

DigiValet - Feature Presentation, 2016

Features Offered

Check-in and Check-out Process

- Language Selection
- Check-in & Welcome
- Check-out & Reset

Room Controls

- Lights
- Lights - Realvu
- Temperature Control
- Curtain Control
- Privacy and Cleaning
- Door Camera

Entertainment

- Television, IPTV
- Movies on Demand
- Music on Demand
- Internet Radio
- YouTube
- Guest Device Content Streaming (BYOC)
- Netflix

Features Offered

Guest Self Services

- In Room Dining with Upselling options
- Spa
- One Touch Services
- Cinema
- Shopping
- Restaurants

Information

- Newspapers
- Internet
- Local Attractions and Tours

About the Hotel

- Guest Directory
- Hotel's Portfolio

Features Offered

New Age Communication

- Messaging
- Promotions
- Hotel Wall
- Landing Page Slideshow
- Guest Feedback

Utilities

- Weather Information
- Currency Exchange Rates
- Prayer Direction
- Flight Status
- Alarm
- Location Map

Multilingual

- Multiple languages support

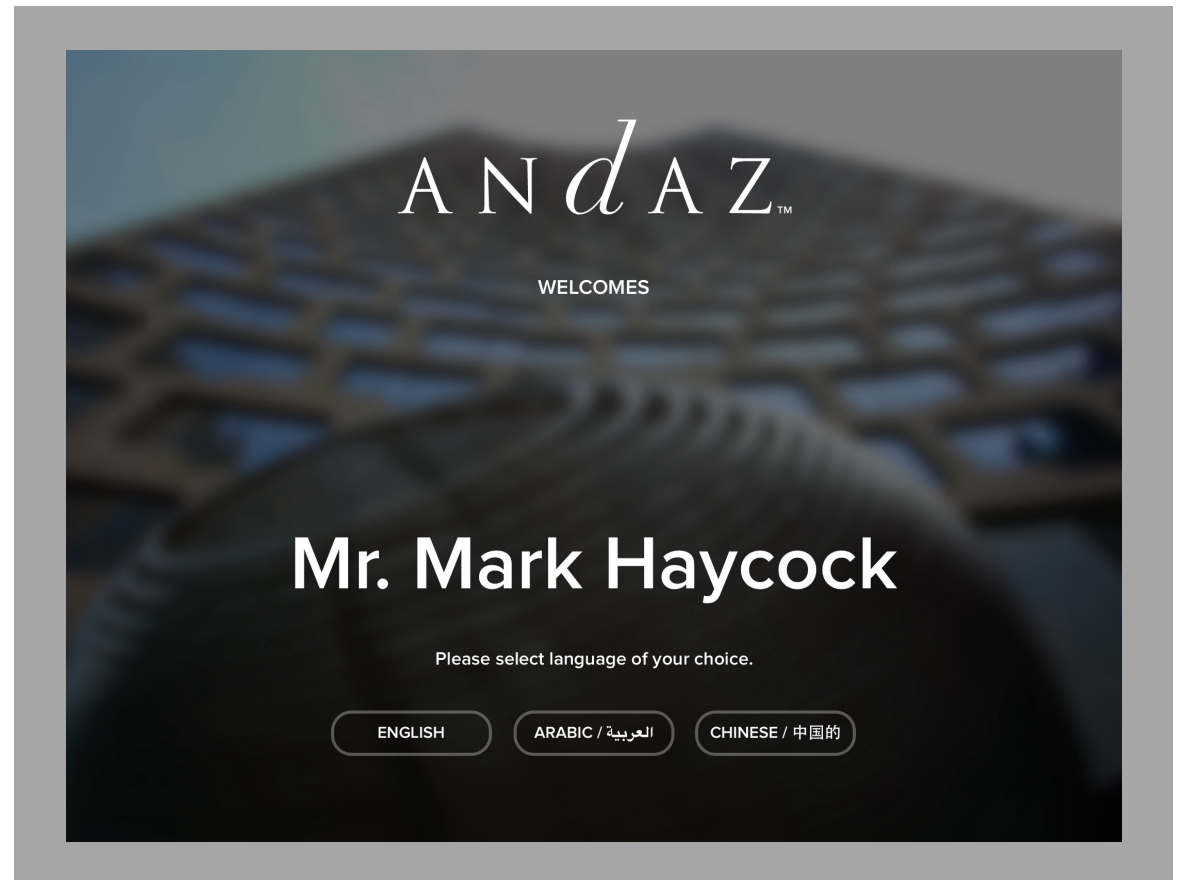
Check-in & Check-out Process

- Language Selection
- Check-in and Welcome
- Check-out and Reset

Language Selection

FEATURES:

- DigiValet is integrated with Property Management Systems (PMS) such as Opera to receive check-in notification for a specific guest.
- On Check in, the guest walks into his room with an DigiValet Pad ready to use.
- There is a customised screen with the logo and image of the hotel along with the name of the guest.
- The guest selects the language of his choice.



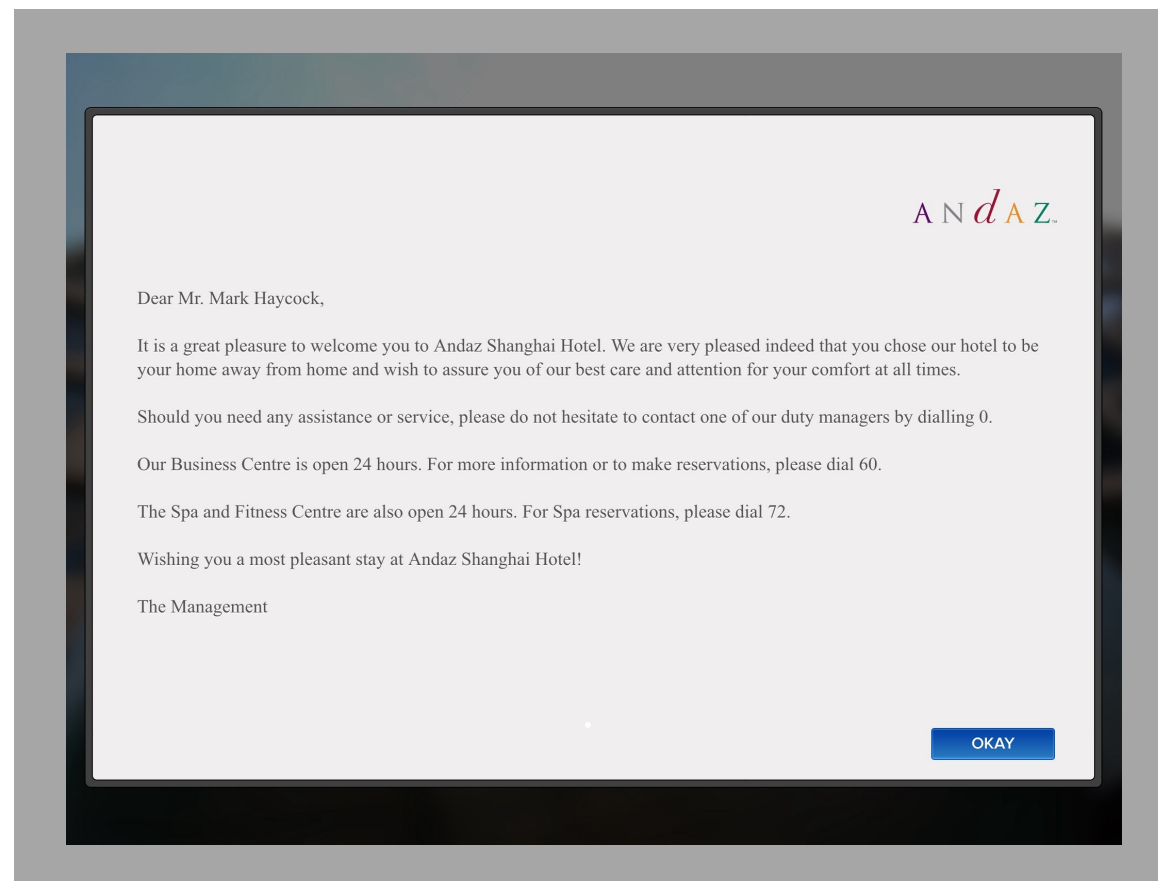
Check-in and Welcome

FEATURES:

- The guest is then shown a full screen Welcome Letter in the language he chooses to interact with the DigiValet Pad
- There is a welcome letter shown on the television as well and optionally a Welcome video on the TV may also be played.
- The guest reads the welcome letter and clicks a button to proceed to the home page of the app.
- DigiValet activates certain features upon check in such as Movies, Internet, Room service ordering etc.

TECHNICAL DETAILS:

- Welcome message is sent through the DigiValet Messaging tool while PMS sends the necessary guest information
- The Welcome message can be customised for the guest by the DigiValet Dashboard.
- There are a list of available templates for first timers, repeat guests, single lady travellers etc.



Check-out and Reset

FEATURES:

- The Guest can view a copy of his own folio before check out as well as anytime during the stay
- Upon receiving checkout from PMS (like Opera) DigiValet performs the following tasks :
 - Clears all the data of the current staying guest such as music playlist, food order cart, internet browsing history, newspapers, favourites etc.
 - Stores the relevant data as preferences in the PMS.
 - Deactivates certain features such as internet, room service ordering etc.
- In case the guest is pre authorised on his credit card and if hotel allow guest can also do a remote check out.

The screenshot displays the Andaz mobile application interface. On the left is a dark sidebar menu with icons and labels for: Internet, Guest Services, Promotions (with a blue badge showing '4'), Messages, Guest Feedback, Feedback, DigiValet Social, Hotel Wall, Utilities, and a highlighted 'Bill View' option. At the bottom of the sidebar are the 'digiValet' logo and a settings gear icon. The main content area has a dark header with the 'ANdAZ.' logo, a search icon, and a 'Indian Night' offer icon. Below the header are two tabs: 'Company Account' and 'Personal Account'. The 'Personal Account' tab is active, showing a bill for 'Mr. Mark Haycock' in 'Room 201'. The bill is presented as a table with the following items and amounts:

Luxury Tax - Rooms I	\$ 1,260
Service Tax - Rooms	\$ 779
Le Jardin - Food	\$ 895
Accommodation Charge	\$ 10,500
Total	\$ 13,434

At the bottom of the screen, a grey bar contains the text 'TOTAL AMOUNT: \$ 20474.00' and 'Subject to local government tax & service charge.' on the left, and a blue 'Check Out' button on the right.

Room Controls

- Lights
- Lights - Realvu
- Temperature Control
- Curtain Control
- Privacy and Cleaning
- Door Camera

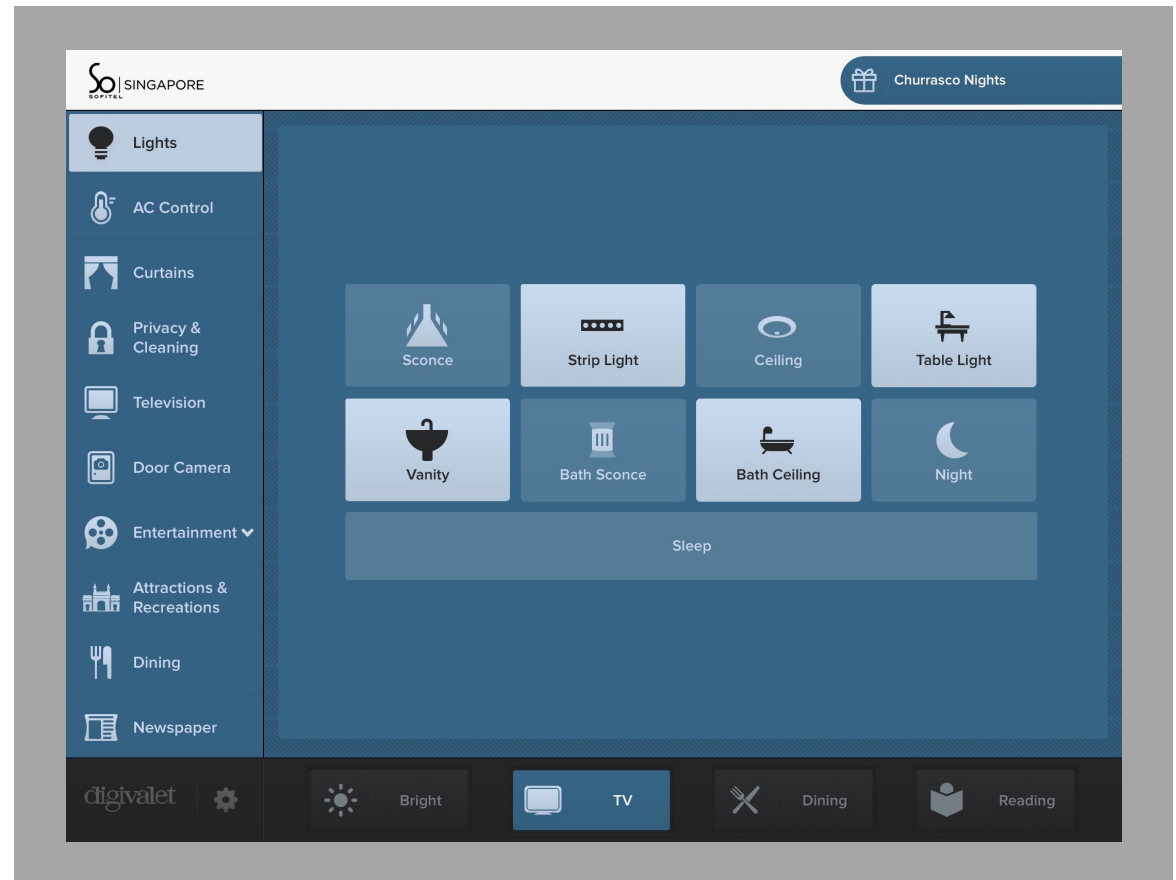
Lights

FEATURES:

- Icons resembling the actual lamps in the room make it convenient for guests to get familiarised in no time.
- Sleep Bar - One touch operation before going to the bed. The most sought after feature needed by a guest in a hotel room.
- Light moods or Scenes - One Touch mood light setting
- Works in tandem with wall switches (wall control panel)

TECHNICAL DETAILS:

- DigiValet interfaces with all leading room management systems such as Inncom, Cooper control, Dynalite, Lutron, ABB, VDA etc
- The integration is bi-directional with feedback i.e. light activated at panel reflects on the DigiValet Pad and vice-versa
- DigiValet integrates with such solution in the room rather than over server to avoid dependency on network and to make it most secure.

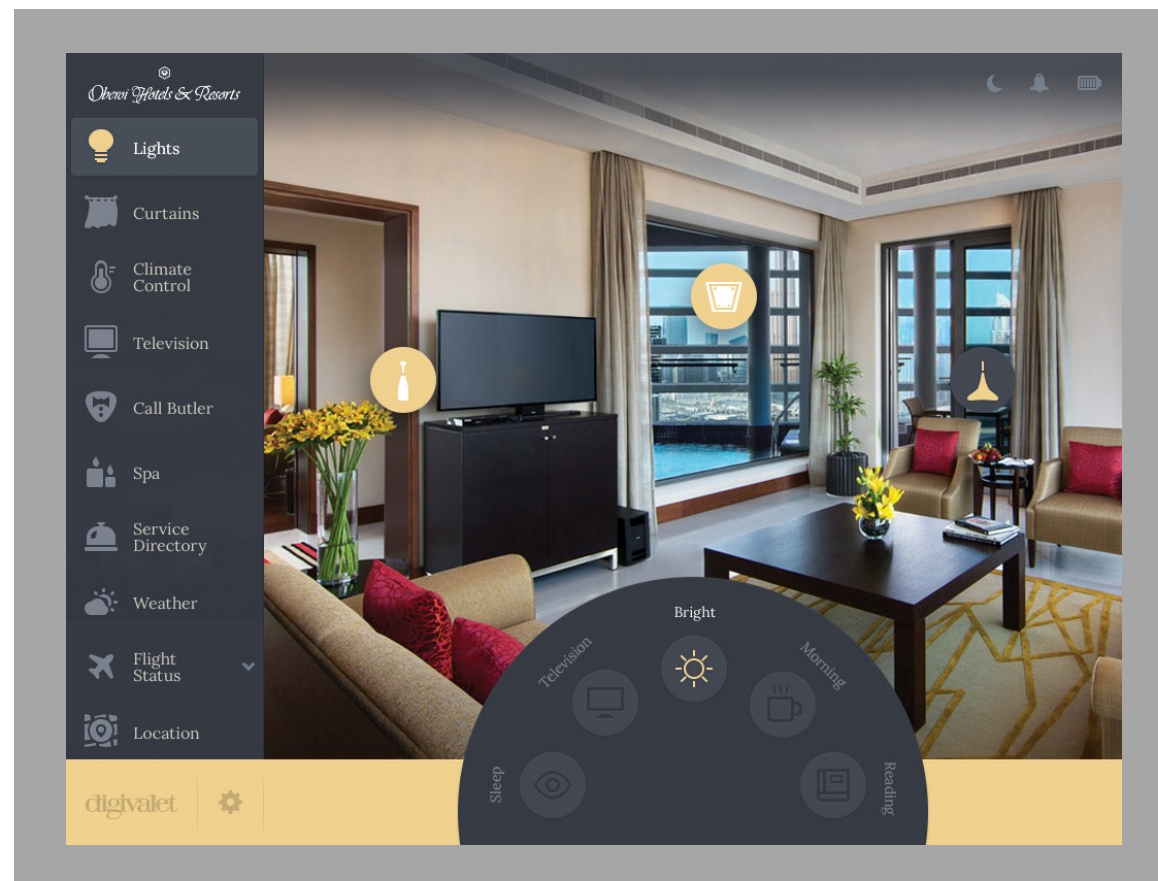


Lights - Realvu



FEATURES:

- The RealVU technology to place light icons over the actual picture of the room
- Guests can navigate through the room layout as if they are moving around in the room
- Very effective for larger suites, villas of the hotel
- Helpful in case guests are not very conversant with the offered language choices.



