



Elevate Your VIP

A lifestyle management ecosystem

Who We Are

Your VIP Clients Deserve More Than a Loyalty Program

Perfect.Live is a technology-first concierge platform built for companies that want to turn VIP status into a genuine lifestyle advantage



5000+

Requests fulfilled
every month



24/7

24/7 Global assistance
across all time zones



2 min

98% of clients receive
their first response
within 2 min



127

Countries

Global fulfilment with access to
venues, events, and experiences
unavailable to the general public



White-label SDK integration —
your brand, your app, your
experience



Tier-based service delivery with
dedicated team



Full back-office visibility for your
management team



Benefits Don't Retain. Experiences Do

Top traders generate a disproportionate share of revenue, yet many loyalty programs offer similar benefits across the market. Exceptional service and personalised experiences are what drive engagement, retention, and long-term loyalty



Following a successful pilot program, Kraken expanded its VIP lifestyle offering to strengthen customer loyalty, increase engagement, and enhance lifetime value among high-value clients

Source: [Business Wire](#)

5% Retention → 25 – 95% Profit Increase

Small improvements in retaining high-value customers can create a disproportionate impact on revenue, profitability, and lifetime value

Source: McKinsey

2.7x Higher LTV

Despite representing only 18% of the customer base, premium members generate significantly greater long-term revenue and profitability — making retention and engagement strategies critical to growth

Source: Bain & Company

Communication Experience

Your Concierge,
Always On

Every VIP gets direct access to a dedicated concierge team through a native chat experience — fully branded, fully private. Each request opens its own thread: discuss the details, review the offer, and confirm payment, all without leaving the app

One Inbox, Every Request

Every request gets its own dedicated chat thread — travel, dining, gifting, each handled separately. Complex requests like a trip are kept in one thread so the full context stays in one place

