



How Nonius Mobile Products can Help Hoteliers during and after COVID-19?

Safe Guest Journey
Mobile Platform

Challenges ?

Guest safety

Guest trust

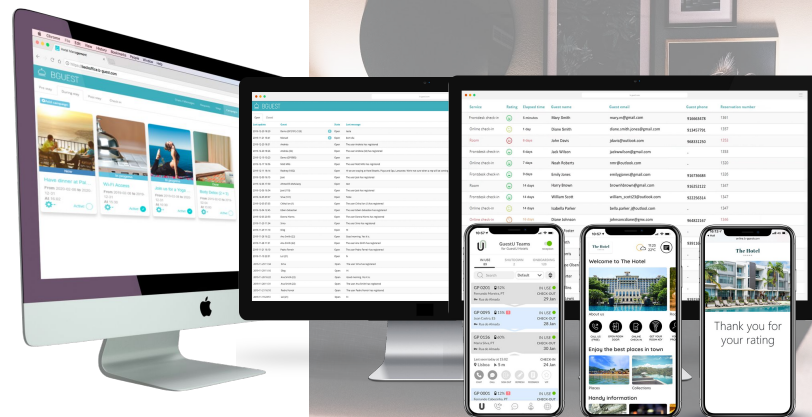
Guest communication



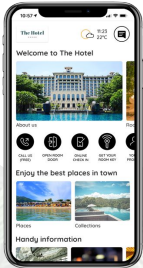
Safe Guest Journey Mobile Platform

A set of tools to help hoteliers provide a great guest experience and facilitate social distancing.

Allow your guests a “Contactless Journey”, with online pre-check-in and using the hotel mobile app in their own smartphone to control everything inside the hotel and assist them during their stay.



Nonius products and solutions for a Safe Guest Journey



Guest Mobile App



Online Pre-Check-in



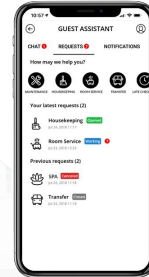
My Bill & Express Check-Out



Mobile Key



Room Control & TV Remote



Chat & Requests



Softphone

How?

1. **Reduce face-to-face contact between guests and staff**
2. **Reduce guests contact with hotel materials and surfaces**
3. **Keep guests informed on hotel safety procedures**

A grayscale photograph of a person in a suit sitting at a desk, typing on a laptop. The laptop screen displays a login interface for a system named 'NONIUS'. The interface includes a profile picture of a woman, the text '#NONIUS' and 'BEWINDENONIUS', and a 'LOGIN' button. The background is softly blurred, showing a coffee cup and other desk items. A large, semi-transparent diamond shape is overlaid on the center of the image, containing the text.

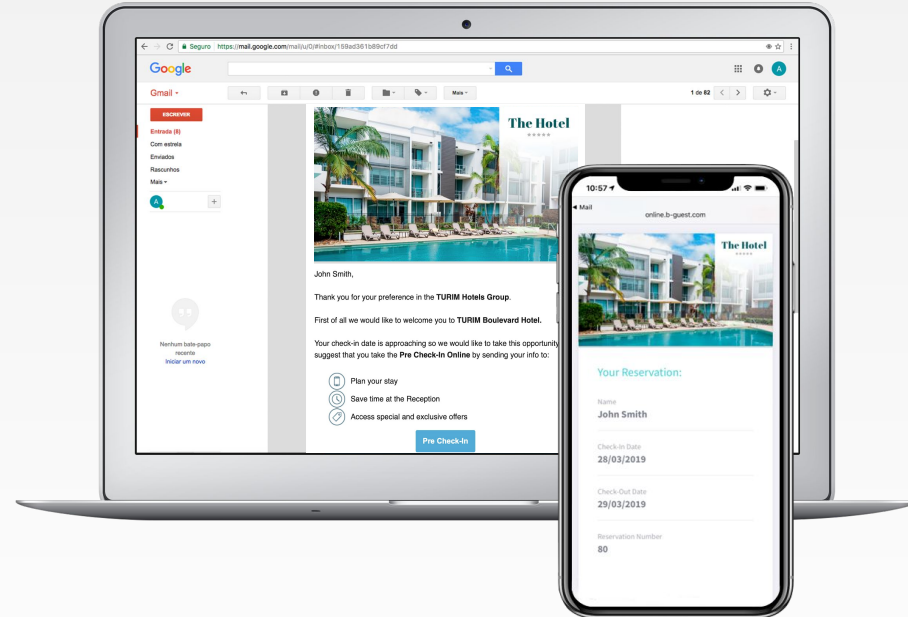
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**Reduce face-to-face contact
between guests and staff**