Temperature Control

FEATURES:

- An easy-to-use dial to set the temperature in the room
- Guest can see the temperature in Celsius or Fahrenheit scale
- Guests preferred temperature can be learnt by the system and can be stored in the guest profile.
- An alert is sent to the Engineering team, in case the Actual temperature does not match the Set Temperature in 45 minutes.

TECHNICAL DETAILS:

- Interfaces available for most popular Thermostat Systems like Inncom, Siemens, Honeywell, Johnson and VRV systems like Daikin, Samsung, Toshiba, Mitsubishi.
- Interface on native bus (No compulsion for networked RMS)



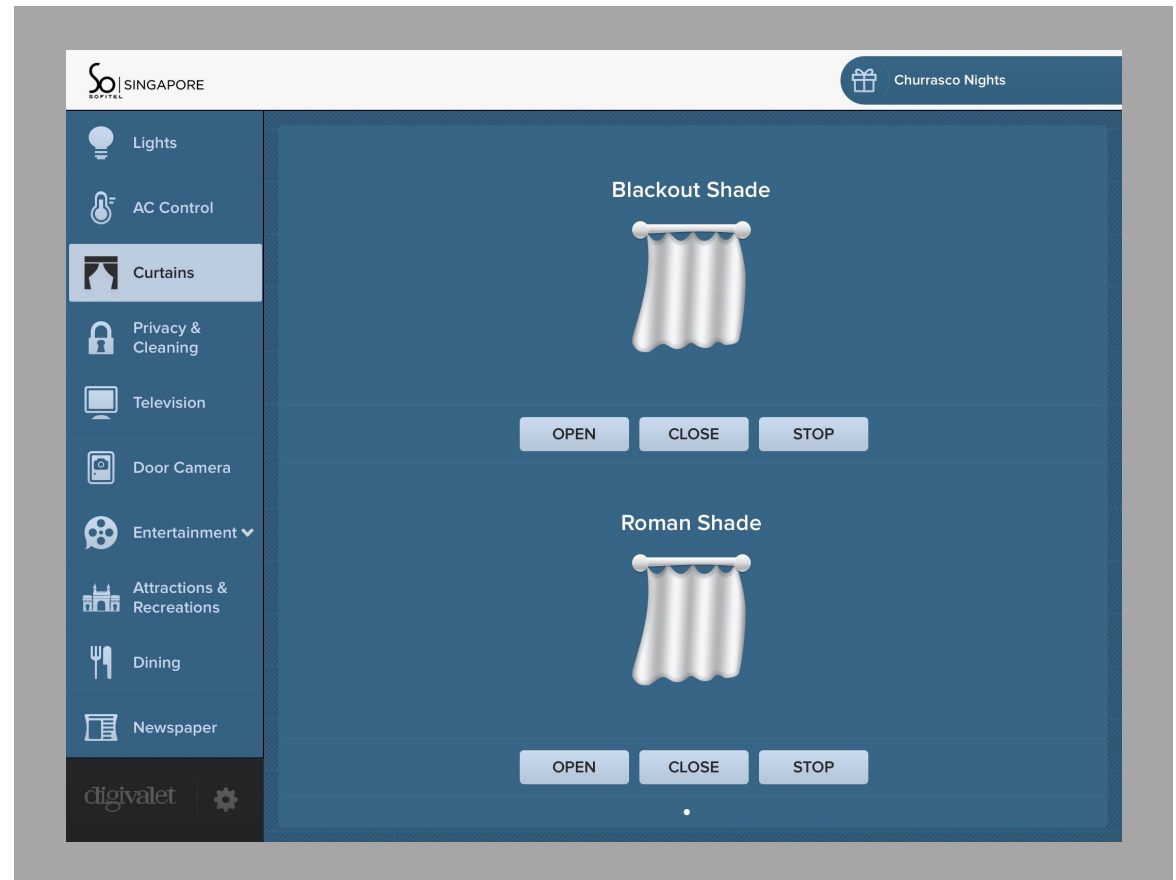
Curtain Control

FEATURES:

- Very intuitive and convenient user interface to control the Curtains in a room
- Guest can operate the Blackout curtains or Sheers present in the room
- Options to Open, Close or Stop the curtains at the current position

TECHNICAL DETAILS:

- Integration possible with various curtain control modules such as Somfy which activates Curtain motors to take suitable action
- Multi-IO integrated with the Curtain modules to activate the relays corresponding to guest's action on the DigiValet Pad.



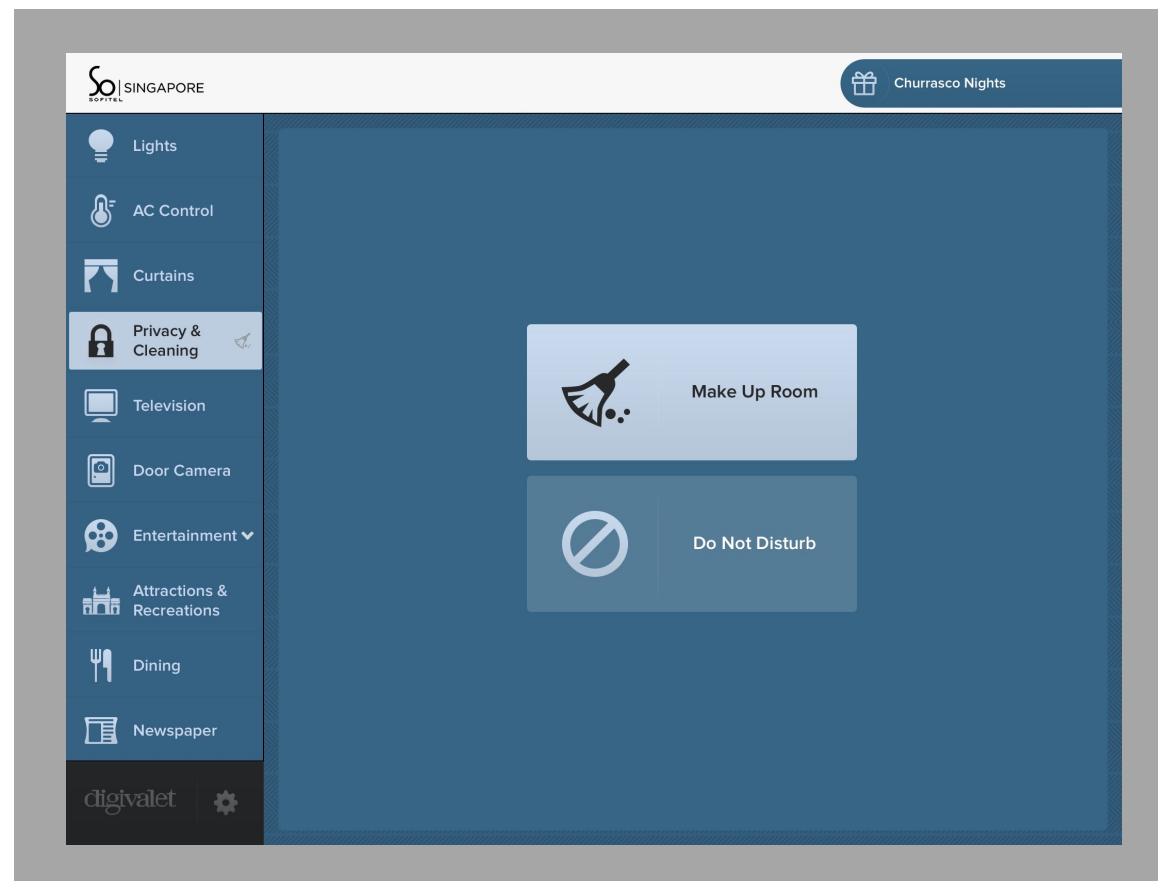
Privacy and Cleaning

FEATURES:

- A one-touch control to activate the Do Not Disturb service or Make Up Room request.

TECHNICAL DETAILS:

- Integration to Guest service solutions apart from email or messaging capabilities to the Housekeeping team to instantly notify them for Make Up Room requests.
- Integrates with the Opera(PMS) to update the status of the room as DND/MUR



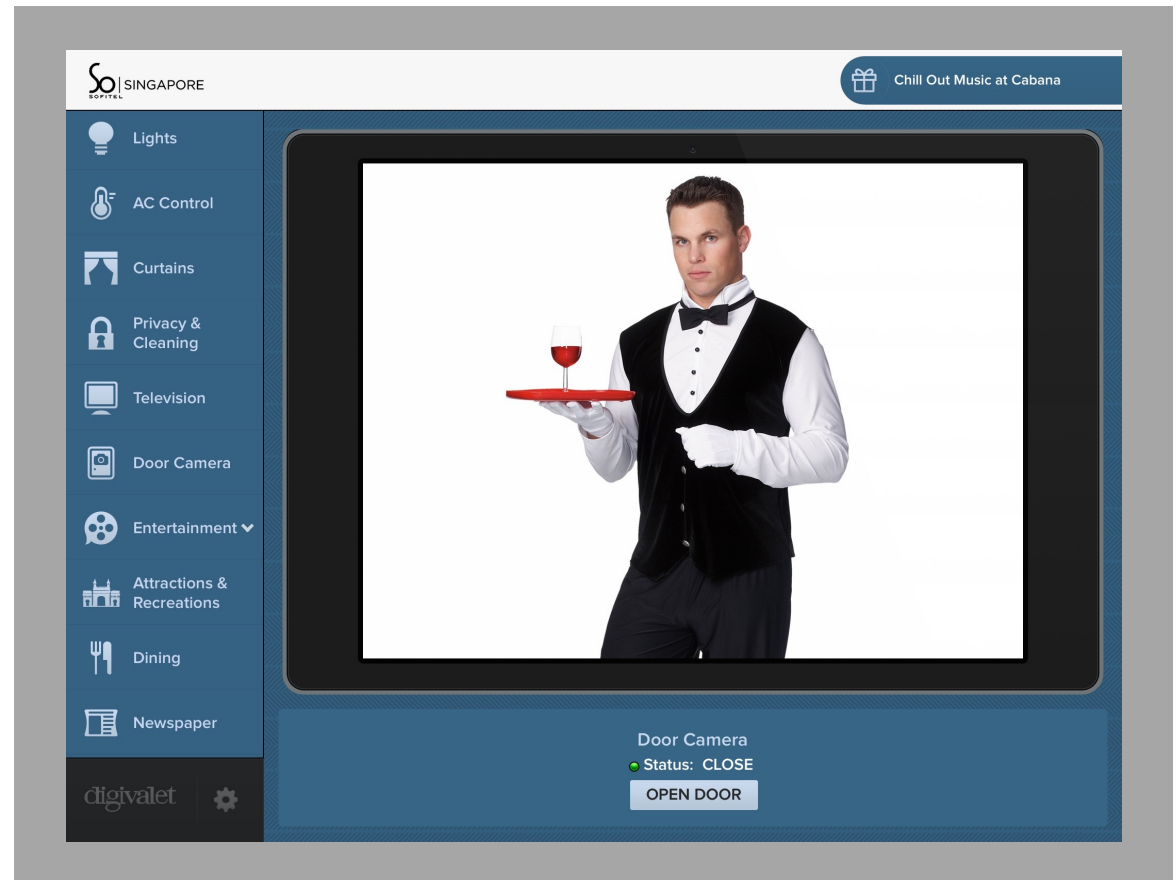
Door Camera

FEATURES:

- The guests can check who is at the Door from the comfort of their beds
- Guest can also operate the door lock to allow the person at the door to enter the room

TECHNICAL DETAILS:

- Live feed captured by the Door is streamed on the DigiValet Pad
- Door bell is also integrated with this feature and Door Camera pops up when someone pushes the Door bell, subsequent to which the guest may decide to operate the door lock from the DigiValet Pad



Entertainment

- Television, IPTV
- Movies on Demand
- Music on Demand
- Internet Radio
- YouTube
- Guest Device Content Streaming (BYOC)
- Netflix

Television Control

FEATURES:

- Easy to identify TV channel logos make life very easy for guests to select the channel to watch
- TV Channels categorised in genres to find similar channels in an easy view
- Convenient TV controls - Volume, Audio selection, Standby etc.
- Electronic Program Guide to indicate which show is currently running.

TECHNICAL DETAILS:

- Interfaces available for most popular hospitality TV - Sony, Samsung, LG, B&O
- DigiValet controller acts as an IPTV set-top box and plays the feed through the IPTV player within it
- Integration to all types of TV systems - Analog MATV, Digital TV - DVBT / DVBC, IPTV



Television - Favorite Channels

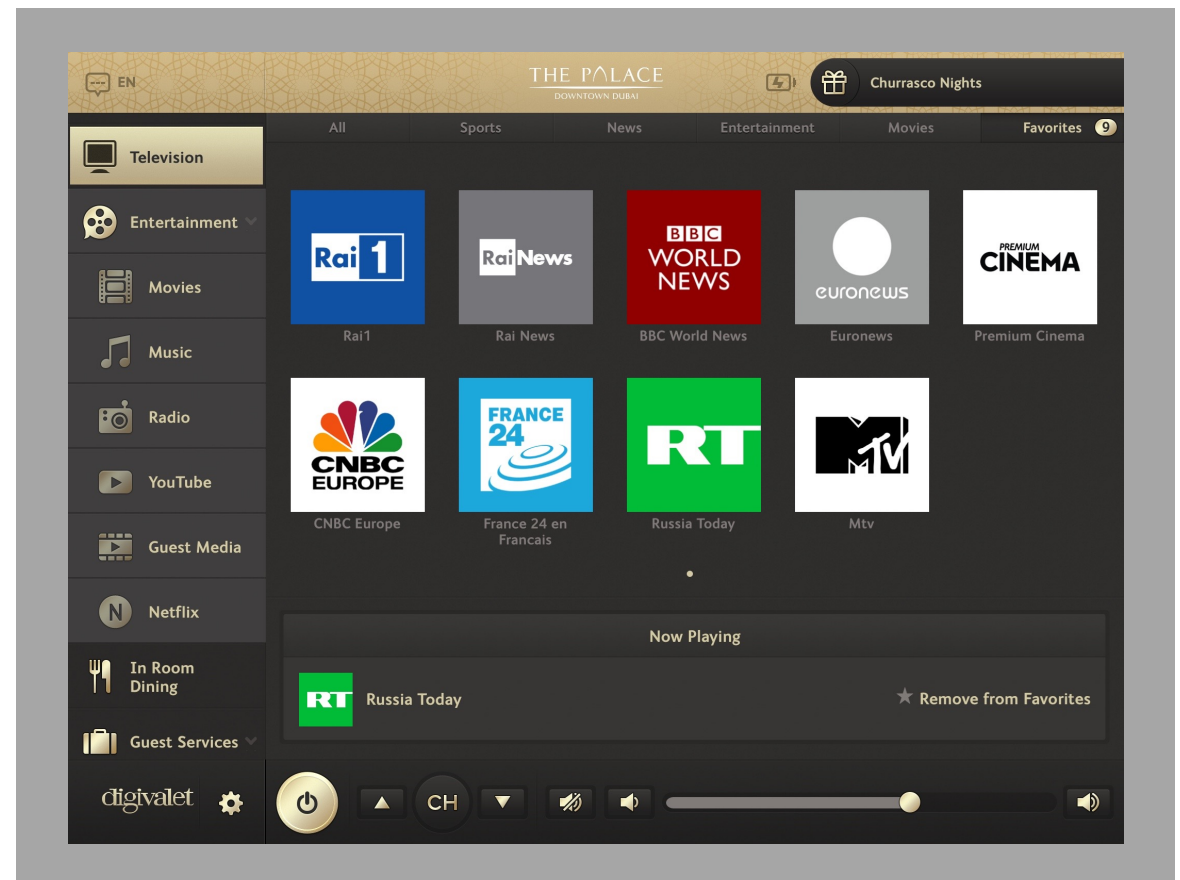


FEATURES:

- Guest can create a list of favourite TV channels at a single touch. This list helps the guest to view all his favourite channel options in one screen.
- This list is stored in the guest's profile and restored on the DigiValet Pad upon next arrival of the guest.