Push Notifications

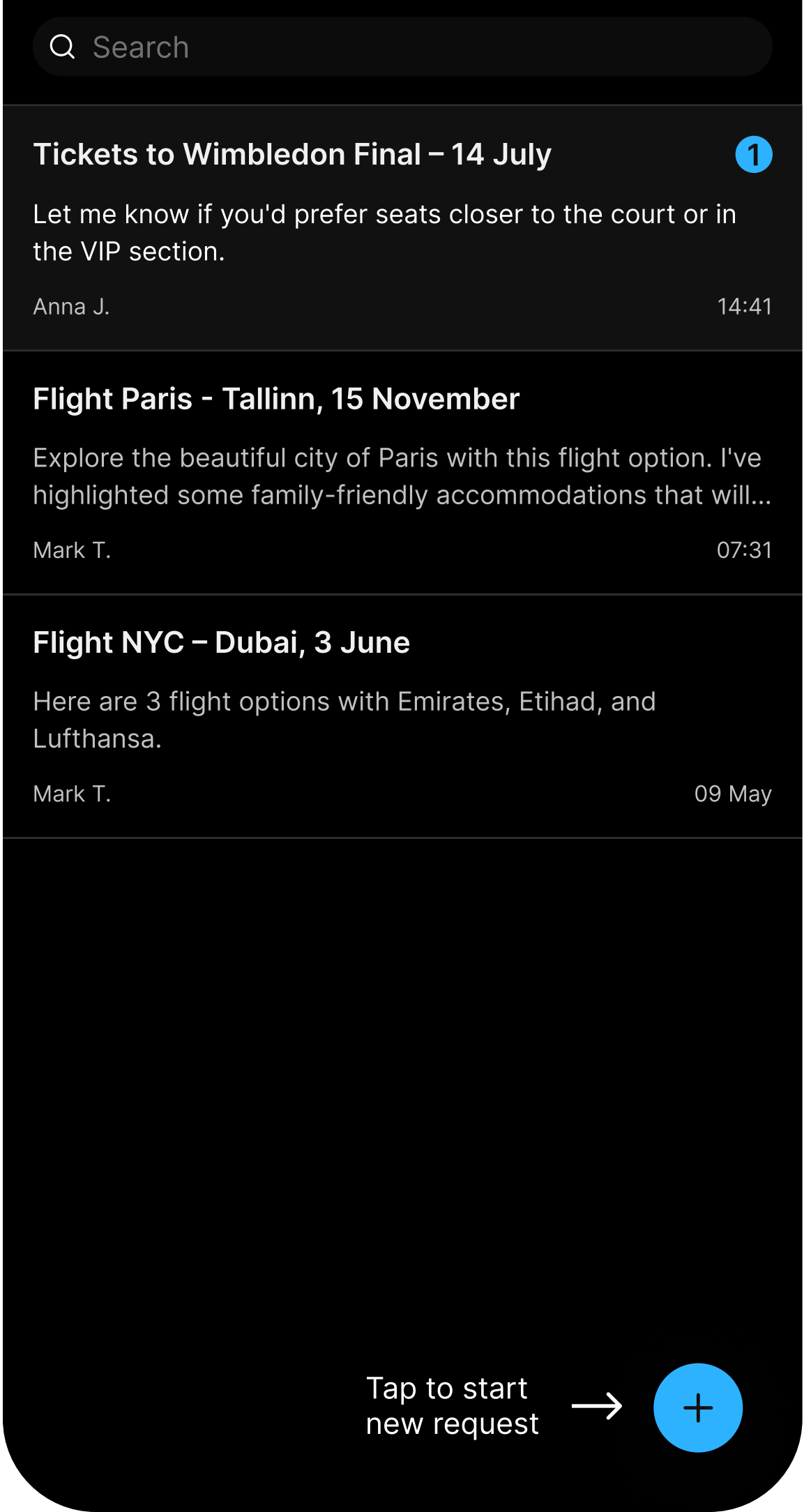
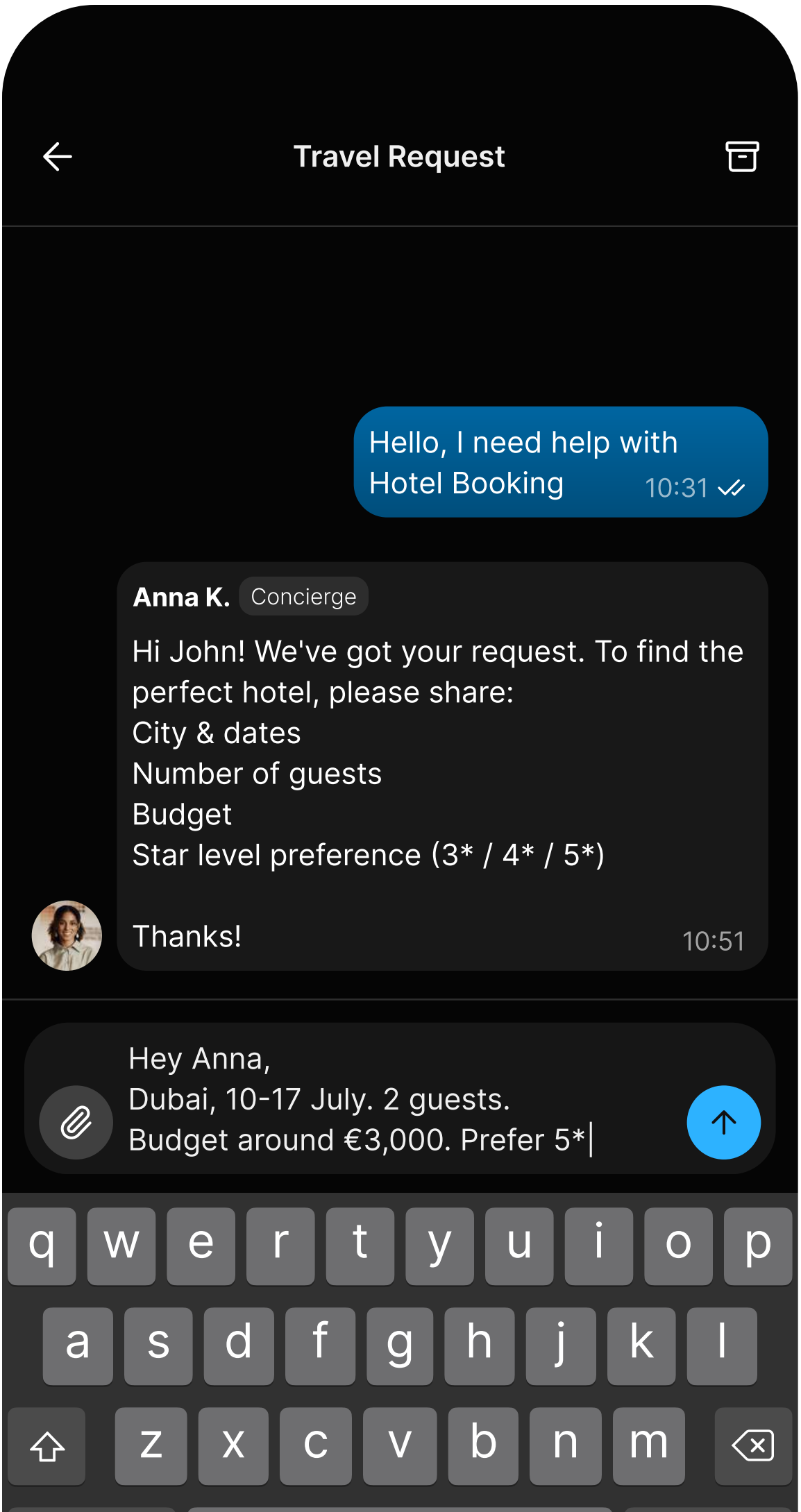
Every concierge update triggers a native push - new message, offer ready, payment confirmed. One tap brings the client straight back into the thread