1. Reduce face-to-face contact between guests and staff

Avoid queues for check-in at reception

- Allow guests to complete all their personal details online prior to arrival;
- Guests can use the hotel App to do the pre-check-in, or simply access a link that they will receive by email;
- Reduce time at reception and optimize the check-in process;
- Integrated with major PMS systems in the market;



Online Pre-Check-in

Integrated with major PMS's



10:57

Check-In | Additional Services

In order to make your stay easier, we would like to ask you a few questions.

Would you like to book a car transfer?

Yes No

Would you like you book a table at our restaurant?

Yes No

Which day?

16/4/2020

What time?

21:00

How many people?

2

Additional comment (optional)

Guest Preferences

1. Reduce face-to-face contact between guests and staff

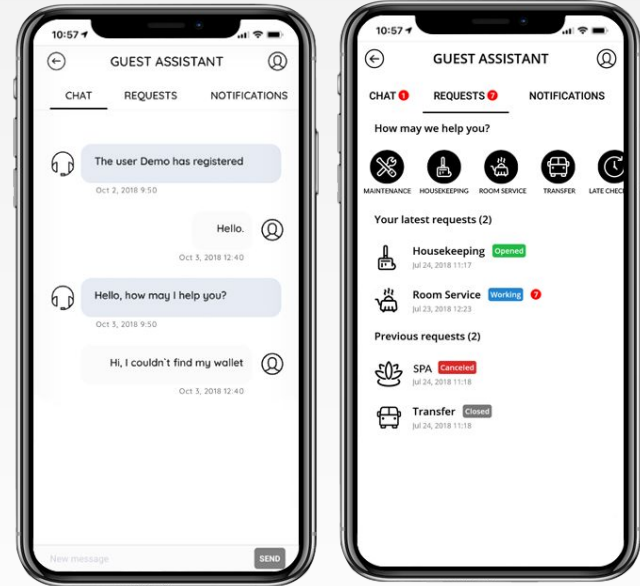
Prepare the guest requests before arrival

- During the pre-check-in process, the hotel can also collect the guest preferences in order to better prepare their stay;
- Estimated time of arrival inquiry;
- Any service requests such as airport transfer, book a table at the restaurant, etc;
- Hotel team is notified for each pre-arrival request from guests;

1. Reduce face-to-face contact between guests and staff

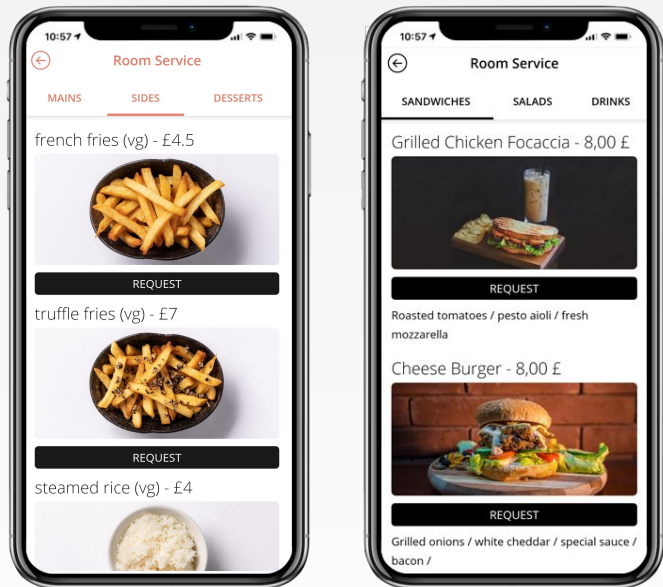
Guest Assistant enables remote/digital communication with the Guests

- Direct Chat with the hotel team;
- Make new Requests, see Status or exchange Messages with the hotel team for a specific request;
- Each hotel decides which Requests will be available, and the Chat status (online/offline) can be managed by the hotel.
- Customize any Request with personalized forms;



