



Welcome to Fife

Digital Efficiency Grant

Supplier List

The below information has been made available through the [Tay Cities Digital project Toolkit](#) with TravelTech. Further potential suppliers may be added via Business Gateway Fife. Should you have your own preferred supplier please feel free to discuss with Business Gateway Advisor.

Make Bookings Simple – Digital Booking & Management Systems

Automated booking platforms allow 24/7 reservations, reduce admin, prevent errors, improve cash flow, and expand reach through OTAs. Choosing the right system depends on cost, integration, features, and support.

Examples include:

Tours & Activities:

- FareHarbor (Global),
- Rezdy (Global),
- Checkfront (Global - used in trial),
- Beyonk (UK - used in trial),
- BookingHound (UK)
- Regiondo (EU)

Accommodation (PMS):

- Eviivo (UK/EU),
- Mews (Global),
- Cloudbeds (Global),
- Guestline (UK/EU),
- Little Hotelier (Global – for small properties)
- Outdore (UK Camping)

Restaurants:

- TableSense (UK - used in trial),
- ResDiary (UK/Global),
- SevenRooms (Global),
- Tablein (EU),
- OpenTable (Global)

Know Your Guests – Customer Relationship Management (CRM)

A CRM centralises guest data, enabling personalised service, targeted marketing, and improved loyalty. Success depends on clear goals, integration with existing systems, and careful data migration.

General Systems

- HubSpot CRM (Global)
- Zoho CRM (Global)
- Capsule CRM (UK)
- Freshsales (Global)
- Insightly (Global)

Tourism / Hospitality Focused Systems

- Beacon CRM (UK Charity focus)
- Guest Joy (EU – Hotel Focused)
- Experience CRM (UK-Travel Focused)

Streamline Your Sales – Modern EPOS & E-commerce Systems

Modern EPOS systems speed up sales, track stock, generate reports, and support online selling. The right choice balances cost, features, ease of use, and integration with other tools.

General Retail / Hospitality

- Lightspeed (Global)
- Square (Global)
- Zettle by Paypal (Global)
- EPOS Now (UK/ Global)
- SumUP (Global)
- Shopify POS (Global)

Hospitality Focused

- TouchBistro (Global)
- Toast (US Mainly)

Niche Market

- C2epos (UK Focused)

Enhance Guest Support – AI for Customer Service & Chatbots

AI chatbots and assistants answer common questions instantly, reducing staff workload and providing consistent information. Implementation success depends on accurate data, smooth human escalation, and understanding customer preferences.

- Tidio (EU)
- Intercom (Global)
- Drift (Global)
- Landbot (EU)
- HubSpot Service Hub (Global)
- Zendesk (Global)

Speciality Providers

- In Chat (UK Based)
- Kalab (UK Based)

Work Smarter – AI for Operational Efficiency

AI can automate routine content creation, summarise data, and improve workflows. Effective use requires human oversight, careful data handling, and starting with specific, low-risk tasks.

- Chat GPT (OpenAI Global)
- Google Gemini
- Microsoft Copilot
- Google NotebookLM
- Zapier (Global)
- Make (EU)
- IFTTT (Global)

Exploring the Future – Robotics in Tourism & Hospitality

Robotics offers potential for repetitive tasks but is currently costly and complex for SMEs. Most businesses should focus on simpler automation first while monitoring future developments.

- Ubemilk
- National Robotarium
- Manufacturing Technology Centre (MTC)
- Fraunhofer Institutes

- Universal Robots
- ABB
- FANUC

General Suppliers \ Advice

[TravelTech](http://traveltech.scot) - traveltech.scot

[Interface](http://interface-online.org.uk) - interface-online.org.uk

[CodeBase](http://thisiscodebase.com) - thisiscodebase.com

Stephen Whitelaw – [LinkedIn](#)

[Managed IT Experts](#) – David Shushter - david@manageditexperts.co.uk

[Simplicity Marketing Scotland](#) – Hannah Strachan – hannah@meetsimplicity.com

[Internet Creation](#)