



## **SMART SOLUTION for CRUISE SHIPS**

**increases guest satisfaction,  
lowers operating costs,  
increases revenue**



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**Do you wish to meet greater satisfaction of your customers and raise the standards of your services?**

Utilize tested cruise ship services that can be adapted to customer demand. **Smart passenger cabin** offers **greater security and comfort** for guests, and better **control** and **cost savings** for you.

**By using modern and complete solution for cruise ships, we guarantee that the satisfaction of your customers will reach a whole new level.**

Upon arriving at the passenger cabin, the guest is in a **quick and simple way assigned** an electronic identification **contactless card**. This easy to use card provides the guest with access to all relevant premises: his cabin, bar...

At the same time, when the contactless card is issued to a guest, the heating/cooling **regime** in the assigned room **switches from the »cabine vacant« state into the »cabine taken« state.**



**Increase security and grant easy access to those who need it with on-line access control.**

When a guest arrives to his cabin, he opens the door by using the **card** and an elegant, **modernly designed contactless reader**. Once the reader recognizes an authorized card, the lighting (welcome light) is immediately switched on, granting the guest entry into an already illuminated anteroom.

When a guest inserts the card **into the active card slot**, the cabin's power supply is switched on, and TV and heating/cooling is switched from power saving to comfort mode.

**Modern interactive services are increasing the comfort of your guests.**

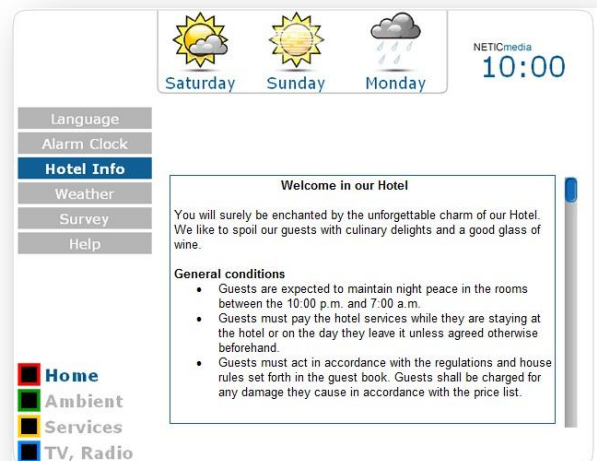


When a guest first arrives in his cabin and inserts the card into the card slot, the TV turns on and displays a **welcome message** with the guest's first and last name in his language. All **content is adapted** to the appropriate **language**, and at the same time the TV and radio channels are **arranged** appropriately (e.g. for a German guest all German programmes are moved to the start of the list).

The guest also has an option of **manually choosing the language** in which the content will be displayed.

Guests are acquainted with current information about the hotel via TV, since the solution enables you to **broadcast** a wide range of **information** important to them:

- **Offer of hotel services and merchandise** with descriptions (e.g. massage, wellness, room service, theatre, trip ...),
- **Overview of opening hours** for e.g. swimming pool, bar, bowling centre, massage centre, wellness centre,....



- **Overview** of other **"non-ship" services** (cruise ship management can pick external service providers to list: taxi service, gifts, excursions,...).



Via TV the guest also **controls the ambient** (setting the desired temperature, lighting and shades), which is entirely accommodated to his taste and preferences.

Interactive TV also enables display of **weather forecast** and current **outside temperature**.

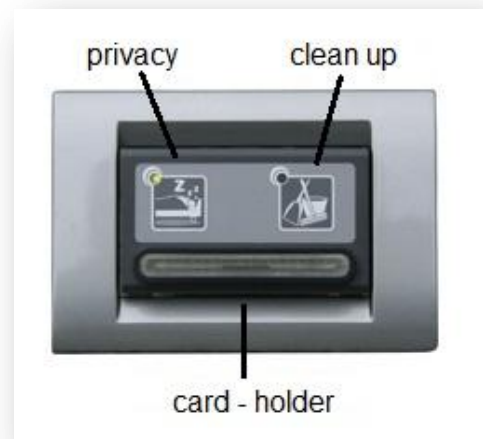
The guest is also notified about **power saving regime activation** via TV. In case a balcony door is opened, the heating/cooling system is switched off. Simultaneously a **message is displayed on the TV screen** informing the guest about this change.

The passenger cabin equipment is also an **SOS signaling system** for an emergency call. The help request is quickly broadcasted to staff at the reception, the **sound** (beeping) and **light signals** (LEDs flashing) on the card reader in front of the room are triggered, which enables rapid location of the passenger cabin from which the SOS call occurred.

When the guest leaves the cabin and takes the card out of card slot, the regime is switched from »guest in passenger cabin« to »passenger cabin taken«, which means: power supply is turned off (shutdown of lighting, sockets), heating/cooling switches to power saving mode, TV goes to standby. This allows for **lower energy consumption and consequently lower operating costs**.

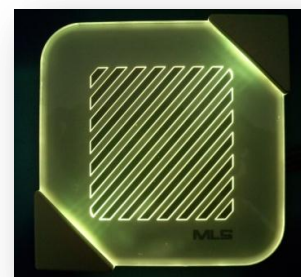
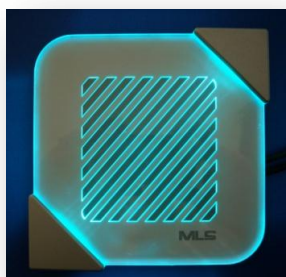
**Guests are known to often complain about slow staff response concerning their requests.** Do you wish to reduce their dissatisfaction? The solution allows you to avoid unpleasant situations and meet your customers' requests as fast as possible.

The active card slot has **two capacity buttons**: »Do Not Disturb« and »Please Clean Passenger Cabin«. The guest has the option to **express his requests**, while you monitor these requests through the LED display on the card reader in front of the passenger cabin, and via an application at the reception. The solution allows immediate response to his requests.



**The card reader** in front of the passenger cabin enables the cleaning staff to recognize **room status** at a single glance. The guest:

doesn't wish to be disturbed (blue colour) or wishes the room to be cleaned (yellow colour).



**Are you as well wondering how to achieve the excellence of your services with fewer staff, and how to lower maintenance costs?**

On-line access control lets you **monitor the work of employees** (cleaners, caretakers and other staff) and therefore provides information about **who, when and how long someone was in the passenger cabin**, and whether their task was carried out (e.g. in the case of cleaning). This grants you an overview of staff working hours and consequently staff rationalisation.

**In case of abuse** swift intervention and **immediate revocation of a card's privileges** is possible. **An unified system** makes for an **user-friendly environment**, and grants the management better **insight into the organization of business**, easier synchronizing of tasks, and quicker adaptation to current demands.

**Maintenance** of the entire system, which includes interactive TV, phone, internet, room controller, access control, is **easy**. The solution is fully **functional on TCP/IP world standard**, so in order to maintain all of these systems, only one person with appropriate proficiency is needed.

**How much revenue is lost due to guests not being optimally informed about your offer? Why wouldn't you use additional means of marketing and advertising for your ship's services besides traditional advertising?**

In addition to advertising through interactive TV, as part of complete cruise ship solution you also get the option of **digital advertising and information**. It is a software solution, intended for displaying a wide variety of content (pictures, video, text, RSS,...) on any number of screens connected to the network. Next to greater attention compared to traditional static ads, digital advertising also ensures that advertisements are more visible.



Ensure yourself **higher revenue** by having your guests fully informed about your offer and current events.

**Complete solution for cruise ships guarantees:**

- improvement of operating efficiency,
- lower energy expenses,
- comfortable and pleasant stay for your guests,
- increased revenue due to your guests being better informed about your services.