Multiple Concurrent Requests

VIP clients can run several requests simultaneously — each in its own thread, each handled independently

Chat

A real conversation with a named concierge. Requests are handled end-to-end: from clarifying details to sending a payment card directly in the thread



Request List

All active and past requests in one place. Each thread shows the latest concierge update, timestamps, and unread indicators — so nothing gets missed



Payment Experience

Pay Without Leaving The App

When the concierge finds the right option, a structured payment request appears directly in the chat - property, dates, price, one tap to confirm. Payment is processed via your native payment module without leaving the app

❖ **Stays Inside The App**

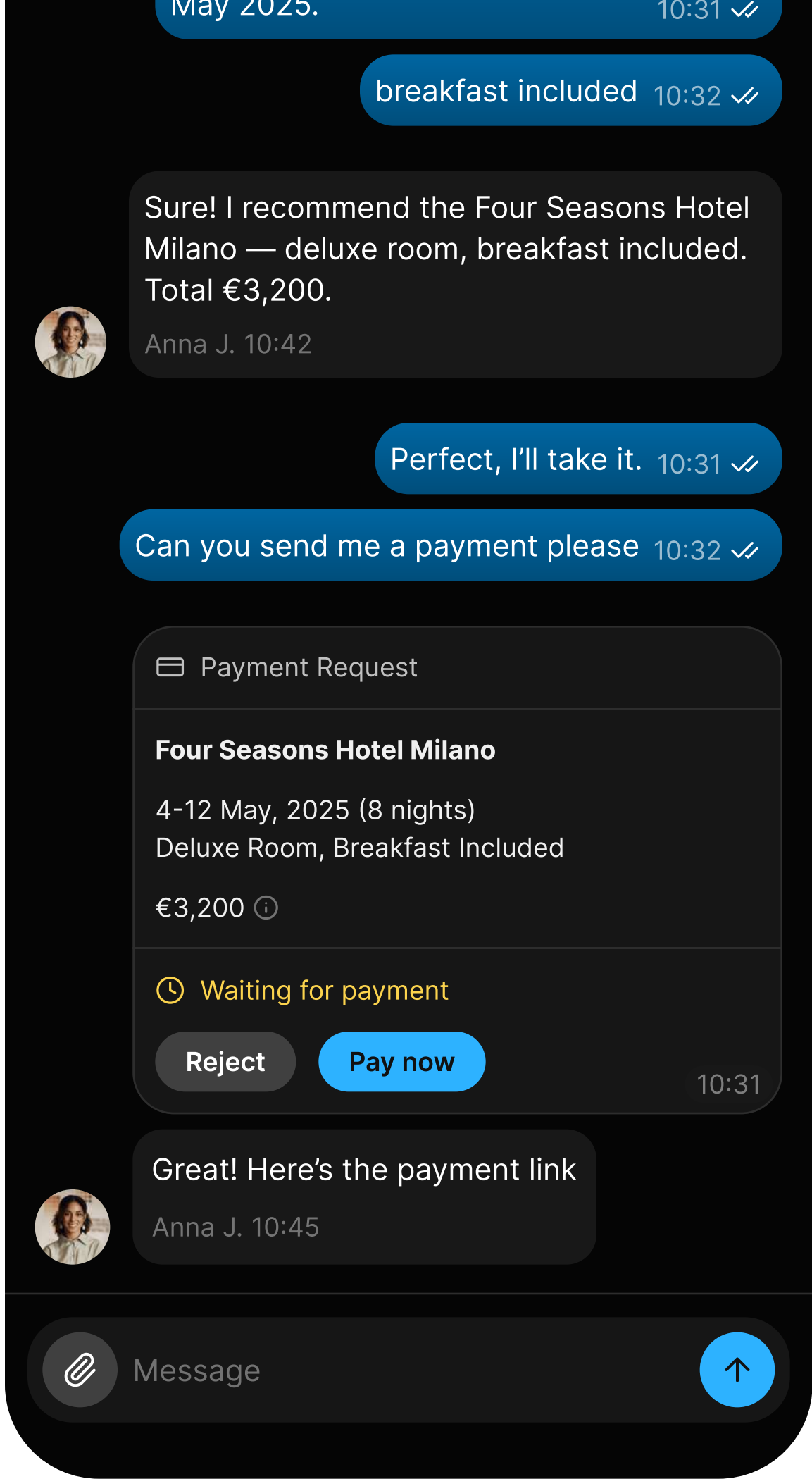
The entire loop: offer → approval → confirmation → fulfilment trigger - happens without leaving the app