TECHNICAL DETAILS:

- DigiValet has certified HTNG interface with Opera PMS to read and update guest preferences.
- In case the hotel does not want to have the Opera interface for guest preferences the favourites stay on the DigiValet Pad for the current stay of the guest.



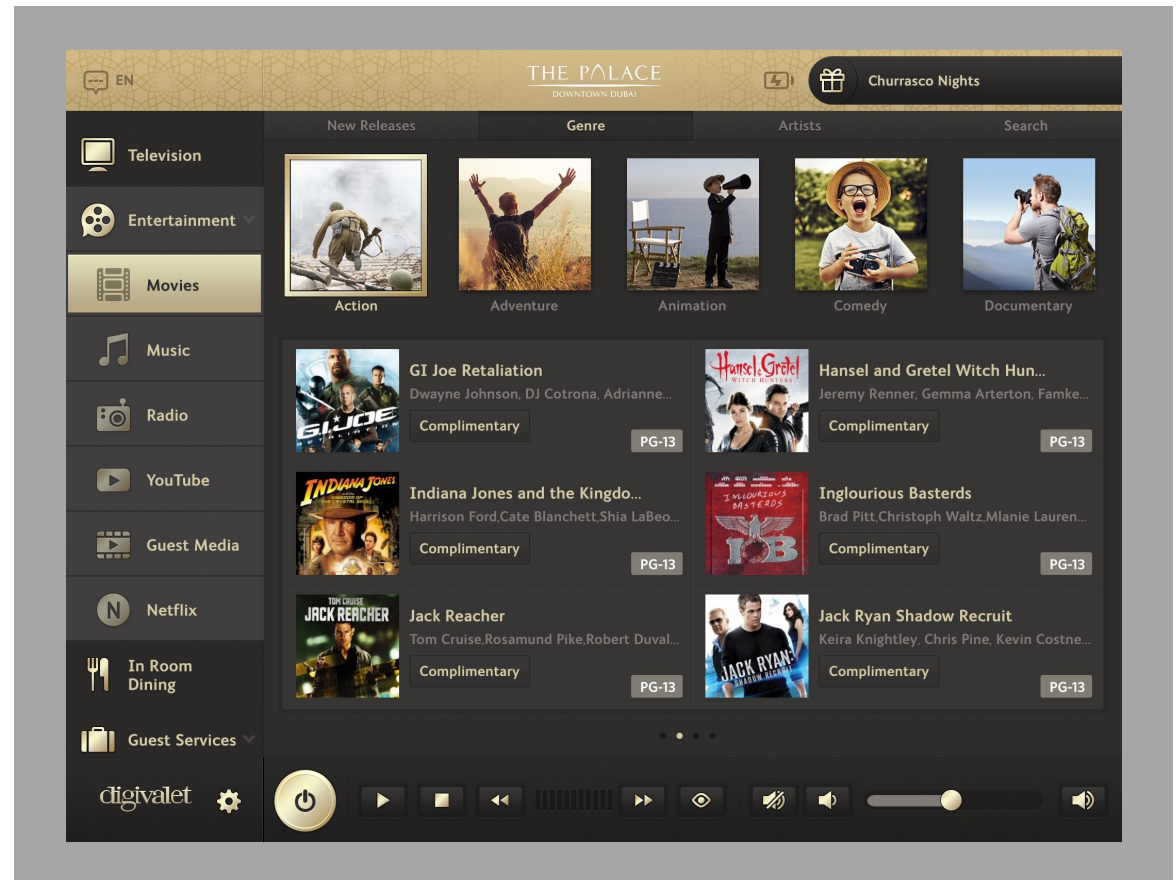
Movies on Demand

FEATURES:

- Convenient display of movie catalog available in the DigiValet Movies on Demand system
- Movies categorised based on different genres, Language, Actor/Actresses to facilitate easy searching
- Preview (Trailers) available on the DigiValet Pad
- Full HD Playback on TV
- 3D Content Playback

TECHNICAL DETAILS:

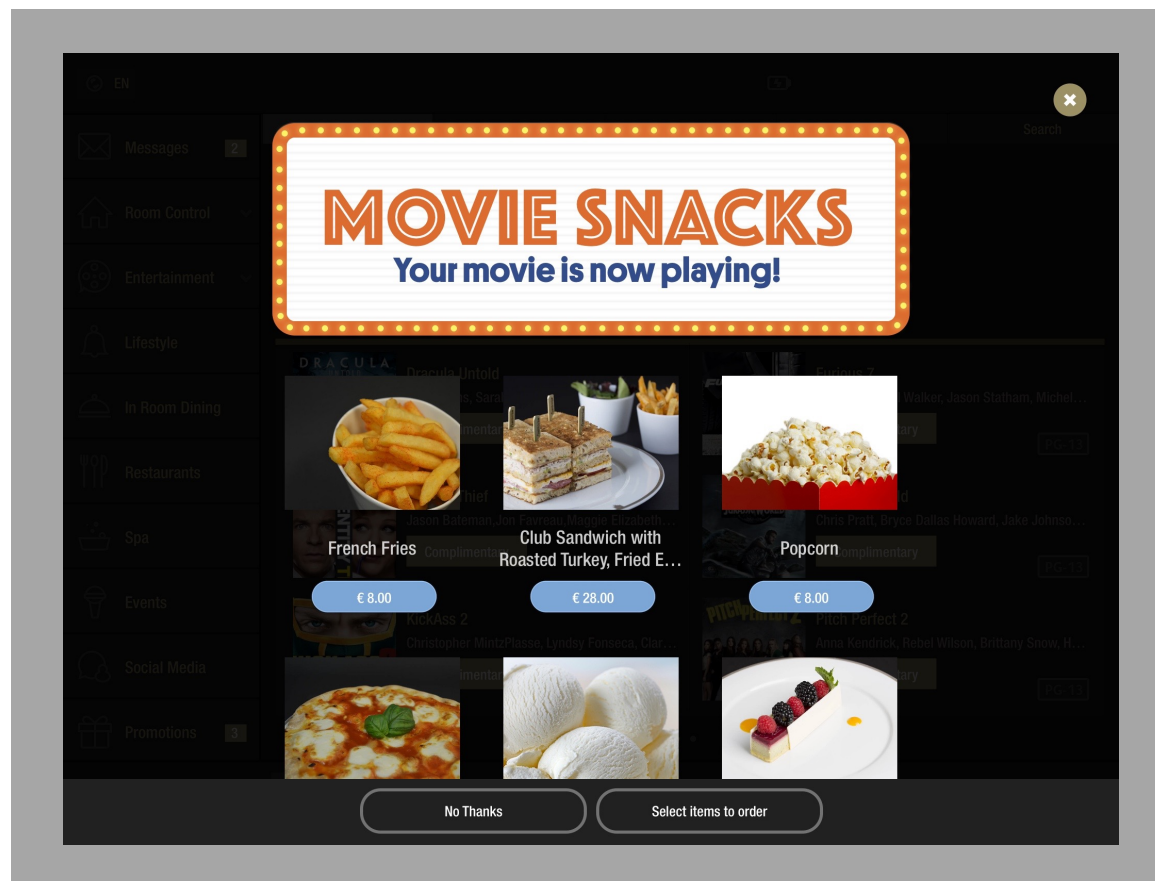
- DigiValet offers the latest in Hollywood movies from top rung studios - Sony, Warner, Fox, Universal, Walt Disney, DreamWorks
- The movies are stored in the local DigiValet VOD server from where the movies are played on TV



Movie Snacks Menu - Upselling

FEATURES:

- A pop up on the DigiValet Pad, soon after the guest plays a movie from the Movie on Demand feature, helps upsell food items.
- A list of quick bites/finger foods and beverages which the guest can eat while watching the movie.



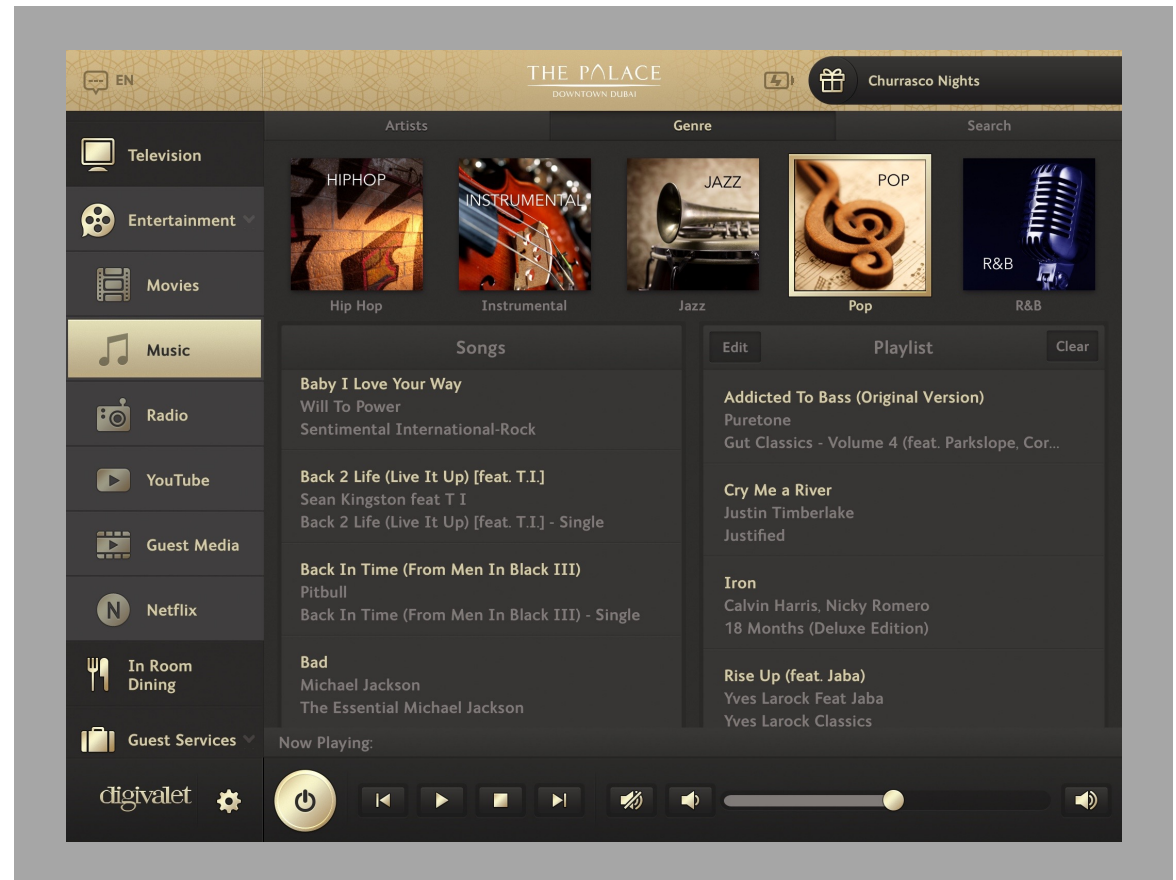
Music on Demand

FEATURES:

- Convenient display of music catalog available in the DigiValet Music on Demand system
- Guest can create his own playlist in just a few seconds. The fastest system ever available.
- Easy to browse, easy to search
- Music categorised based on Singers, Genres, Languages to facilitate easy search

TECHNICAL DETAILS:

- Support for Stereo & Surround Sound
- The music is stored on the local DigiValet VOD server



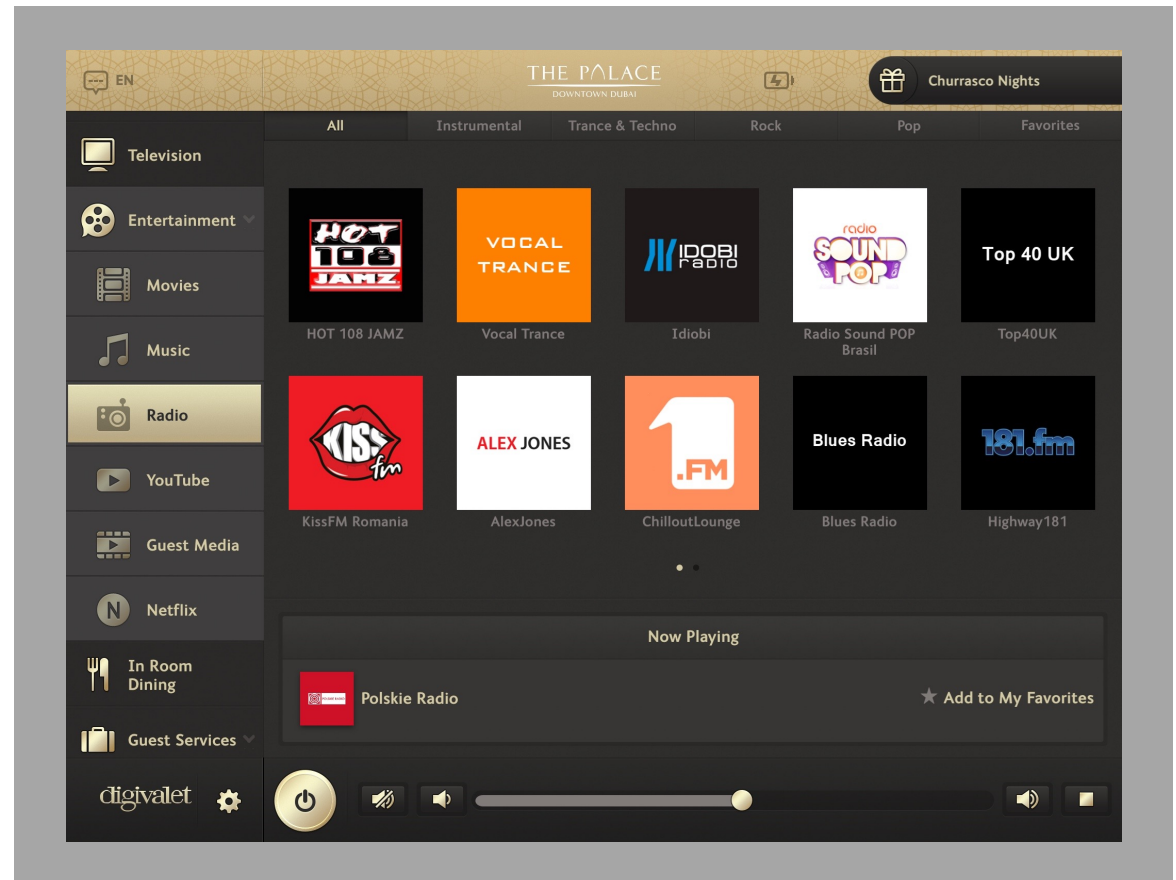
Internet Radio

FEATURES:

- Convenient display of radio channels
- Capability to stream local FM stations to the rooms thereby adding local flavour to the Radio content
- Easy to browse, easy to search
- Music grouped in various genres such as Pop, Classic rock, Hard Rock, Trance and All to cater to varying preferences

TECHNICAL DETAILS:

- DigiValet Radio Re-streamer saves internet bandwidth while playing radio stations to hotel room
- The streamed content is accessed when the guest chooses a particular channel