Chat

Requests



Room Service

1. Reduce face-to-face contact between guests and staff

Enables Room Service

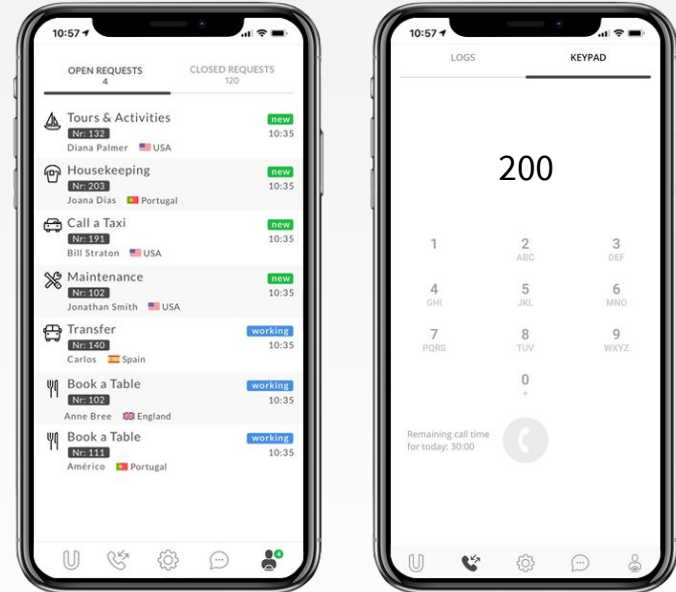
- Allow guests to easily explore the room service menu and place their orders directly from their smartphone;
- Organize menu items into different categories, add images and descriptions;
- Room service requests can be handled by the hotel staff in the backoffice web app;
- Guests can follow the status of the request on the app and exchange messages with the staff if needed;

1. Reduce face-to-face contact between guests and staff

App for Staff with Softphone

- GuestU Teams is a mobile app for the hotel staff that allows them to answer chat messages from guests, manage guest requests and even make calls to guests and colleagues.
- Eliminate the need to use a shared PC;
- Can be integrated with the hotel IP-PBX Telephony System, to function as a Softphone (*);
- Allows calls between the hotel team members using the App, and also calls to the guest rooms or other internal extensions (reception, restaurant, spa, etc)
- Works anywhere in the hotel, as long as the smartphone is connected to the hotel wi-fi;

(*) Currently integrated with Nonius IP-PBX System, but other scenarios can be evaluated.



Mobile App for
Hotel Staff



My Bill & Express
Check-Out

1. Reduce face-to-face contact between guests and staff

Avoid reception at check-out

- Integration with the hotel PMS, allowing guests to:
 - Login in the App using their name and room/reservation number;
 - Consult the room Bill;
 - Validate expenses for Express Check-out
- All the information is synced automatically with the PMS;

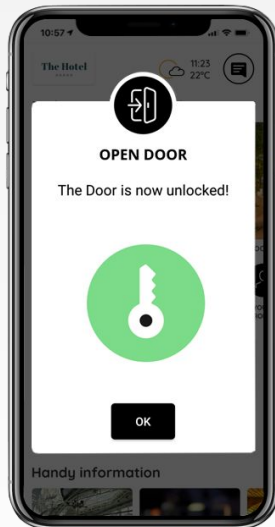
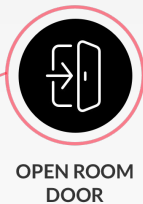
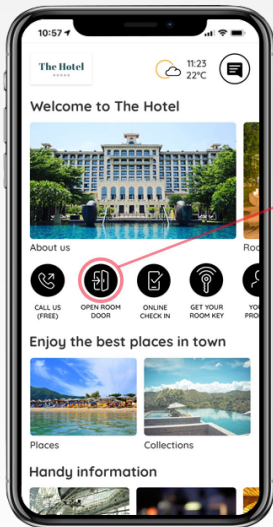
Integrated with major PMS's



A person in a dark suit is sitting at a desk, typing on a laptop. The laptop screen displays a login interface for a system named "#NONIUS". The interface includes a profile picture of a woman, the text "BEWINDENONIUS", a "LOGIN" button, and a "VERGEEFT" button. The background is a blurred office setting with a coffee cup on the desk. A large, semi-transparent diamond shape is overlaid on the center of the image, containing the text.