☰ **No Manual Transfers**

Clients never handle payments outside the app. Every transaction is tied to the original request thread for full traceability

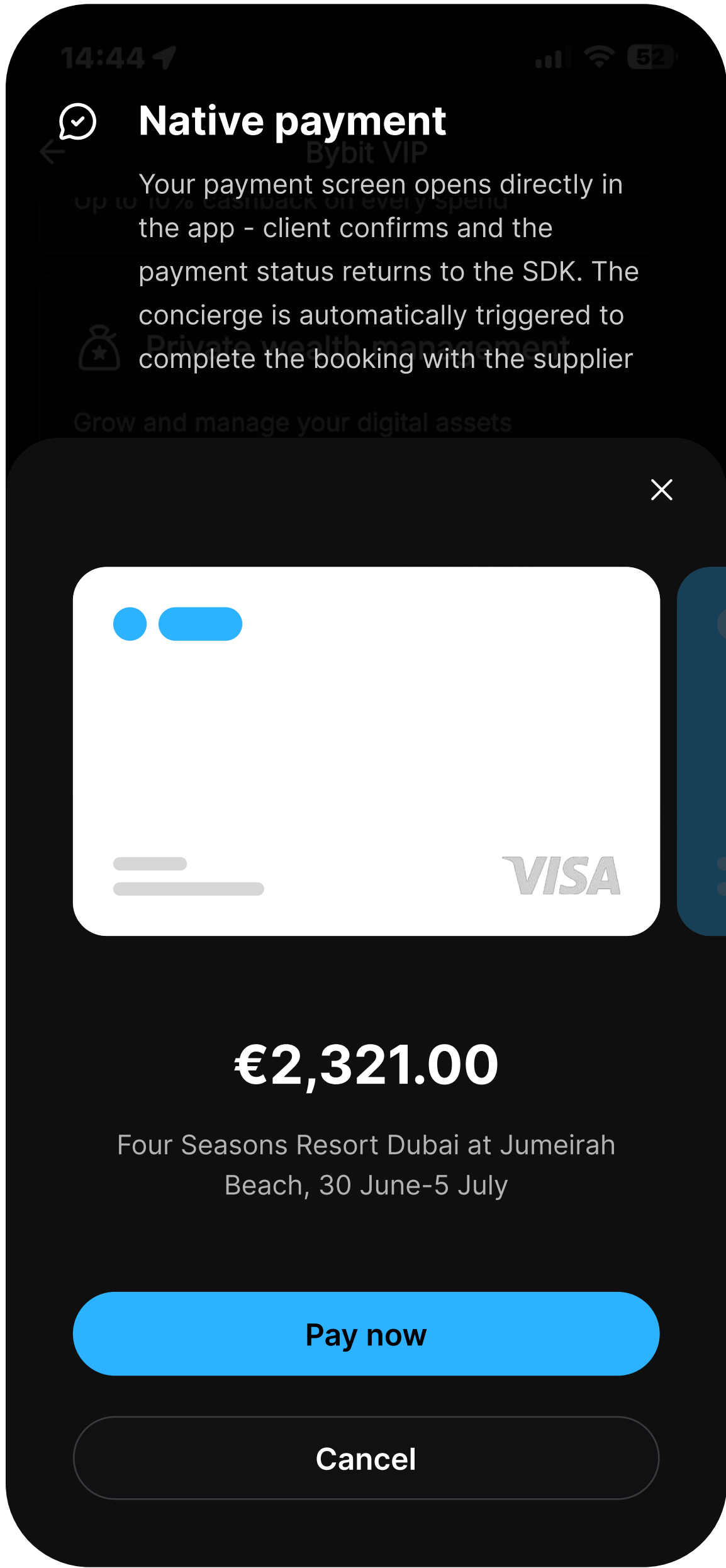
⚙️ **Future-Ready**

Architecture supports additional payment methods as the integration is configured during onboarding



💬 **Payment Card in Chat**

The concierge sends a fully structured offer as an in-chat card — property, dates, room type, total. Client taps Pay now — the SDK passes the amount and transaction details to your payment module



My Events Calendar Experience

Every Booking,
Organised

Once a request is fulfilled, all booking details are automatically added to the client's personal calendar inside the app — flights, hotels, reservations, transfers. Everything in one place, always up to date

Your Entire Trip, in One Place

Every booking detail — flights, hotels, restaurants, transfers — automatically organised and accessible from a single calendar view inside the app

Upcoming Event Reminders

The app sends a native push notification before each booking — so the client never misses a flight, reservation, or check-in time