YouTube

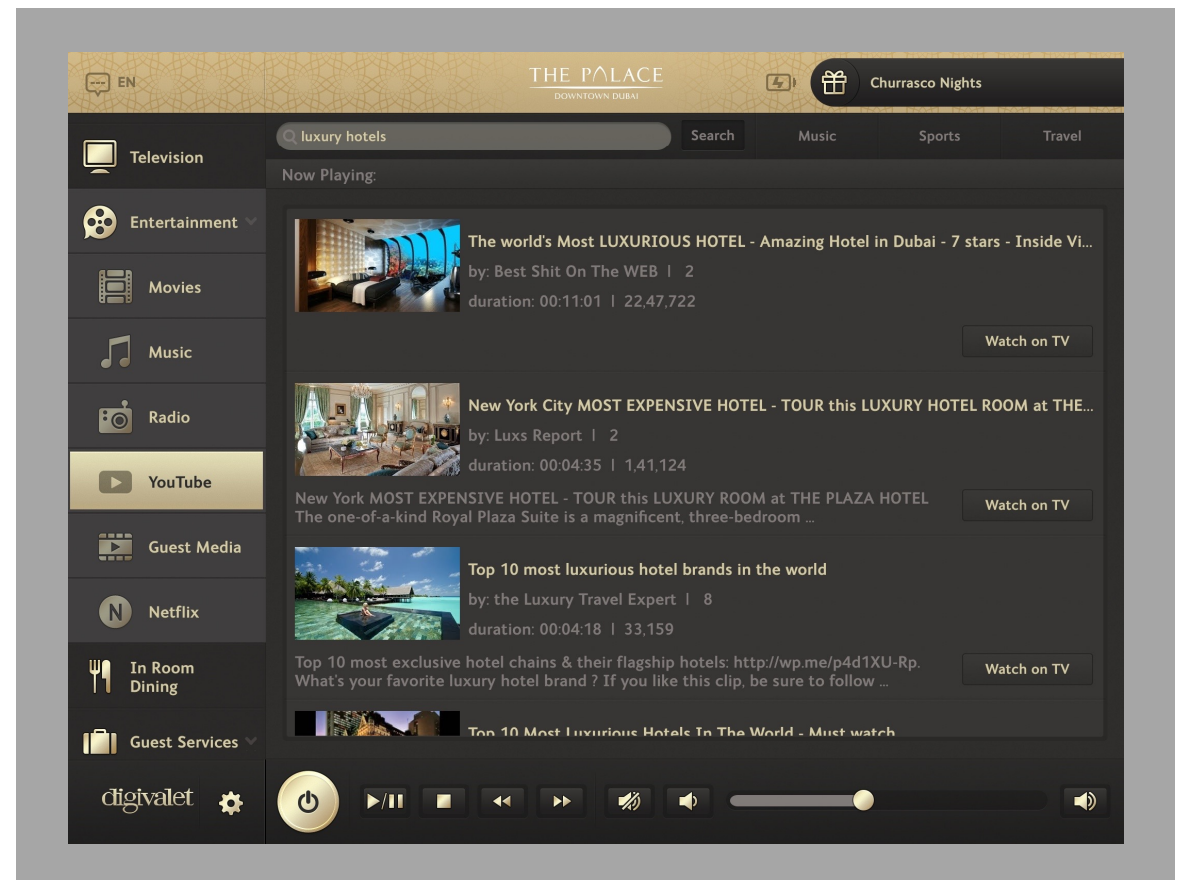


FEATURES:

- Most convenient tool to search and play content from YouTube's endless treasure
- Search tool on the DigiValet Pad
- View the results on the DigiValet Pad and upon selection the content is played in full screen on the large TV set in the guest room
- Videos are categorised such as Movies, Top Rated and Music to facilitate easy search

TECHNICAL DETAILS:

- Support for HD Playback on YouTube content on TV



Guest Device Content Streaming

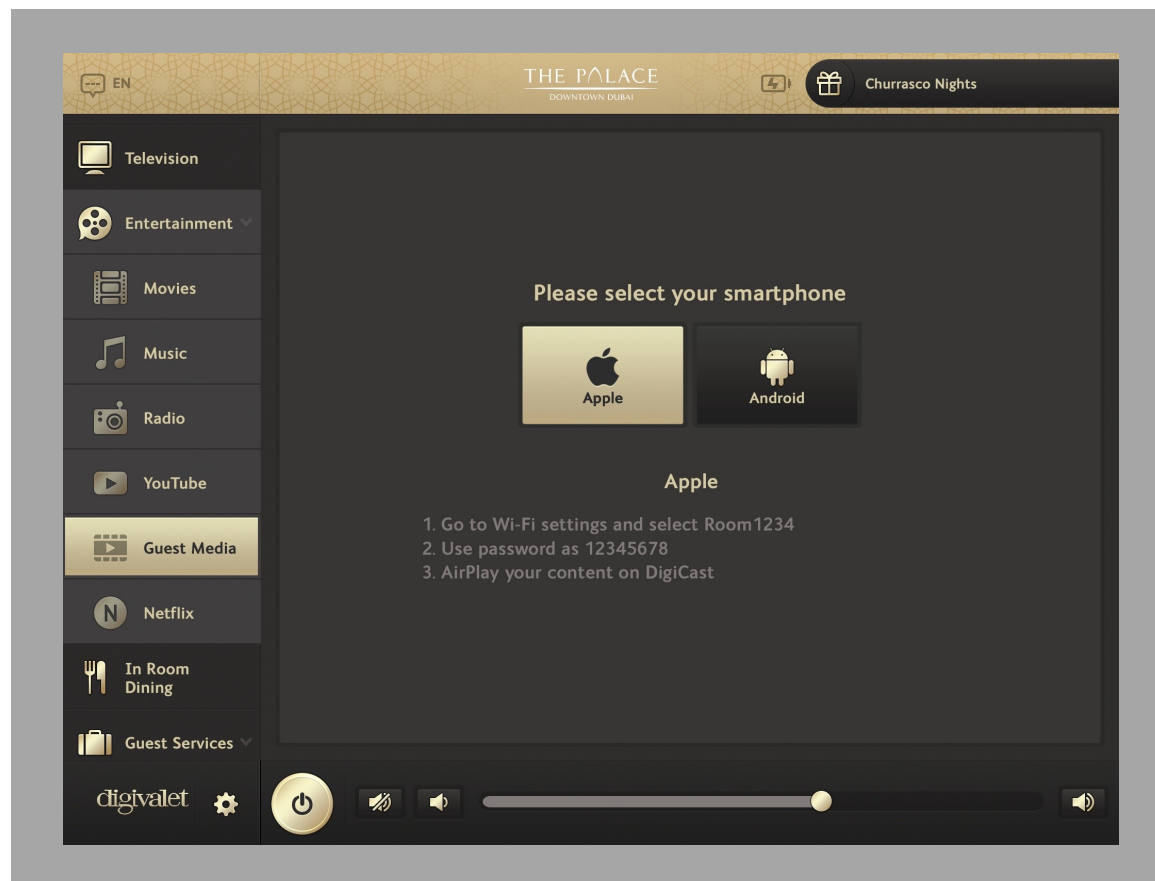


FEATURES:

- DigiValet allows guests to stream movies and music from their own devices (smart phones, tablets, laptop) onto the television over wifi.
- All popular device platforms are supported such as iOS, Android, Microsoft, BlackBerry etc.
- No need to download any application on the guest device.

TECHNICAL DETAILS:

- Security - To ensure that the guest does not accidentally stream music to the neighbouring room's TV, the guest is asked to enter a passcode which is unique for each room. The Passcode is displayed on the TV / DigiValet Pad. The Passcode is changed every time a new guest checks in.



Netflix

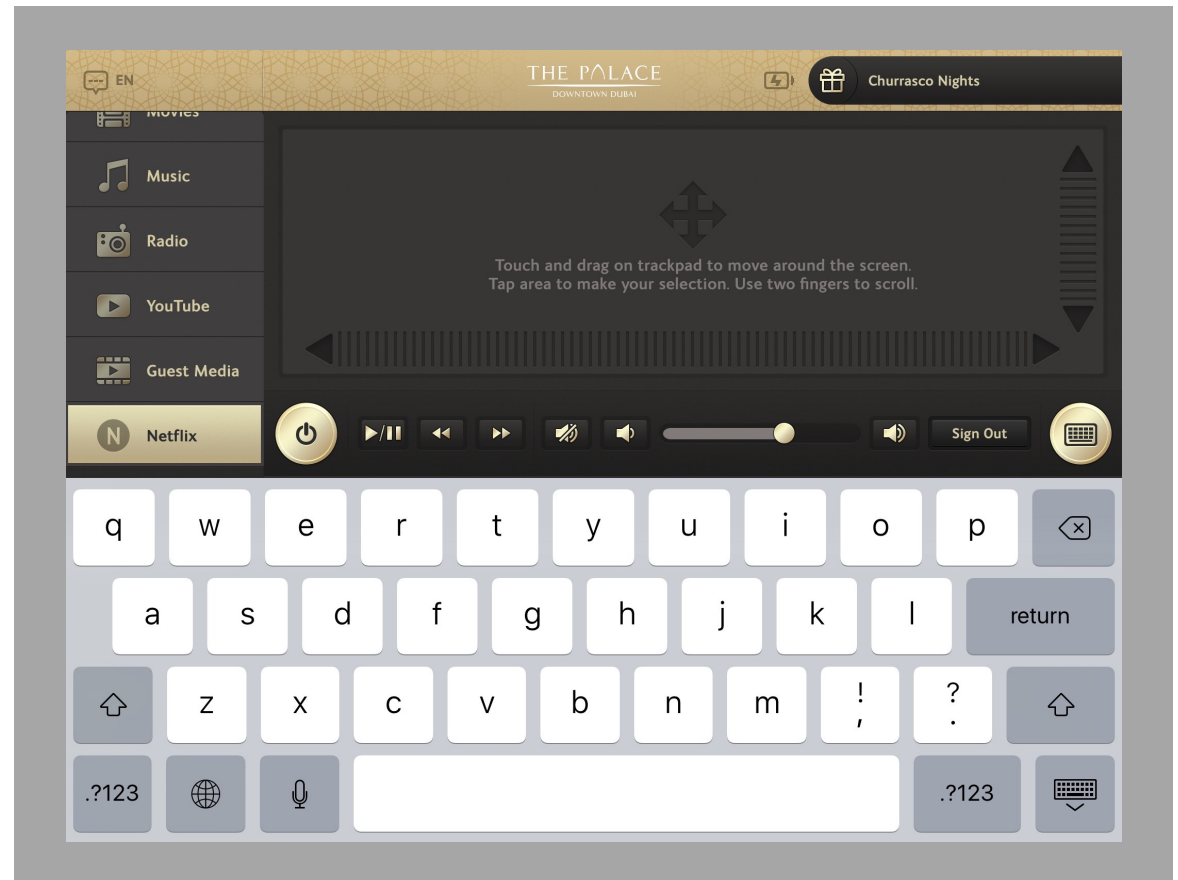


FEATURES:

- Guests can login in to their Netflix account and catch up on movies/videos in their personal catalog.
- Use the DigiValet pad as a keyboard and trackpad to sign in and navigate through the Netflix catalog on the Television.

TECHNICAL DETAILS:

- Support for HD Playback on Netflix content on TV



Guest Self Services

- In Room Dining
- Spa
- One Touch Services
- Cinema
- Shopping
- Restaurants

In Room Dining

FEATURES:

- Interactive menu with pictures and detailed description involves the guest better with the menu on offer.
- Guest can order food and beverages in a simple and intuitive process.
- Graphic and picture based intuitive workflow simplifies the language and communication barriers.
- Guest can create list of favorite items which will be available to the guest on any subsequent stay into the hotel

TECHNICAL DETAILS:

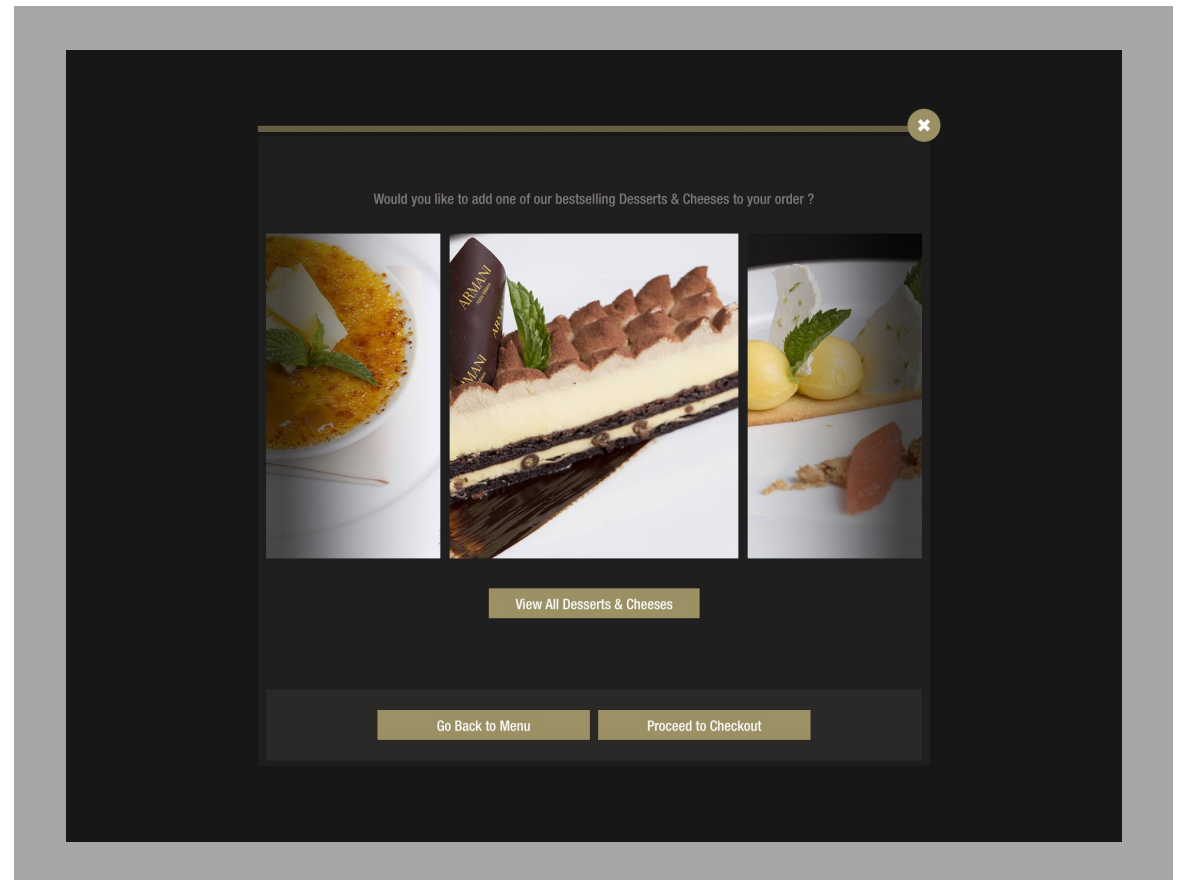
- DigiValet has certified interface with Micros 9700 PoS / myCentral for ordering straight from guest room to the kitchen.



In Room Dining - Upselling

FEATURES:

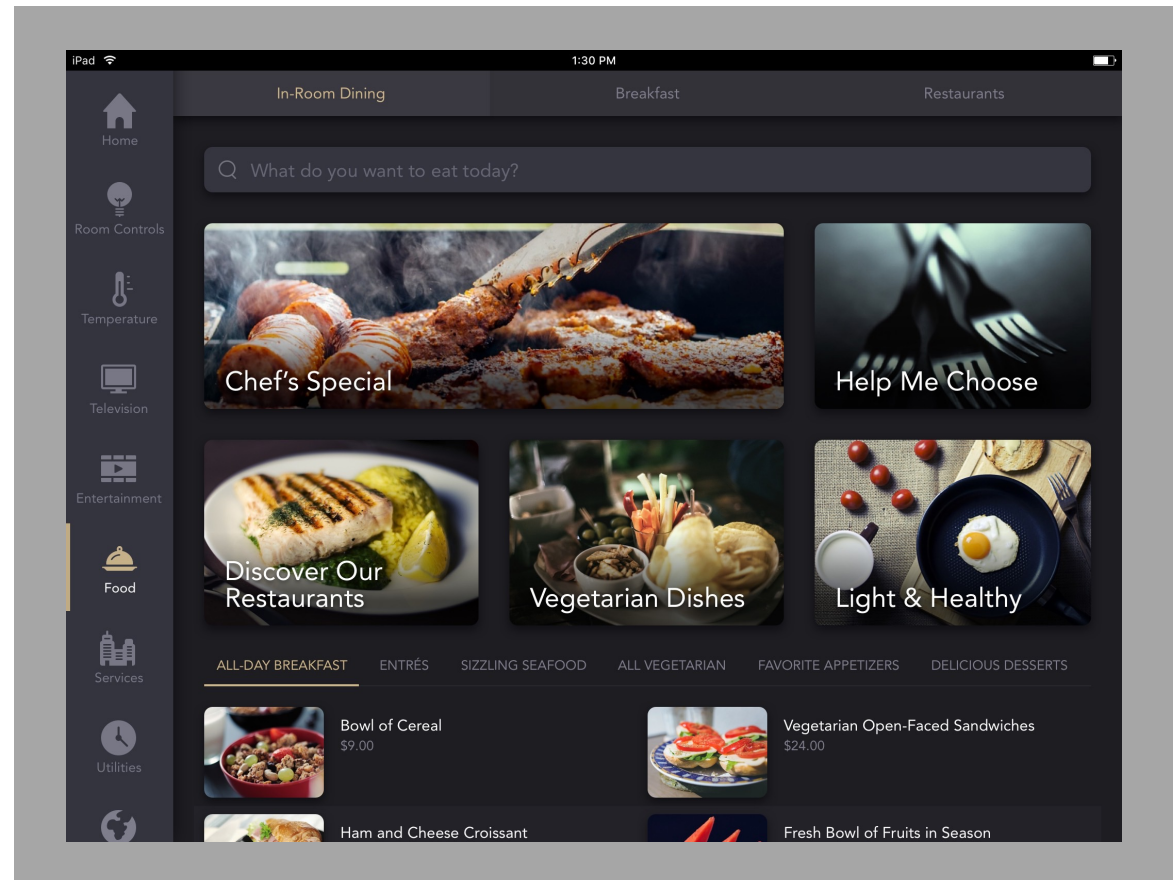
- This feature is designed to assist the guest in placing a complete dining order.
- The system suggests the guests additional menu items that could compliment the items in his order cart.