2

Reduce guests contact with hotel materials and surfaces



Mobile Key

2. Reduce guests contact with hotel materials and surfaces

Do not touch... key cards

- Reduce Health Risks / Contamination Risk
- Allow guests to open the room door with the hotel App;
- Integrated with all major door lock vendors;
- Secure: BLE technology + guest authentication with the PMS;

Integrated with:



ASSA ABLOY

dormakaba

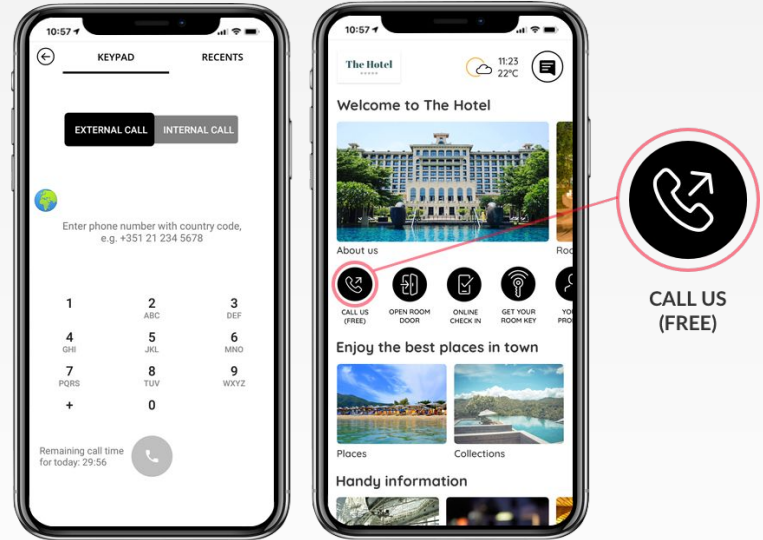


2. Reduce guests contact with hotel materials and surfaces

Do not touch... the phone in the bedroom

- Activate a Room Extension in the App, fully integrated with the IP-PBX system of the hotel (*);
- Allow guests to use their own smartphone as the room phone, receive and make calls;
- Works inside and outside the room, as long as the guest is connected to the hotel wi-fi;
- Shortcut for Call Reception and keypad to call any internal extension: other rooms, restaurant, spa, etc;

(*) Currently integrated with Nonius IP-PBX System, but other scenarios can be evaluated.



SIP Softphone

**New UI
(coming soon)**



TV Remote

2. Reduce guests contact with hotel materials and surfaces

Do not touch... TV remote controls

- Allow guests to control their TV with their own mobile phone!
- TV and radio channels displayed by category;
- Video-on-Demand catalogue with synopsis, language selection and Buy button;
- Control volume, navigate through the TV User Interface and TV Guide shortcut;
- Control all the TVs in the room;

(*) Currently integrated with Nonius IPTV System, but other scenarios can be evaluated.

2. Reduce guests contact with hotel materials and surfaces

Do not touch... the thermostat, light switches or blinds

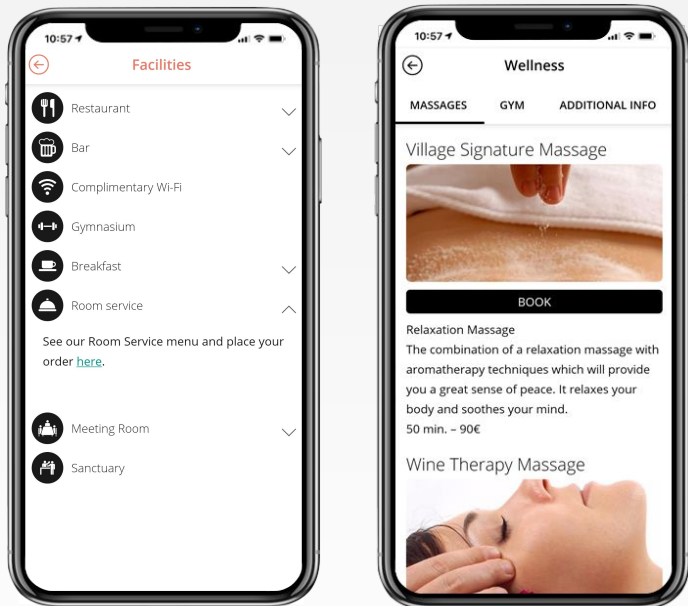
- High tech touch in the hands of guests;
- Control Airconditioning, Lights, Blinds;
- Choose between different ambience scenarios or moods;
- Integrated with major Room Control system vendors;