Calendar Sync

Clients may export any event to Google Calendar or Apple Calendar

Q Search

5 December 2024	Saturday
Flight Spain - Tallinn, 12 November	all-day
Tallinn Airport (TLL), Terminal 1	14:41
Transfer to Hotel Ritz Paris	18:00
15 place Vendôme - 75001 Paris	18:30
Dining at L'école Ritz Escoffier case with Ion...	20:30
15 place Vendôme 75001 Paris	21:30
Dining at L'école Ritz Escoffier case with Ion...	20:30
15 place Vendôme 75001 Paris	21:30
10 January 2025	Saturday
Flight Tallinn to Paris	14:50
Tallinn Airport (TLL), Terminal 1	16:50
Long term event	all-day
Tallinn Airport (TLL), Terminal 1	
Long term event	all-day
Tallinn Airport (TLL), Terminal 1	
15 January 2025	Thursday
Dining at L'école Ritz Escoffier case with Ion...	20:30
15 place Vendôme 75001 Paris	21:30

Events List

A chronological feed of all upcoming bookings across all requests — dates, locations, times. The client sees their entire lifestyle schedule at a glance

Event Details

Every event card carries the full picture — airline, flight number, passengers, check-in time, baggage allowance. Supporting documents like boarding passes are attached directly to the event

Flight Spain - Tallinn, 12. Nov

Start date	End date
8 September 2024, 14:45 (GMT)	8 September 2024, 16:45 (GMT)

Location
Tallinn Airport (TLL), Terminal 1

Description
Airline:
British Airways, Flight BA329

Tickets:
3 passengers (You, your wife, your daughter)

Check-in:
Opens at 08:00 AM

Baggage:
2 checked bags (23kg each), 1 carry-on per person

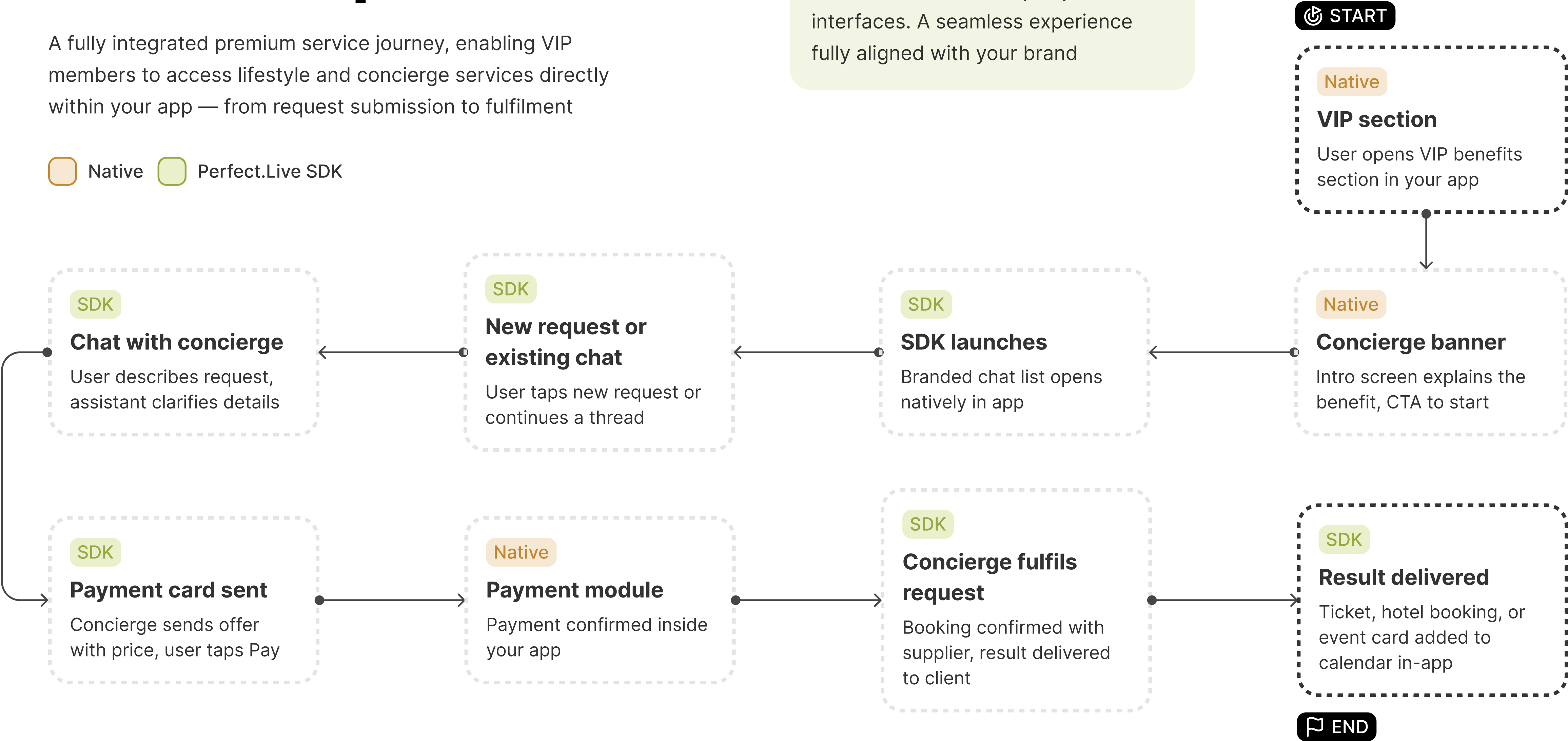
- Attached Files
- boardingpass_john_smith.pkpass
967 kb
 - map-instructions.png
2000 kb