In Room Dining - Intelligence

FEATURES:

- Help me choose wizard - guides the guest to help him decide what to eat, by answering few questions.
- Spotlight - Semantic Search on in room dining menu, example “show me dishes with mushroom”



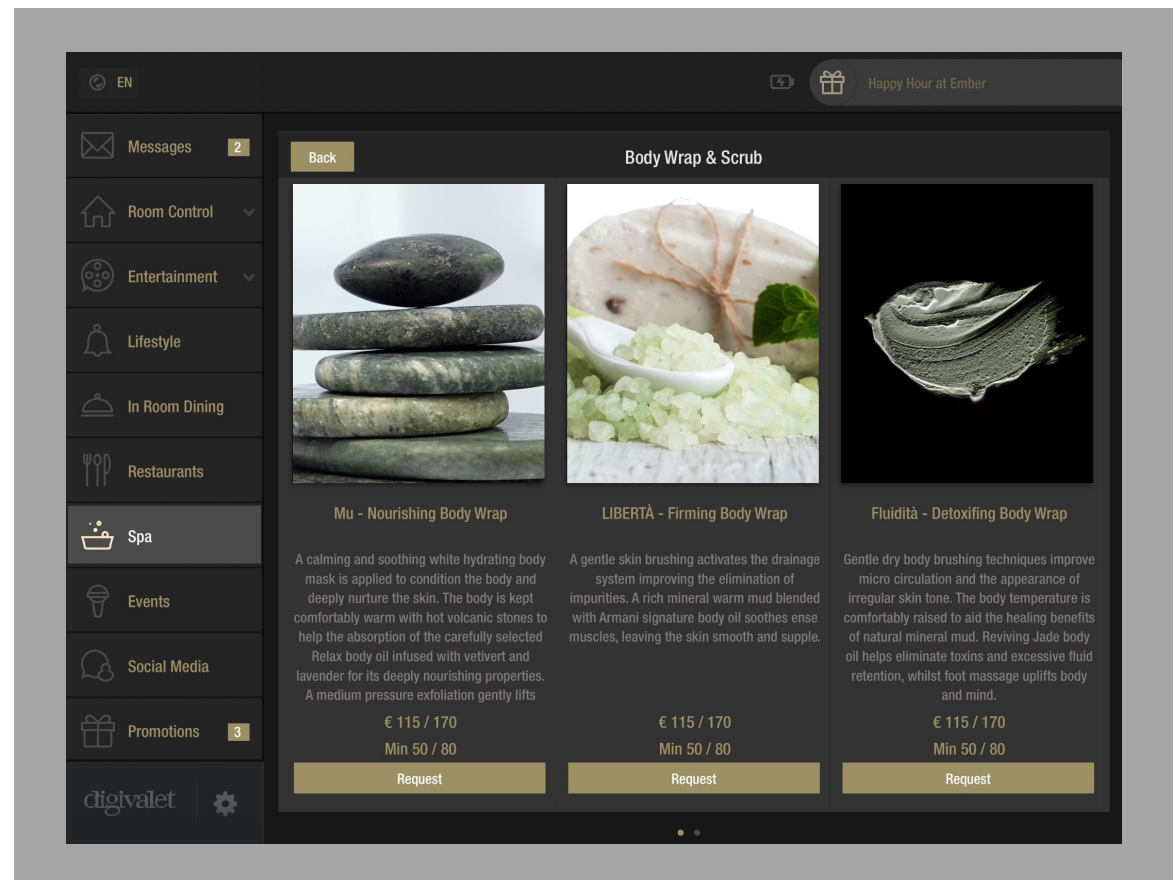
Spa

FEATURES:

- Interactive Spa Menu with pictures & videos to assist the guest to select a suitable spa treatment
- Allows guests to view the available slots and make reservations.

TECHNICAL DETAILS:

- DigiValet has integrations with the Spa management systems for offering reservations by guest.



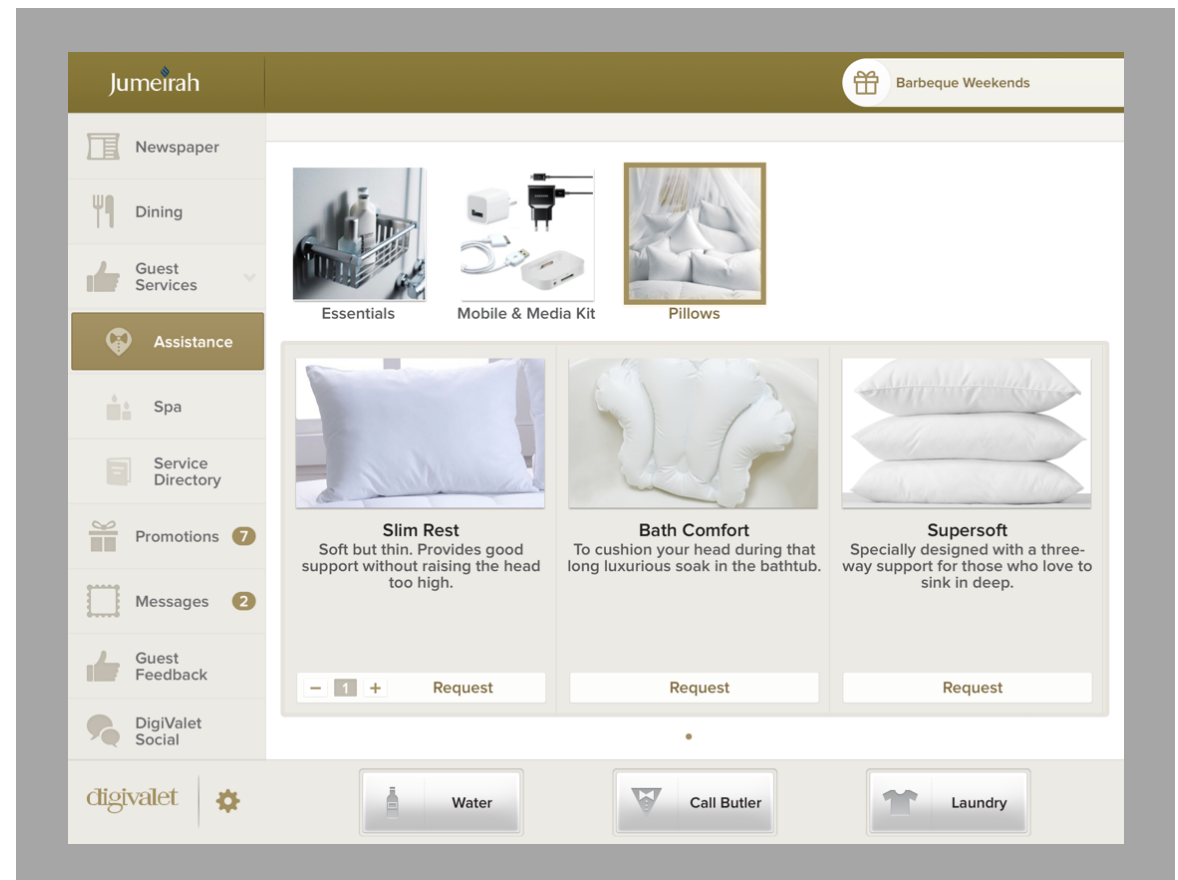
One Touch Services

FEATURES:

- Important guest services are just a touch away - Call Butler, Collect Laundry, Deliver Laundry, Water Bottle
- One touch request to essentials like extra towels, cleaning, milk, mobile charger etc
- Interactive presentation of pillow menu (do away with tent cards)

TECHNICAL DETAILS:

- DigiValet has interface with guest services management systems like HotSOS, Triton, Prologic.
- Upon receipt of request from guest the same is put through into the guest services management system.



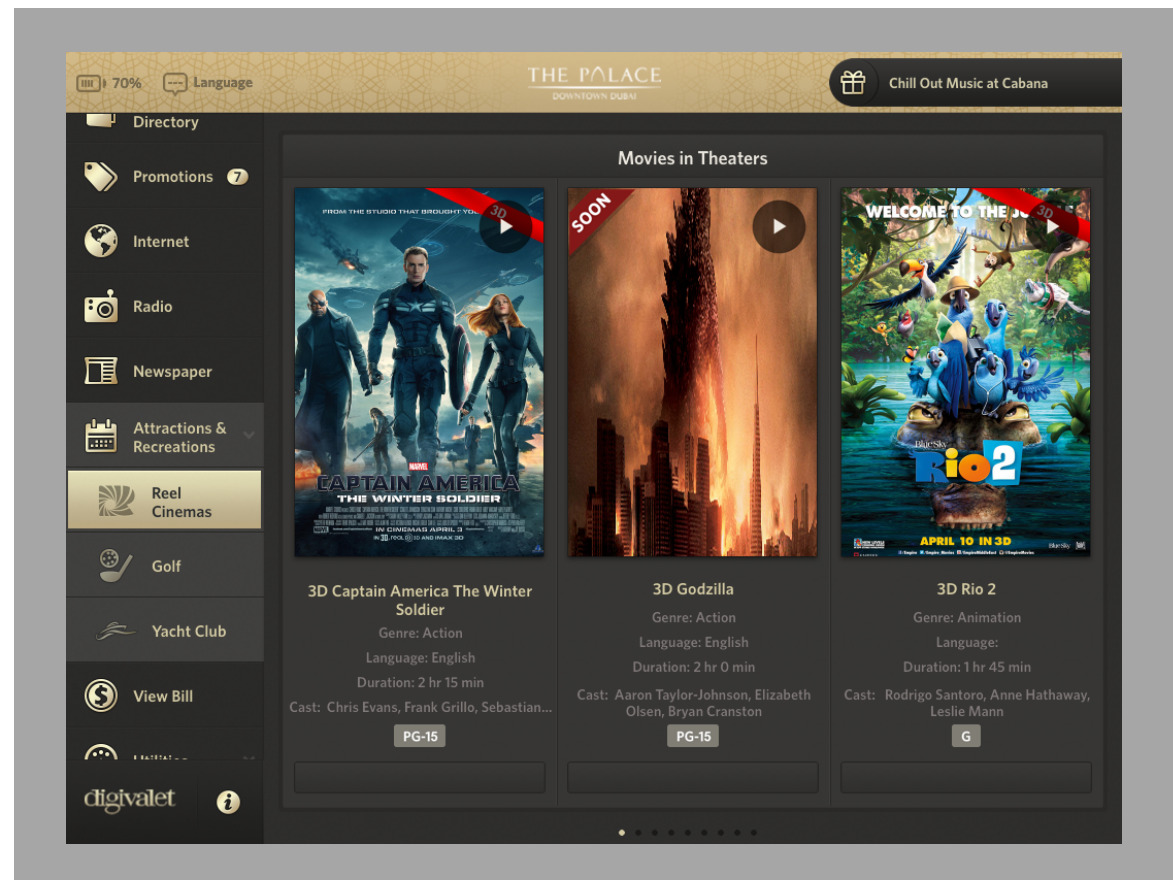
Cinema

FEATURES:

- Guest can access the information about movies currently being screened at theatres
- Movie Name, Cast, Genre, Rating and synopsis is available for the guest.
- The guest can also watch theatrical trailer of the movie.
- Guest can send information to the concierge about the show time which interests him and the number of tickets required.

TECHNICAL DETAILS:

- DigiValet has interface with the Theatre Reservation system API such as ReelCinema to book a show.
- DigiValet also has interface to payment gateways for collecting charges.



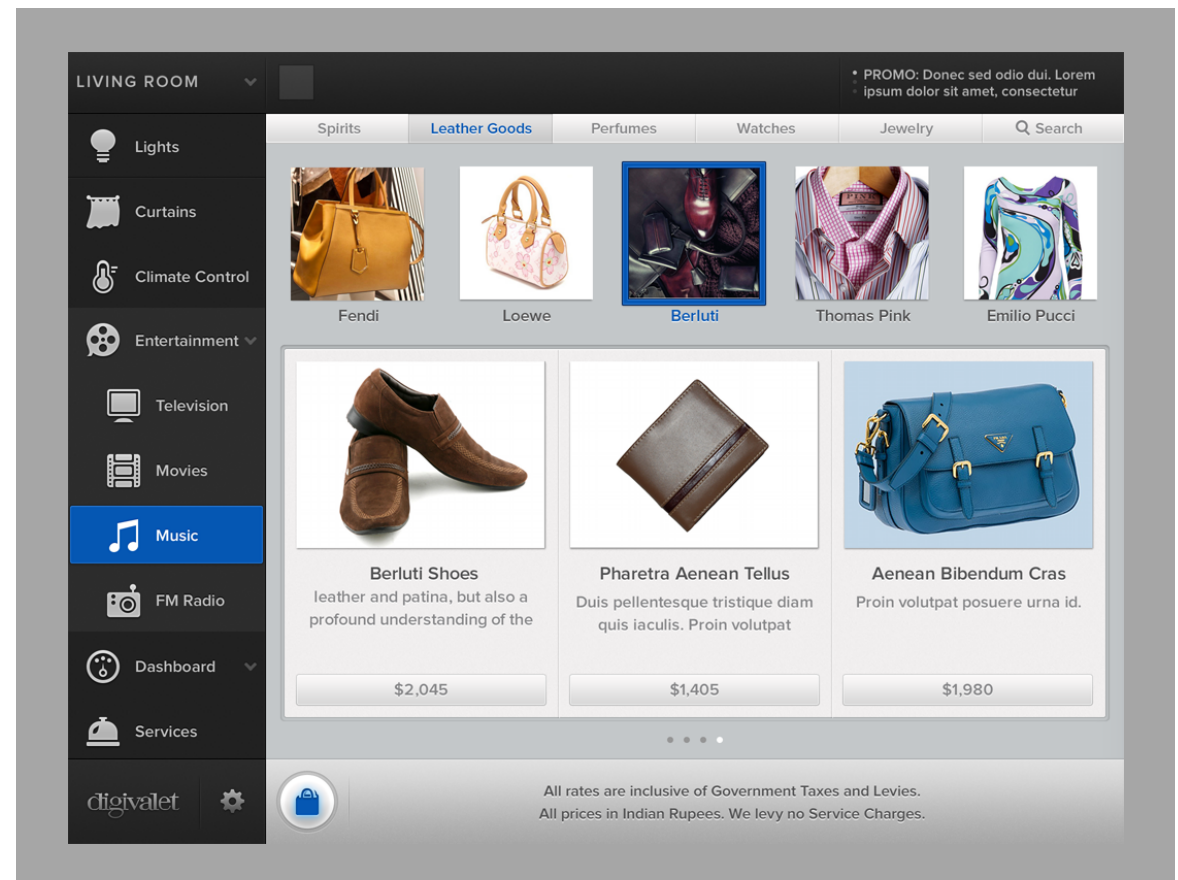
Shopping

FEATURES:

- Guest can view various fashion products from the categories such as Leather bags, Accessories, Perfumes, Watches, etc which the hotel decides to showcase
- The guest can check all the Top selling items across the brands and can know the location of the flagship outlets where it is being sold
- Guest can express an intent to purchase the item and concierge can get in touch with guest to understand the need and serve him.

