Reservation matching · ■ Wallet key provisioning · ■ Physical keycard encoding · ■ Loyalty enrollment · ■ Payment authorizations queue and process when connectivity returns

Installation: Puck connects via USB-C to the front desk PC. GEP Local installs as a lightweight service. Typical deployment: under 2 hours per check-in position, no network configuration required. The GEP provides a real-time Staff UI showing today's arrivals, check-in status, key provisioning, and operational alerts — plus a portfolio dashboard for multi-property chains.

Trust Signals

Category	Detail
Patents	Granted US patents covering NFC credential delivery, identity verification, and offline operation
Standards compliance	ISO 18013-5 (mDL) · EUDI ARF · FIDO/W3C Verifiable Credentials
Wallet certification	Certified for NFC credential delivery to Apple Wallet and Google Wallet
Device security	Hardware Security Module (HSM) · Secure boot · Tamper mesh · Signed OTA firmware
Data architecture	Zero credential storage. All data processed in volatile memory only. TLS 1.3 in transit, AES-256 at rest.
Payment compliance	Tokenized pass-through. No card data stored. PCI scope unaffected.
Lock partnerships	Integrated: Assa Abloy Vostio, Salto. In progress: dormakaba. Planned: Onity.

Solution Tiers

All tiers include Puck hardware and GEP platform. Upgrade via software unlock — no hardware replacement.

Capability	Arrive (Entry)	Arrive+ (Standard)	Arrive+ Premium (Full Suite)
Wallet key delivery	✓	✓	✓
Digital ID verification	✓	✓	✓
Walk-in processing (<90s)	✓	✓	✓
Compliance automation	✓	✓	✓
Offline operation	✓	✓	✓
Contactless payments	—	✓	✓
Loyalty enrollment	—	✓	✓
Multi-property dashboard	—	✓	✓
Upsell / cross-sell at check-in	—	✓	✓
Group / batch check-in	—	✓	✓
Pre-arrival flow	—	✓	✓
Self-service / kiosk mode	—	—	✓
Brand SDK (Wallet SDK)	—	—	✓
AI Concierge	—	—	✓
Portable Guest Profile	—	—	✓

This is a summary of primary capabilities. Each tier includes additional operational features (reservation matching, staff dashboards, key lifecycle management, mode scheduling, and more). Pricing is not included in this brief. Contact your KeyShare specialist for tier-specific pricing.

Security and Compliance

Zero credential storage — identity, payment, and key data processed in volatile memory only, never persisted. HSM-backed key storage, verified secure boot, conductive tamper mesh, and cryptographically signed OTA firmware updates. TLS 1.3 in transit, AES-256 at rest.

Deployment Risk: Managed

Concern	How KeyShare Addresses It
"What if adoption is low?"	KeyShare adds capability — it doesn't remove existing processes. Physical keycards remain available as fallback. Properties typically see adoption build from 30% to 70%+ over 90 days.
"What if our locks aren't compatible?"	Assa Abloy and Salto integrated, dormakaba in progress, Onity planned. The adapter architecture means new lock integrations don't require Puck or GEP changes.
"What if guests can't figure it out?"	The guest's only action is tapping their phone. The Puck guides with display, LEDs, and audio. Staff-assisted mode is always available. Tech-averse guests can opt for traditional check-in — KeyShare is additive, not forced.
"What if the internet goes down?"	Core operations (ID verification, reservation matching, key delivery) all work offline. The GEP Local Instance runs on-property.

Ready to see it in action?

Book a 30-minute demo with a KeyShare hotel specialist. We'll walk through the Puck, the GEP dashboard, and a live check-in flow tailored to your property type.

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