The VIP Experience

A fully integrated premium service journey, enabling VIP members to access lifestyle and concierge services directly within your app — from request submission to fulfilment

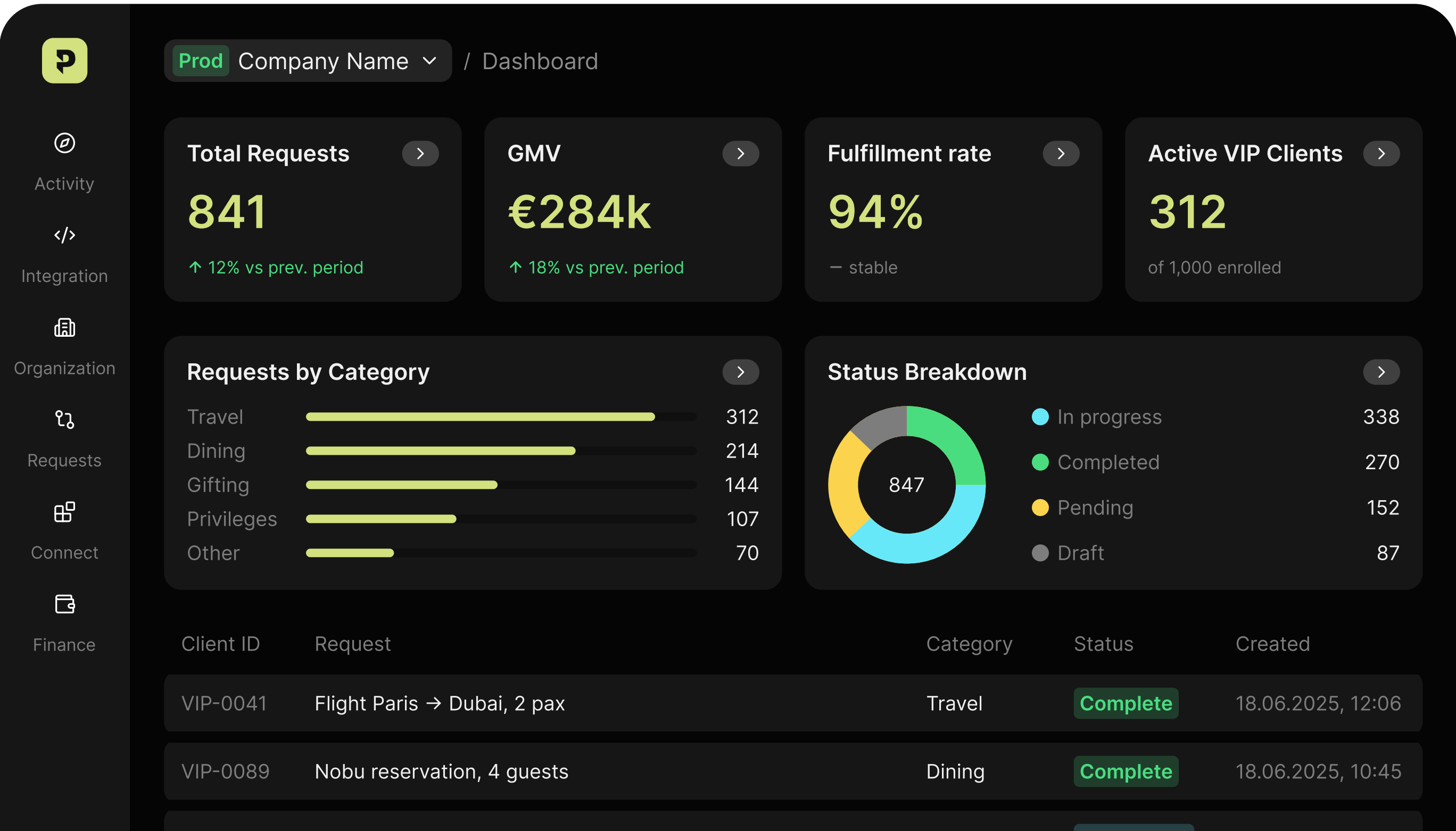
Native Perfect.Live SDK

No redirects. No third-party interfaces. A seamless experience fully aligned with your brand