TECHNICAL DETAILS:

- DigiValet provides the content management system for the hotel team to update the content regularly.



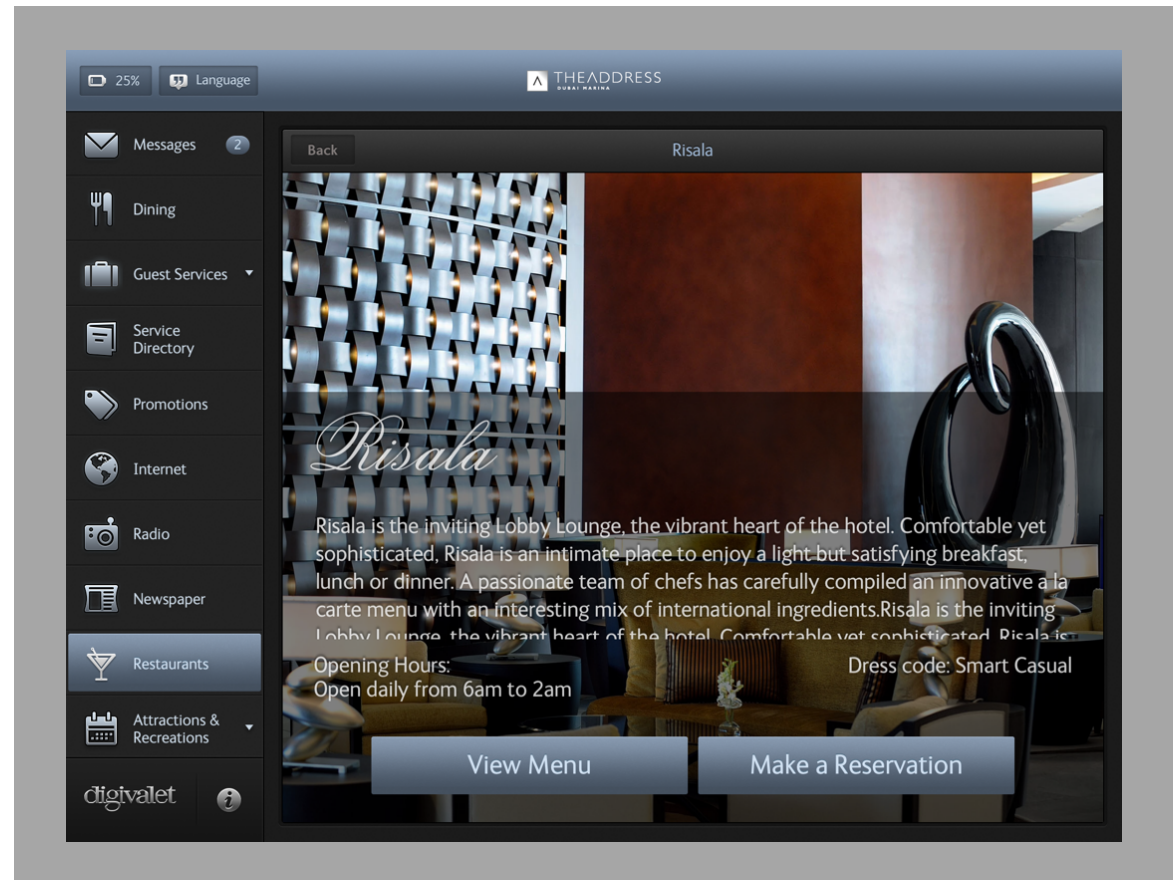
Restaurants

FEATURES:

- Guest can explore various dining options available in the hotel, view the full menu as well as signature menu items of the restaurants.
- Guest can search for restaurants based on Cuisine (Thai, Italian, Japanese) or Menu type(A La Carte, Buffet)
- Guest can view the panoramic layout of the restaurant and indicate the table of his choice for the booking

TECHNICAL DETAILS:

- DigiValet has integration with Restaurant reservations systems such as Respak to offer reservations by guest.



Information

- Newspapers
- Internet
- Local attractions & Tours

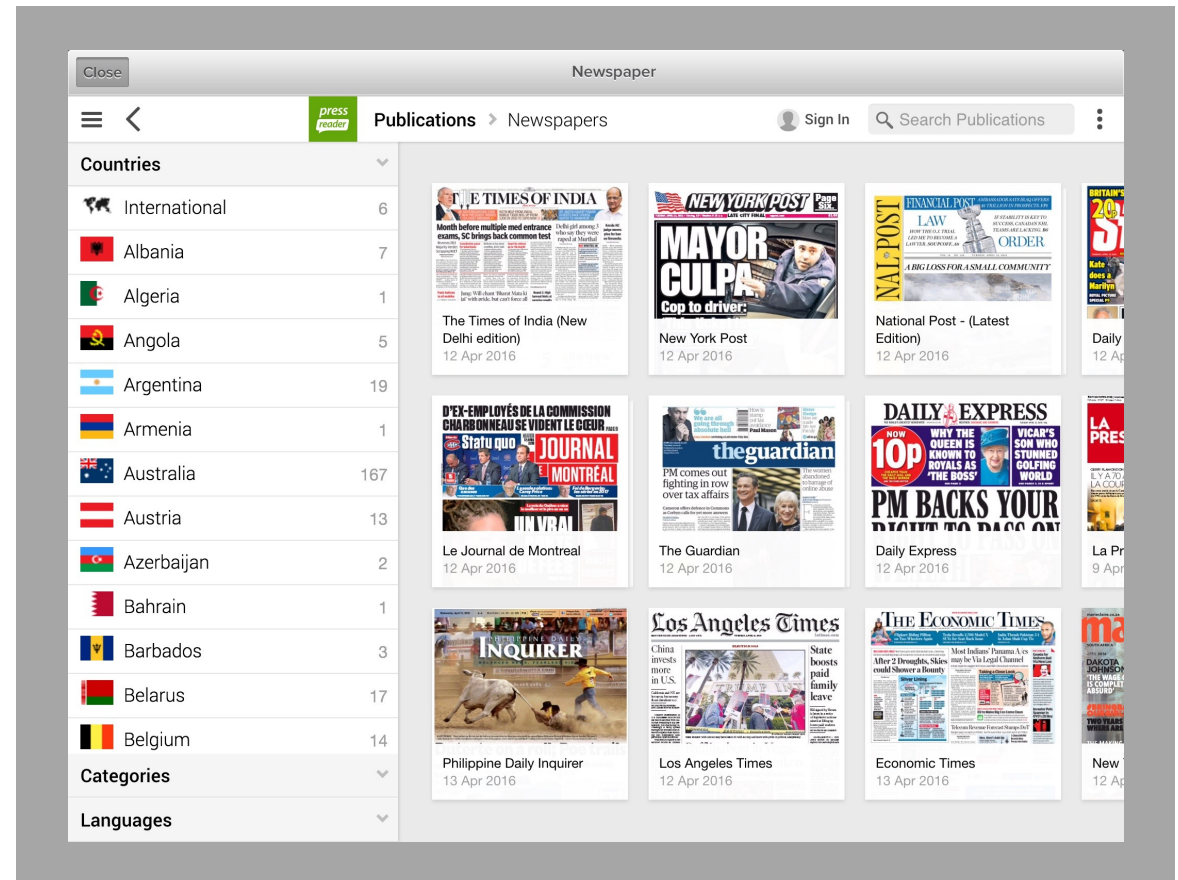
Newspapers

FEATURES:

- Guests presented with a choice of over 2300+ newspapers from over 100 countries in more than 50 languages
- Guest can search the newspaper by country or by language.
- Facsimile edition with zoom, scroll functions
- Razor sharp text display for easy reading

TECHNICAL DETAILS:

- DigiValet provides integration with PressReader for newspaper reading



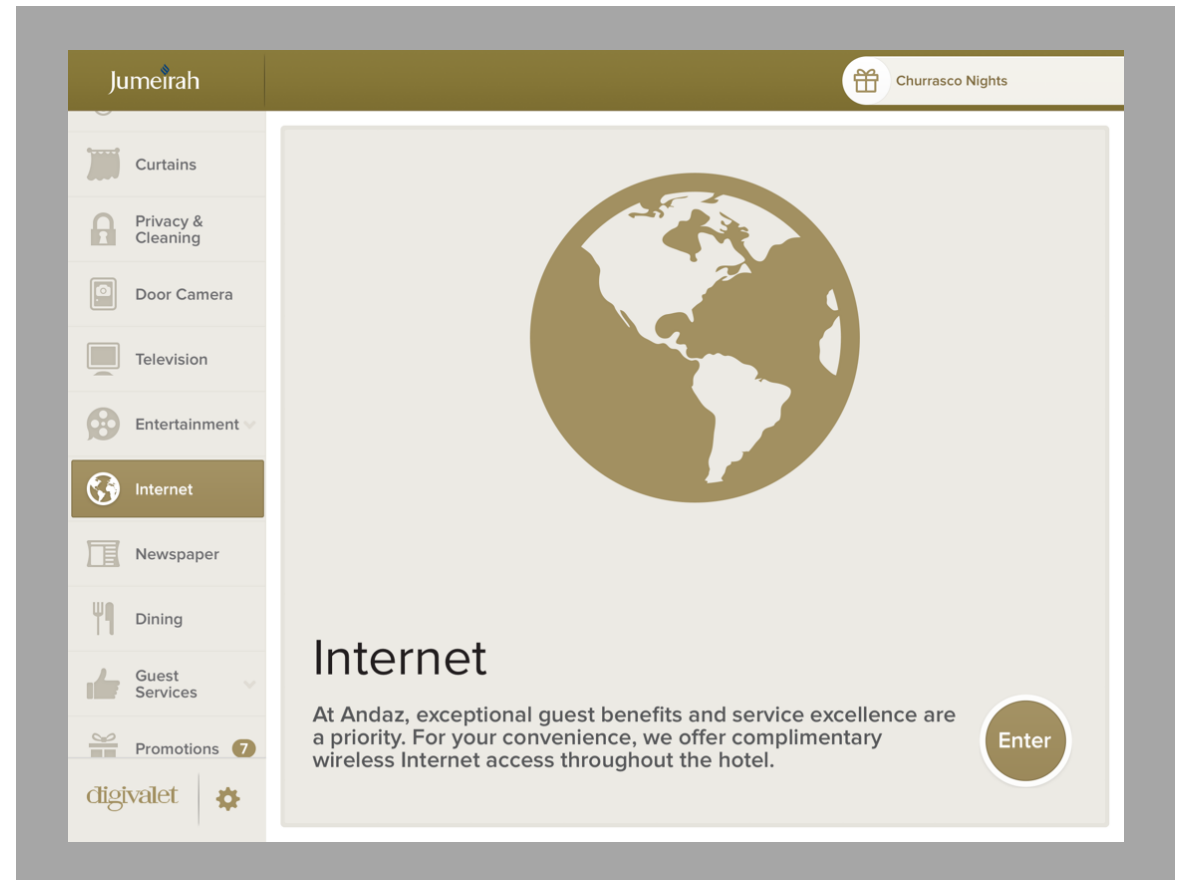
Internet

FEATURES:

- Options to use internet browser on DigiValet Pad / TV
- When TV is used as browser display the DigiValet Pad becomes the trackpad and keyboard
- On closing the browser the guest is redirected back to the DigiValet Internet Landing page

TECHNICAL DETAILS:

- The internet is accessed through the Guest Network and the usage is tracked through the hotel's Internet Billing system which logs the usage and billing.



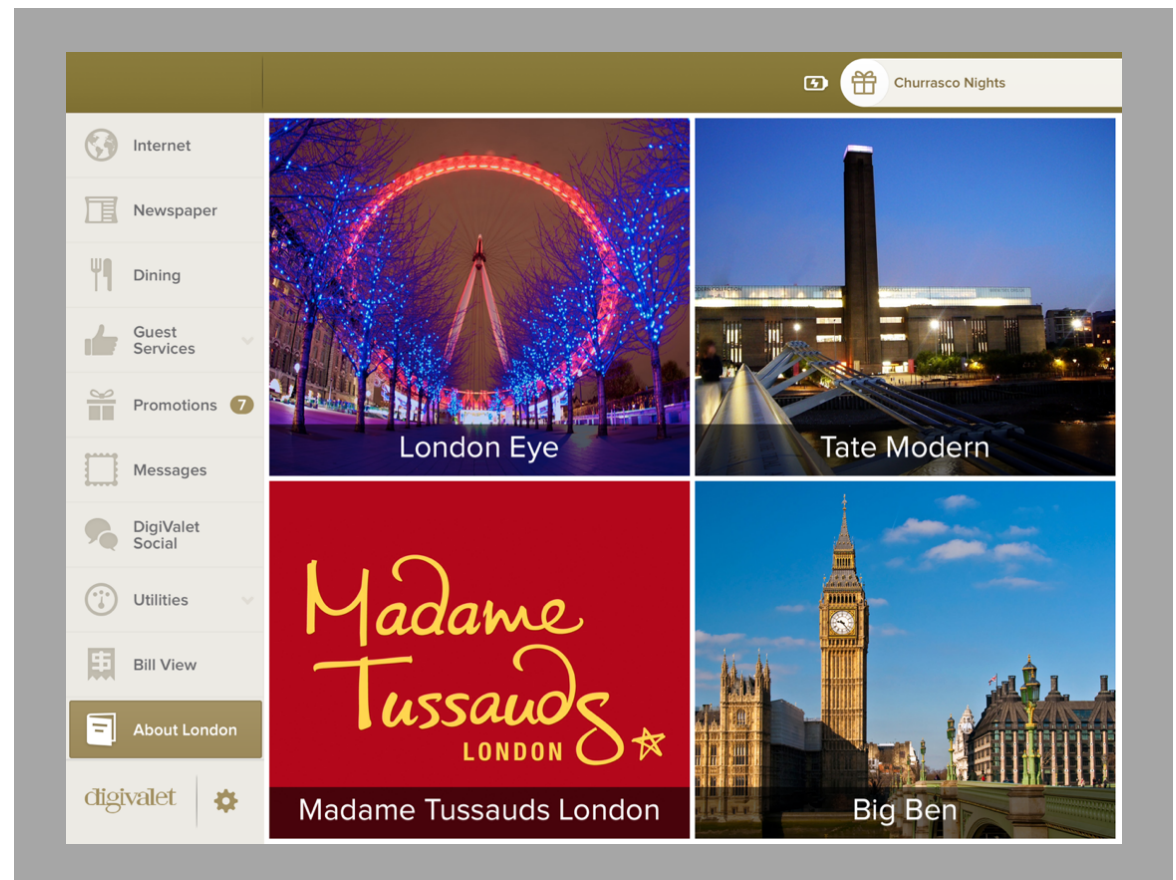
Local Attractions and Tours

FEATURES:

- Information about major attractions of the city along with opening and closing times.
- DigiValet offers reservations to such attractions.

TECHNICAL DETAILS:

- DigiValet has integrations (work in progress) with reservation engines like Ticketing Hub, Golden Tours to offer reservation system integrations.