Integrated with:



Room Control

**New UI
(coming soon)**



Information on Hotel Services

2. Reduce guests contact with hotel materials and surfaces

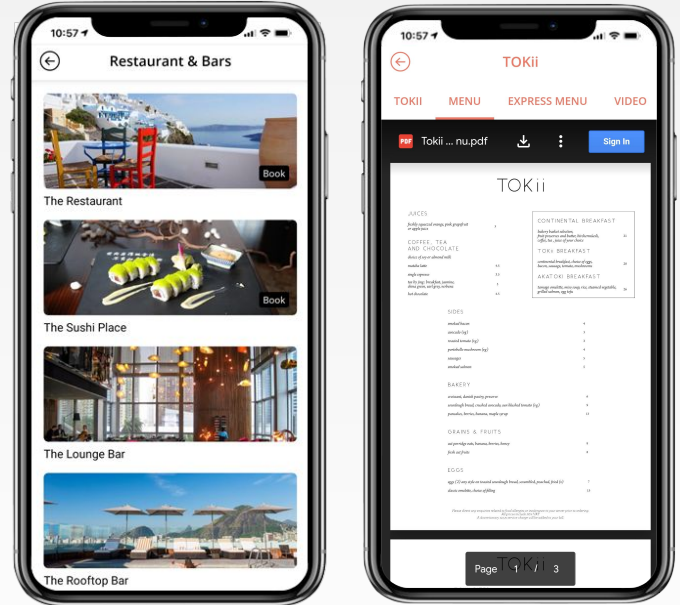
Do not touch... leaflets

- Digital compendium;
- Increase additional revenue by promoting the hotel services;
- Restaurants, Spa, Room Service, Events, Tours and much more;
- All services can be bookable through our Guest Assistant;
- Custom integrations with POS, restaurant booking systems and others; on request;

2. Reduce guests contact with hotel materials and surfaces

Do not touch... menus for bar and restaurant

- Load all the bar and restaurant menus into the hotel mobile App;
- Allow guests to access the menus in their own smartphone avoiding contact with the paper/plastic menus;
- Savings on printed materials;
- Easily update your menu on a daily or weekly basis.



Bar & Restaurant Menus



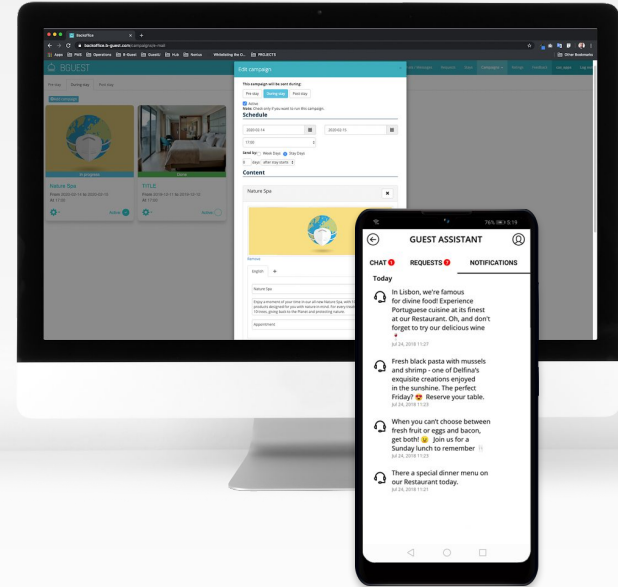
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**Keep guests informed
on hotel safety procedures**

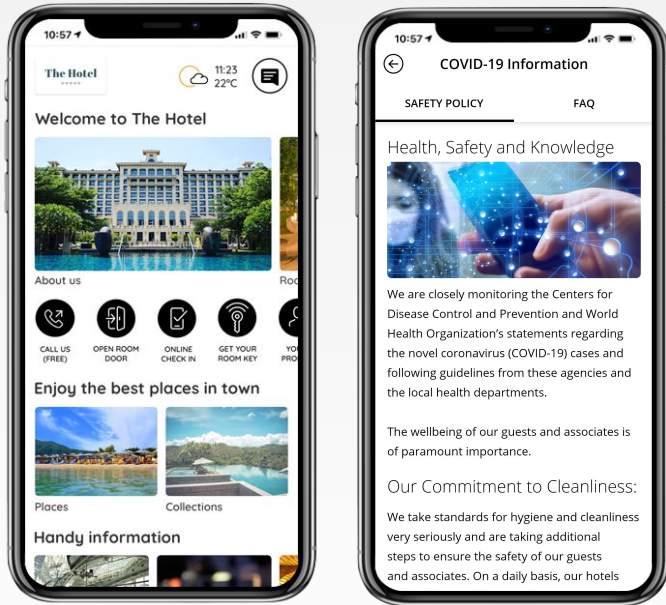
3. Keep guests informed on hotel safety procedures