Full Visibility. Real-Time Control

Your management team benefits from a dedicated dashboard offering real-time insights into VIP member requests, fulfilment performance, GMV, and engagement metrics — all from a single interface



End-to-End Request Visibility

Every request follows a structured workflow with real-time status updates from submission to fulfillment. Your team has complete visibility into progress, ensuring transparency and efficient oversight

Complete Communication Trail

All member interactions, service updates, and status changes are securely recorded and easily retrievable. This provides a complete audit trail for reporting, quality assurance, compliance, and dispute resolution

Role-Based Access Management

You maintain full control over team access and permissions. Administrators can assign roles, define visibility levels, and manage user permissions independently through a flexible, self-service framework



Dedicated Team & Data Security

Your Clients. Your Team. Your Data

Every VIP member is supported by a dedicated service team assigned exclusively to your program.

Unlike shared service models, team members remain dedicated to the account from day one, ensuring deep familiarity with your brand, service standards, and client expectations



Dedicated Team

Concierges are carefully selected, onboarded, and trained exclusively for your program. From day one, the team operates as an extension of your brand, delivering a consistent experience aligned with your service standards and client expectations

Data Isolation

Your organisation operates within a fully dedicated environment inside the Perfect.Live infrastructure. There is no cross-account access, no shared service queues, and no shared client history. Your clients' data, interactions, and requests remain exclusively within your ecosystem

Security & Auditability

Every action within your environment is recorded and traceable, including service activity, status updates, and client interactions. Role-based access controls, comprehensive audit trails, and enterprise-grade security practices ensure transparency, accountability, and data protection at every level

SDK Integration: Native To Your Brand

One Integration. Complete Control

The Perfect.Live SDK integrates seamlessly into your ecosystem, enabling VIP members to access lifestyle services without redirects, separate logins, or third-party interfaces. Once deployed, you maintain full operational control through a dedicated management portal while preserving a fully branded user experience



Activity

Monitor member activity, service requests, engagement levels, and program performance through a centralised dashboard designed for operational visibility and informed decision-making