About the Hotel

- Guest Directory
- Hotel's Portfolio

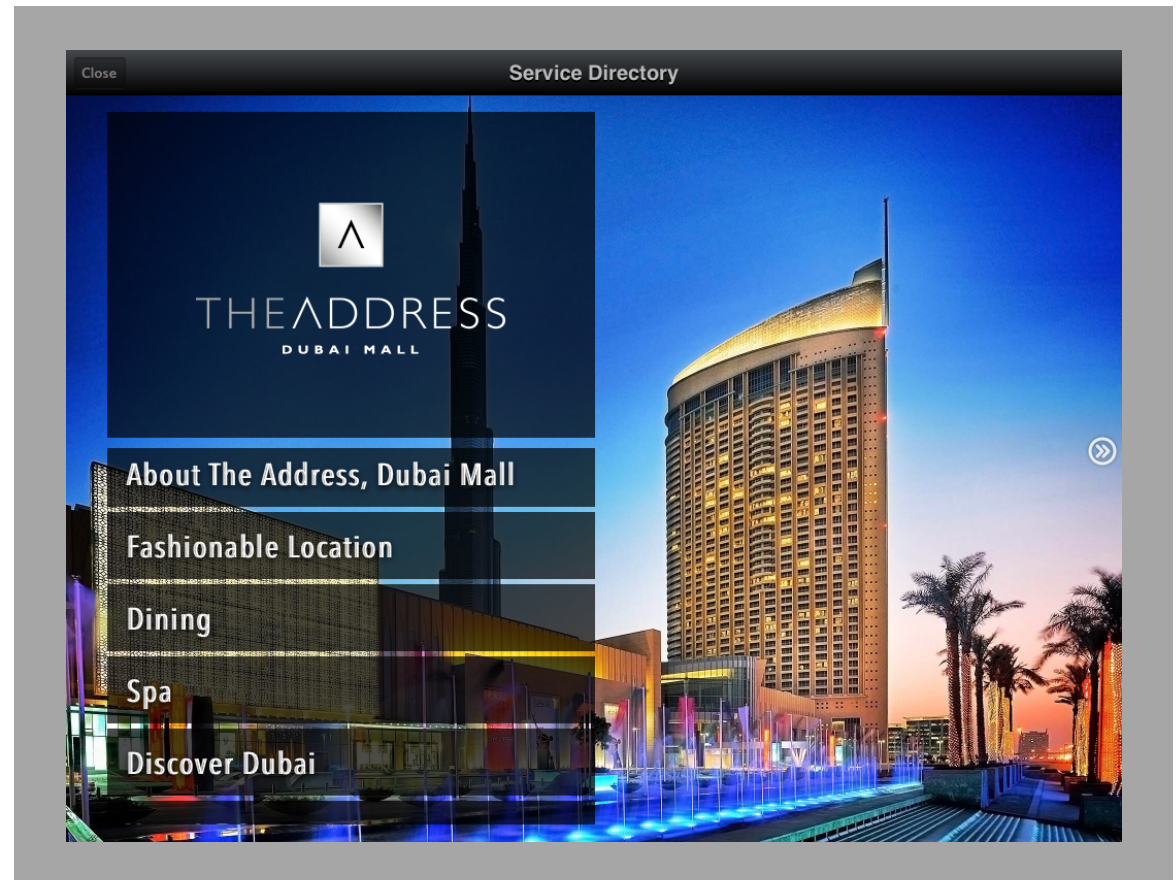
Guest Directory

FEATURES:

- Multimedia presentation of hotel's features like restaurant, spa, fitness zone, beach etc
- Important guest information like Emergency Exit, telephone directory, Guest safety document
- Information on places of tourist interests.

TECHNICAL DETAILS:

- DigiValet provided Content Management System to manage and upload the Service directory content



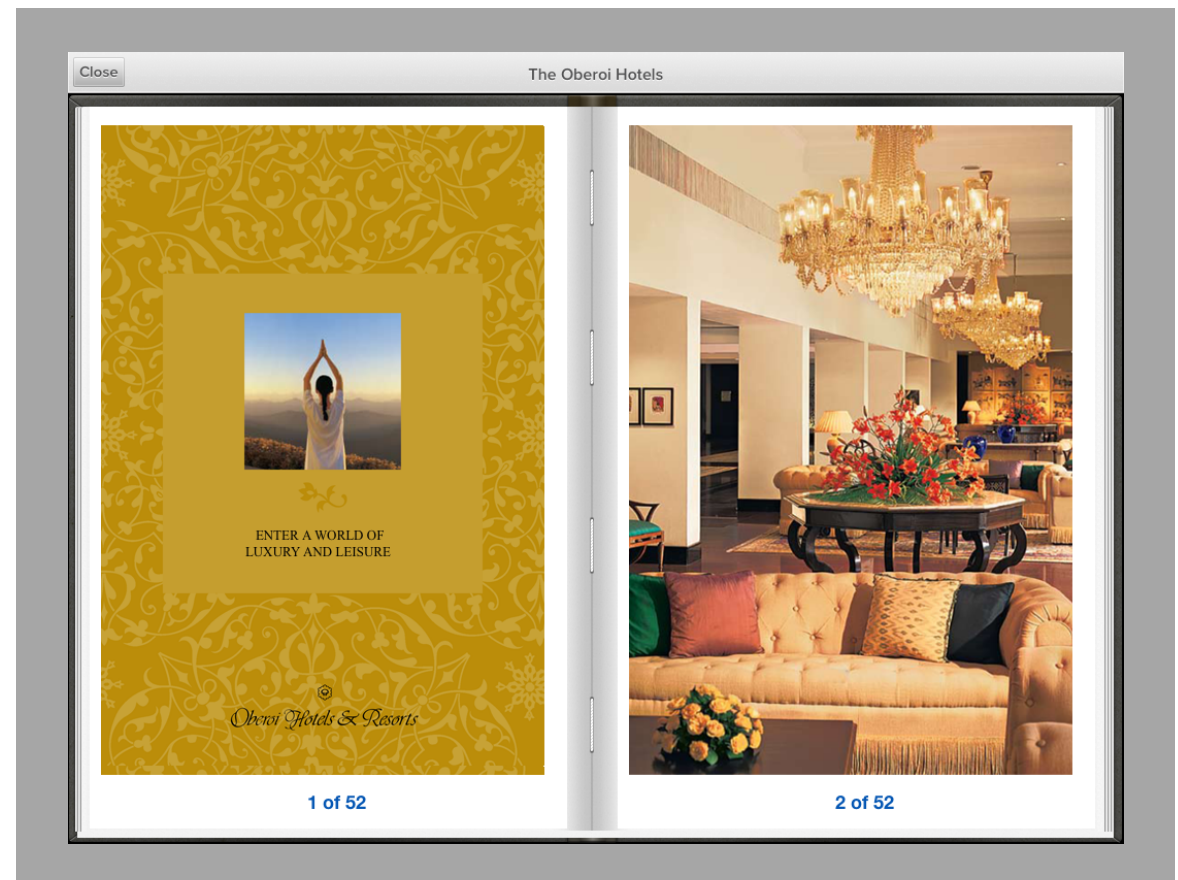
Hotel's Portfolio

FEATURES:

- Encyclopaedic view of the properties under The Hotels Portfolio explaining in brief about their location, layout and features.

TECHNICAL DETAILS:

- DigiValet provides the Content Management System to upload content regarding the Group information



New Age Communication

- Messaging
- Promotions
- Hotel Wall
- Guest Feedback

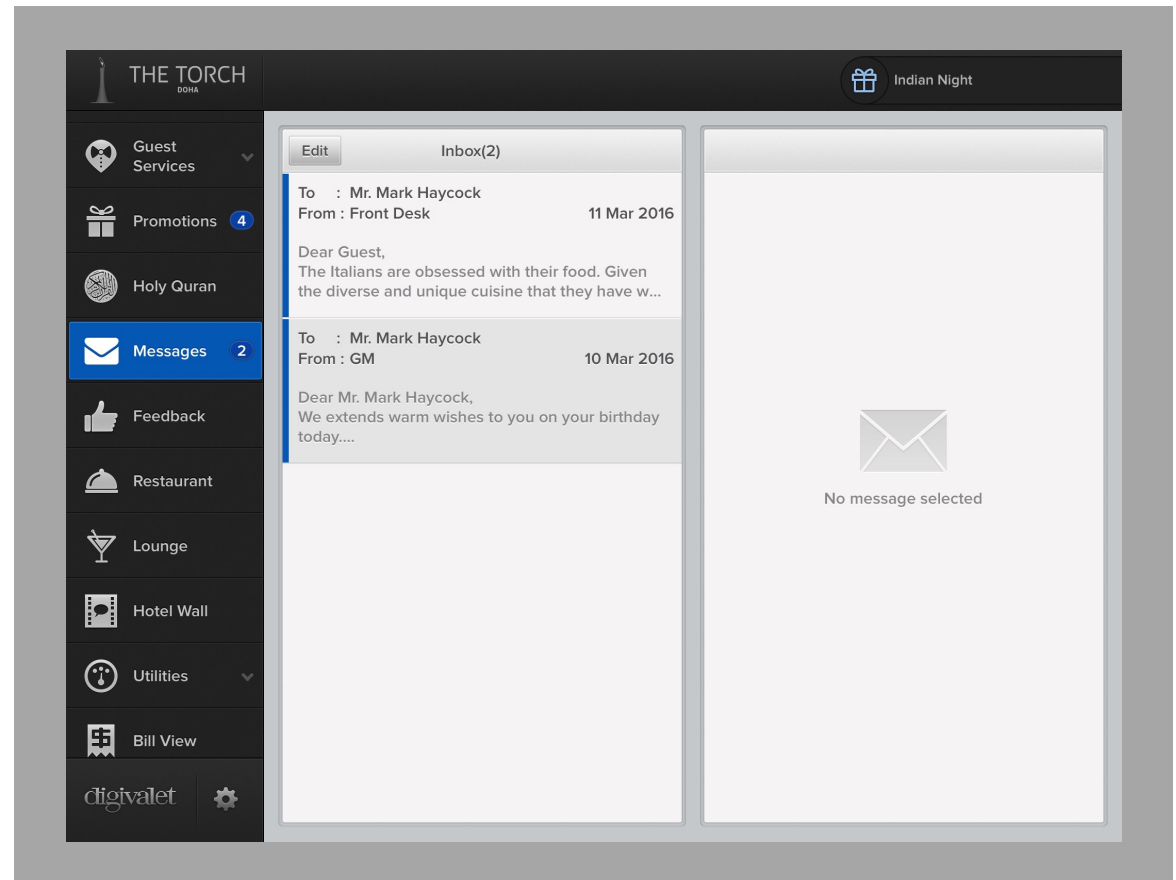
Messaging

FEATURES:

- The new age messaging and communication tool, almost like an email which the guest uses everyday on his iPhone / Blackberry
- Personalized greetings by the front office / General Manager.
- The messages can be sent in multiple languages.

TECHNICAL DETAILS:

- The Messages are sent from either Opera PMS or the DigiValet Messaging tool to an individual guest or groups of rooms together



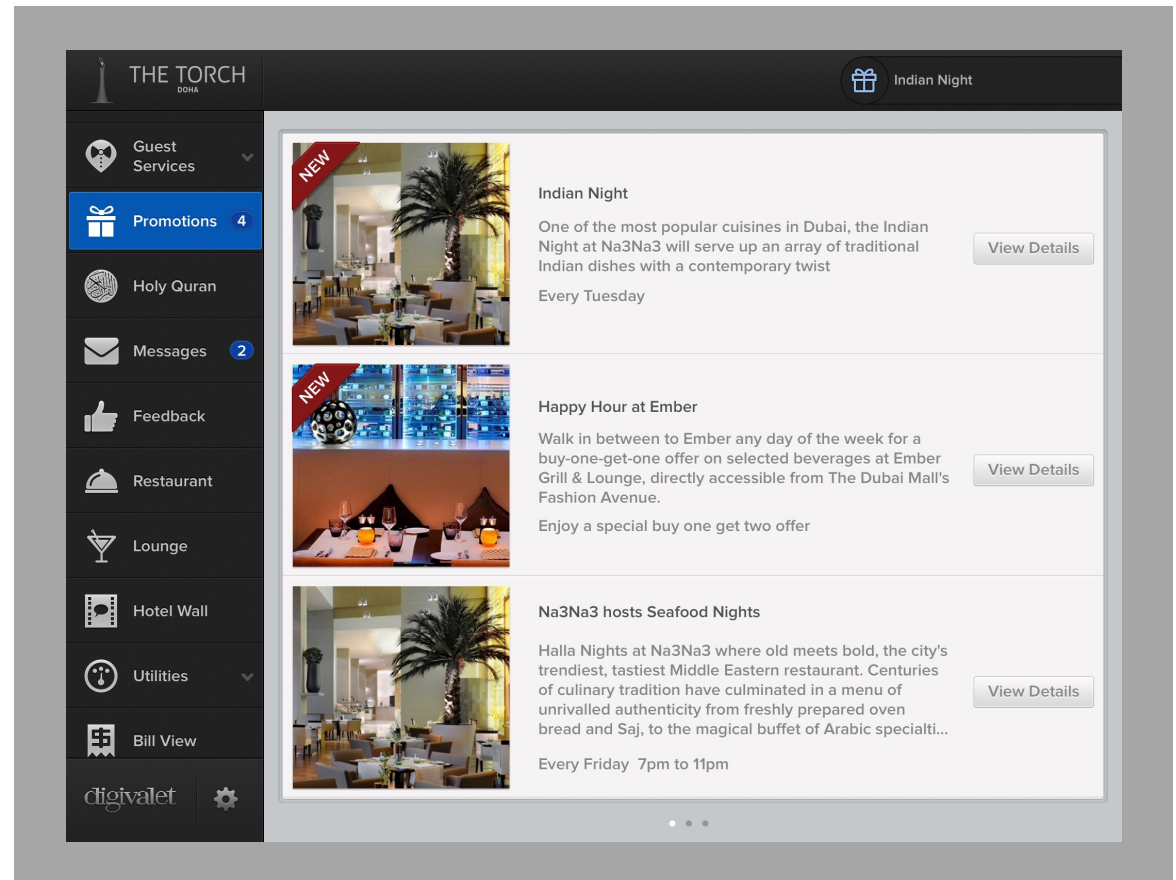
Promotions

FEATURES:

- The guest gets notified about all the offers and promotional schemes running across all the hotels in a group.
- The guest can check all the information and can get in touch with the Hotel concierge services for more details

TECHNICAL DETAILS:

- This content is managed through DigiValet Content Management System



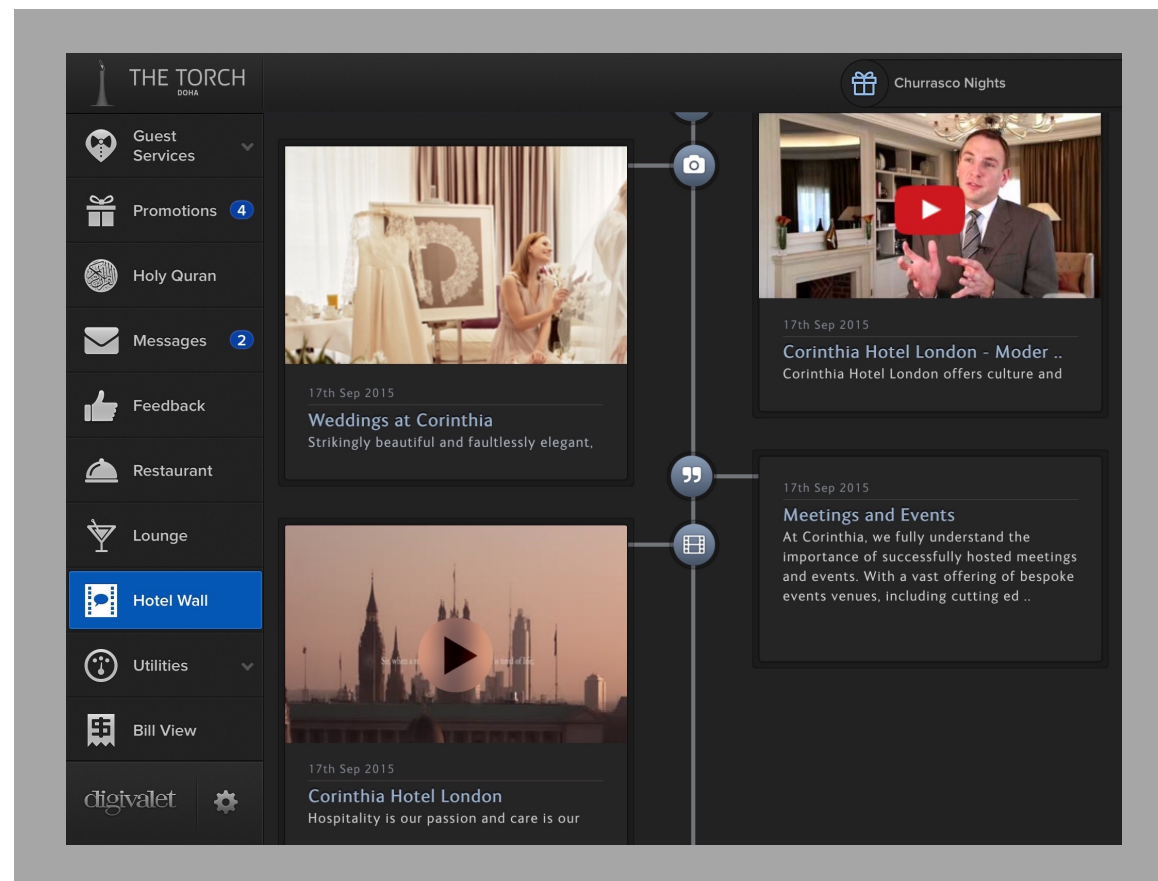
Hotel Wall

FEATURES:

- Social Media stream of the hotel.
- Social media posts from the official handle of the hotel are compiled and shown together

TECHNICAL DETAILS:

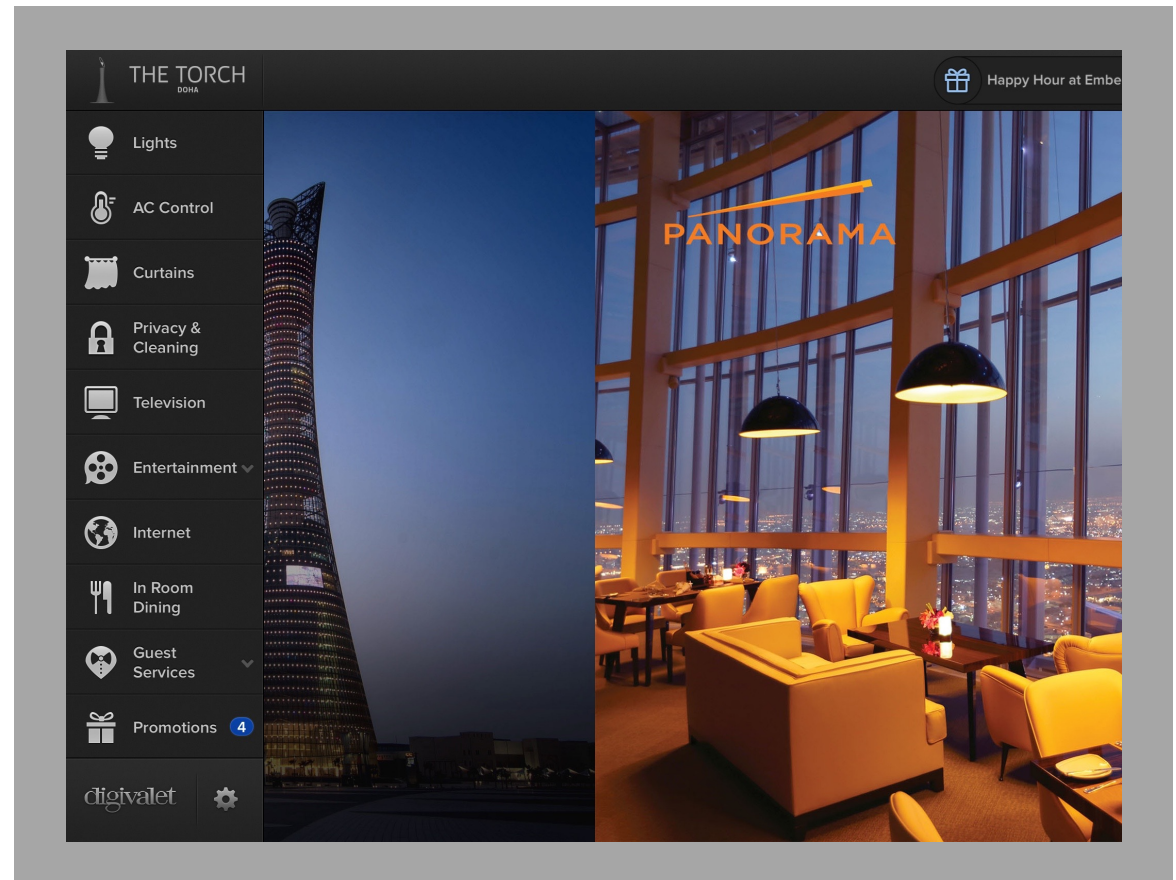
- This content may be edited through DigiValet Content Management System



Landing Page Slideshow

FEATURES:

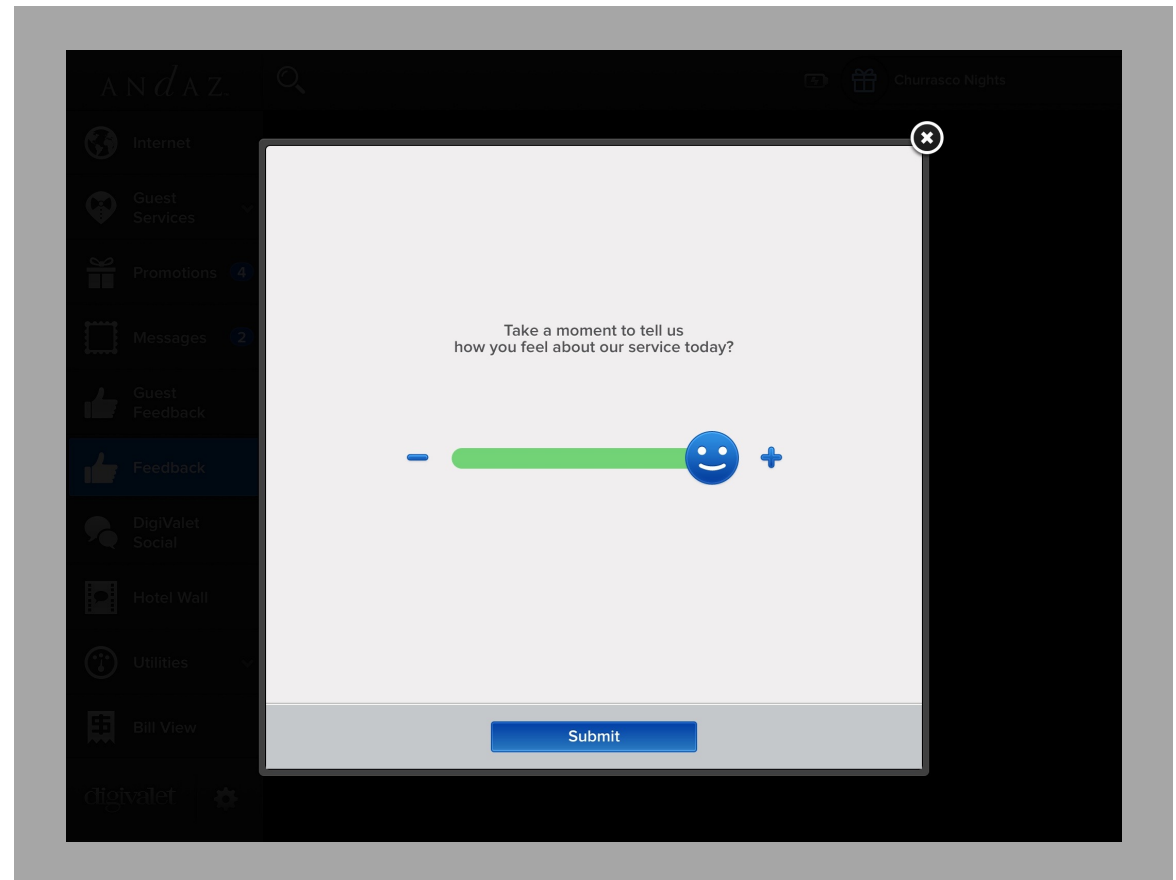
- Slideshow of images on the landing page
- This slideshow can be used to promote various features of the hotel.



Guest Feedback

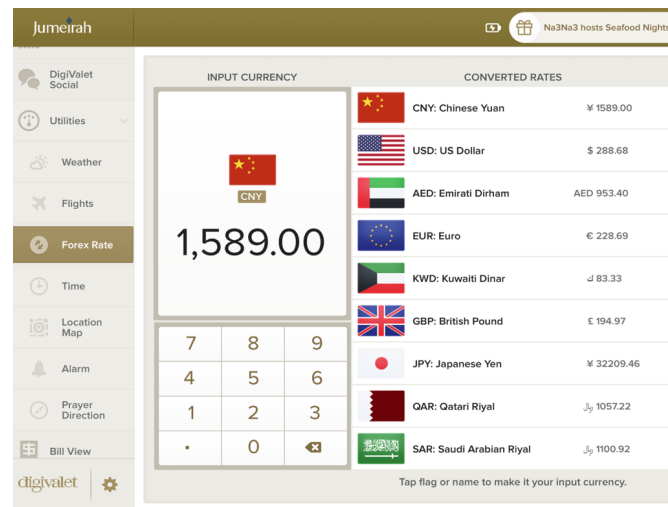
FEATURES:

- Simplest way of assessing the guest's satisfaction levels.
- Guest can slide between 3 pictorial stages of engagement.
- Guest can leave a text message or a voice note with additional feedback
- The guest can also request to have someone from the hotel meet him immediately to address the concern.
- On the day of the check out, there is a popup to solicit feedback. thus getting higher chances of feedback.



Utilities

- Weather Information
- World Clock
- Prayer Direction
- Flight Status
- Alarm
- Location Map
- Currency Exchange Rates



Weather Information

FEATURES:

- Weather forecast for next 5 days.
- Guest can view weather forecast for 2 additional cities

Currency Exchange Rates

FEATURES:

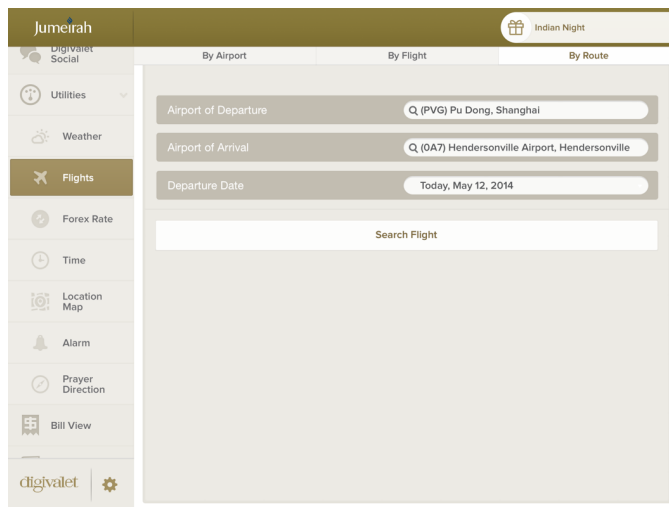
- A guest can use this feature to check the current exchange rates of his desired currency in terms of various other popular currencies.
- The information on the current exchange rates can be either provided by the Hotel or fetched from the internet

Prayer Direction

FEATURES:

- The feature is used to find the Prayer direction and Prayer times everyday for the guest





Flight Status

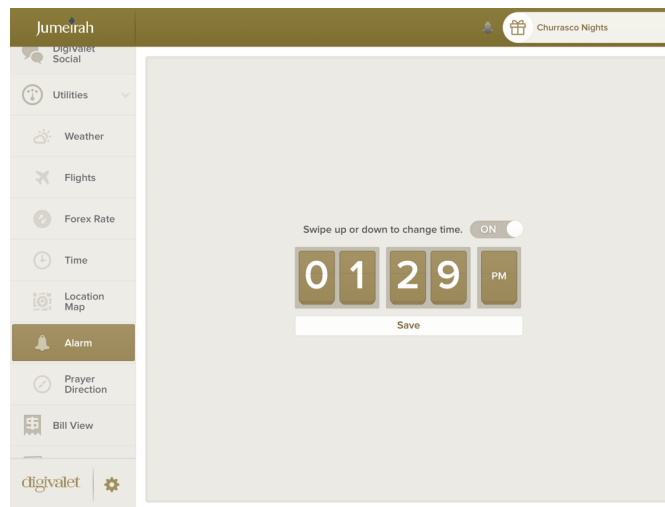
FEATURES:

- Check flights and their arrival/departure status by airport, by route or by flight number.

TECHNICAL DETAILS:

- The information is fetched from "flightstats.com" through the DigiValet server.

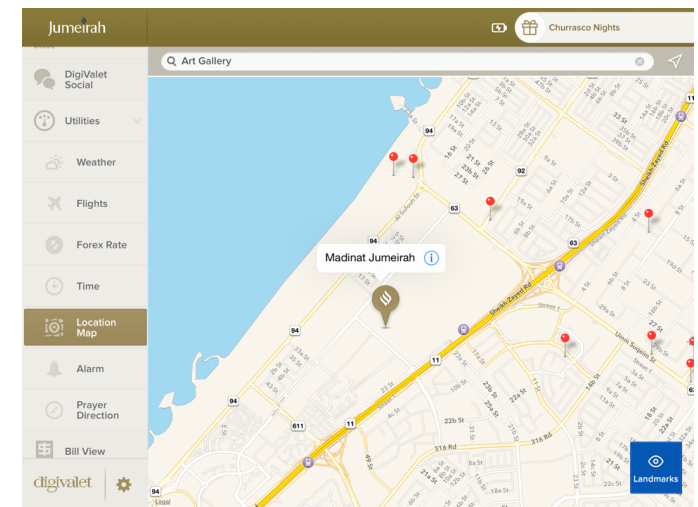
digivalet
Innovation



Alarm

FEATURES:

- Guest can setup the Alarm for himself.
- The alarms are also registered as wake up call within Opera.



Location Map

FEATURES:

- Guest can use this feature to find out important facilities, landmarks and attractions around the hotel. For example, guest can find out nearby Tube stations, hospitals or shopping malls.
- Guest can also find out the distance of the specific landmark from hotel and also the driving directions.

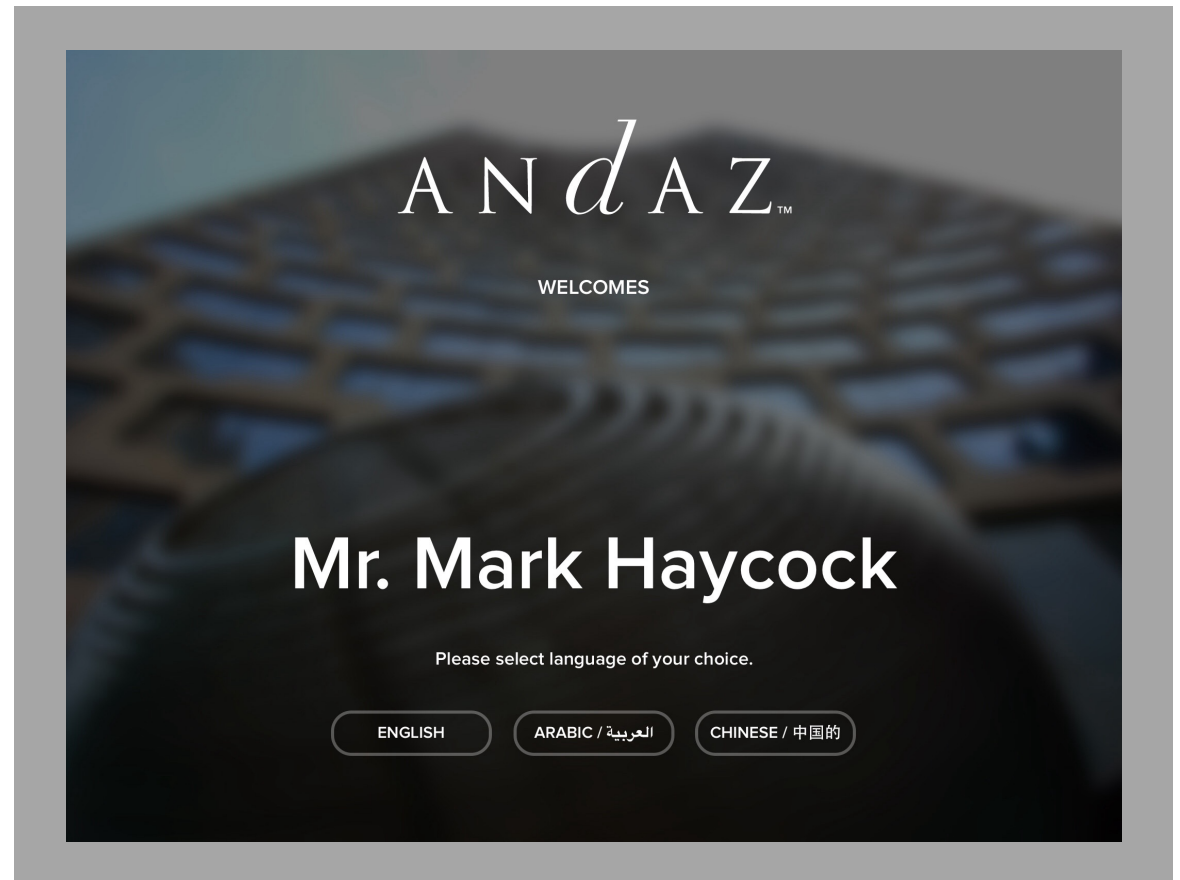
Multilingual

- Language Selection
- Multiple Languages Support

Language Selection

FEATURES:

- On Check in, the guest selects the language of his choice.



Multiple Languages Support

FEATURES:

- DigiValet is designed ground up to be a multilingual solution.
- The application labels as well as the full content (such as in room dining, spa) is displayed in the language of choice.
- DigiValet can support as many languages in which the translations can be made available.
- Guest can select language at the start or afterwards from the settings.
- Front office can also set the language from their desk upon the guest's request.