Automate communication to guests

- Create automated messages for your guests, based on their profile and the step on the guest journey;
- Create your own campaigns and communicate prior to arrival, during stay and post-stay;
- Messages can be delivered through Email or by Push Notification to the hotel App;



B-Guest Campaigns



Information on Hotel Services

3. Keep guests informed on hotel safety procedures

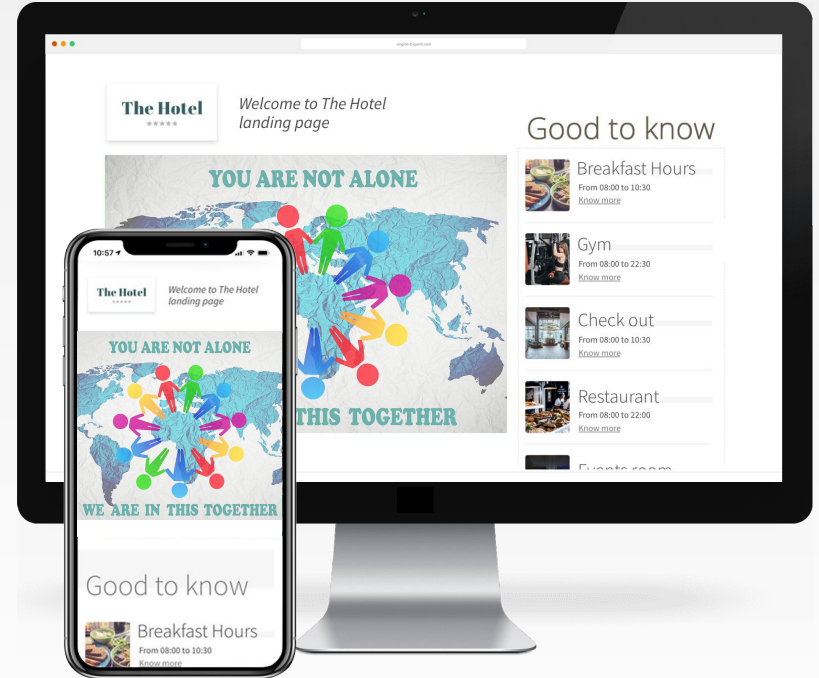
Explain rules and procedures on the hotel mobile App

- Load the hotel policy on safety and health procedures into the hotel mobile App;
- Create a FAQ section;
- Allow guests to send an inquiry in case they have doubts;
- Cloud-based CMS allows the hotel team to edit contents and make changes in real-time;

3. Keep guests informed on hotel safety procedures

Show the rules and procedures on the Wi-Fi Landing Page

- Use the Wi-Fi Landing page as another channel to communicate the hotel policy on safety and health procedures;
- Allow guests to send an inquiry in case they have doubts;
- Cloud-based CMS allows the hotel team to edit contents and make changes in real-time;



Wi-Fi Landing Page



**Other features under
development**

Other features under development



Do not touch... the elevator buttons.

Guest will be able to call the elevator using mobile key and the destination floor selected automatically.



Facial recognition.

For a quicker check-in at reception and to avoid contact with surfaces.



Avoid queues in public spaces.

Restaurant reservation with suggested time and breakfast automatic time slot allocation.



Credit card payments.

For Check-in, Check-Out, F&B or other in-App payments



Room Status and Minibar Refill Update.