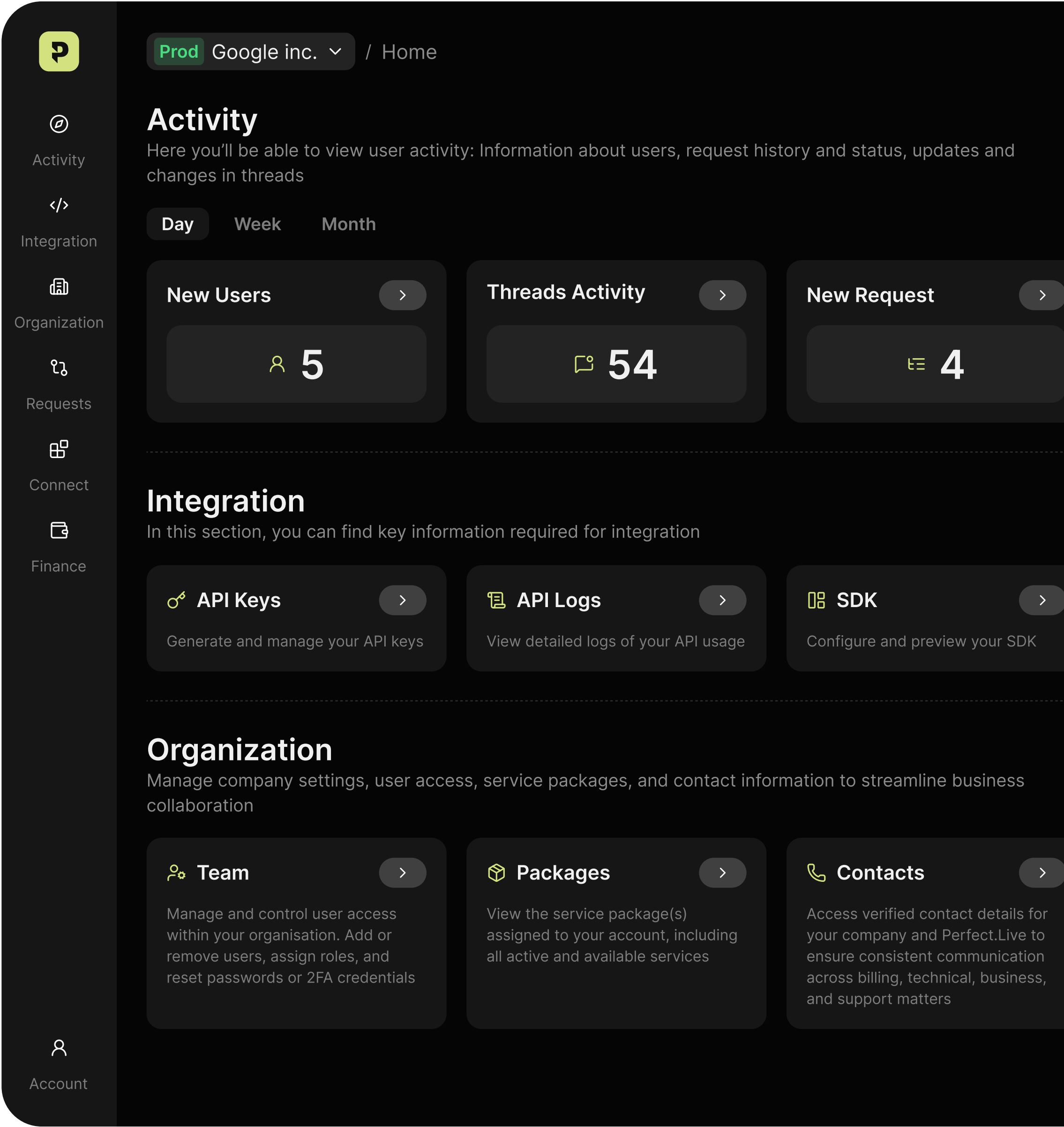
Integration

Your technical team can manage API credentials, configurations, testing environments, and SDK settings through a centralised interface. Comprehensive documentation and dedicated onboarding support ensure a streamlined implementation and ongoing management experience



Organization

Your team can independently manage service packages, assign roles, configure permissions, and maintain operational settings through a self-service administration portal



Service Coverage

Whatever They Need. Wherever They Are

VIP members enjoy 24/7 access to a curated portfolio of premium lifestyle services and exclusive opportunities. From everyday assistance to highly personalised requests, every experience is delivered through a dedicated team operating across global time zones

✈ **Luxury Travel & Accommodation**

From private aviation and yacht charters to luxury hotels and exclusive villas, VIP members enjoy seamless access to premium travel experiences worldwide

☆ **Exclusive Events & Experiences**

Priority access to sought-after events, VIP experiences, major sporting events, concerts, fashion shows, cultural occasions, and invitation-only opportunities not typically available through public channels

🍴 **Fine Dining & Culinary Experiences**

Secure reservations at the world's most sought-after restaurants, enjoy private dining arrangements, and access unique chef-led experiences across leading destinations



🛍 **Luxury Shopping & Sourcing**

Access to limited-edition watches, rare collectibles, luxury fashion, and highly sought-after products. From sourcing to global delivery, requests are managed seamlessly regardless of location

💖 **Health, Wellness & Longevity**

Connect with world-class medical experts, wellness providers, executive health programs, and longevity-focused experiences tailored to optimize well-being and performance

🎁 **Personal & Corporate Gifting**

Thoughtfully sourced gifts and bespoke gifting solutions for personal milestones, client appreciation, corporate occasions, and special celebrations — delivered worldwide

**Real Requests. Real Results.
Real Value**

When It Has To Get Done

Examples of how complex, time-sensitive, and highly personalised requests are successfully fulfilled through our global service network

Flight Cancelled. Late at Night. Rerouted in Hours

A client's flight was cancelled and automatically rebooked on an inconvenient two-stop route. With visa restrictions limiting options, the team identified an unconventional routing — train to a nearby city, then a direct flight to the destination.

Result: Trip saved, no additional stress for the client

€2,825 Recovered From a "Non-Refundable" Ticket

British Airways offered €123 on a €2,825 ticket, citing non-refundable fare rules. The team analysed the PNR, identified a phantom flight segment causing miscalculation, and built a 15-page evidence file. The airline reversed its decision.

Result: Full refund issued

Birthday Gift. Ordered and Delivered Overnight

Late evening in Dubai — a client realised his daughter's birthday was the next morning. The team sourced a bicycle, coordinated purchase and delivery overnight.

Result: Gift at the door before sunrise

Car Serviced Across an Ocean. Client Did Nothing

A client's car needed servicing on Madeira. The team coordinated ferry transport to Lisbon, arranged pickup, oversaw the service, and returned the car to the island — across multiple logistics partners, while the client was in another country.

Result: Car ready on arrival. Client never made a single call



Let's Build This Together

I

Submit Your RFP

We're ready to respond as soon as the brief lands. Our proposal will cover team structure, onboarding timeline, service scope, and commercial terms

II

Live Demo With Your Team

We'll walk your stakeholders through the product live — real screens, real flow, real questions answered. No slides-only pitch

III

Pilot

Start with a defined group of your top-tier clients. Agree on scope, timeline, and success metrics together — then scale what works