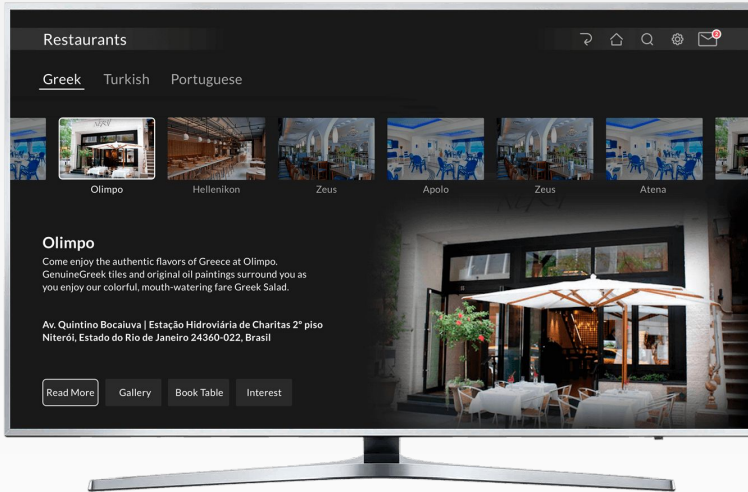
New feature on the GuestU Teams App to allow the housekeeping staff to report room and minibar status without touching the fix phone in the room.

A grayscale photograph of a person in a business suit sitting at a desk and using a laptop. The laptop screen displays a login interface for 'NONIUS' with the text 'BEMINDENNONIUS' and a 'LOGIN' button. The person's hands are on the keyboard. The image is overlaid with a semi-transparent diamond shape containing the text.

**Other Nonius products that
can also help**

Nonius IPTV System

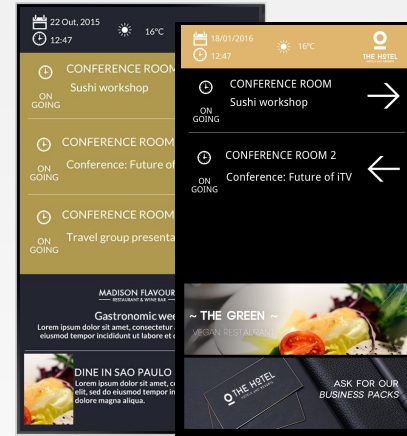
- Interactive TV solution that includes the following features:
 - Room Service orders
 - My Bill & Express Check-Out
 - Room Control
 - Hotel directory and info on services
 - Hotel policy on safety procedures
- Scalable, cost efficient, cloud or on premises
- Compact headend for any signal and any operator
- Integrated with major vendors: PMS and room control



Interactive TV

Nonius Signage

- Use digital signage at lobby, corridors, elevators, to:
 - To inform the guests on the hotel policy and safety procedures
 - Present any information on hotel services and replace leaflets
- Specially built for hospitality
- Cloud based solution, cost effective, simple and scalable
- For Multi-Room, Multi-Property, brands and groups
- Compatible with any TV or monitor and runs on Philips table top displays

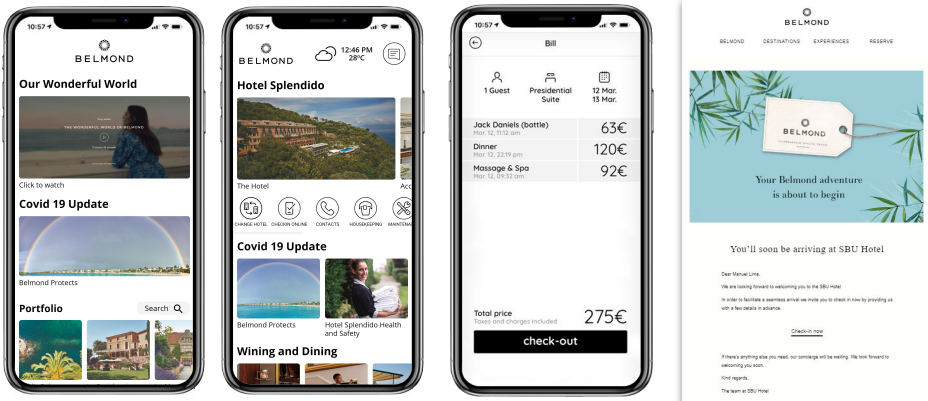


Digital Signage

A grayscale photograph of a person in a business suit sitting at a desk, typing on a laptop. The laptop screen displays a mobile application interface for 'NONIUS'. The interface includes a profile picture of a woman, the text '#NONIUS', 'BEHIND @NONIUS', a 'LOGIN' button, and a 'PUSH' button. The background is softly blurred, showing a coffee cup and papers on the desk. A semi-transparent diamond-shaped graphic is overlaid on the center of the image.

Nonius Mobile Platform

Hotel References

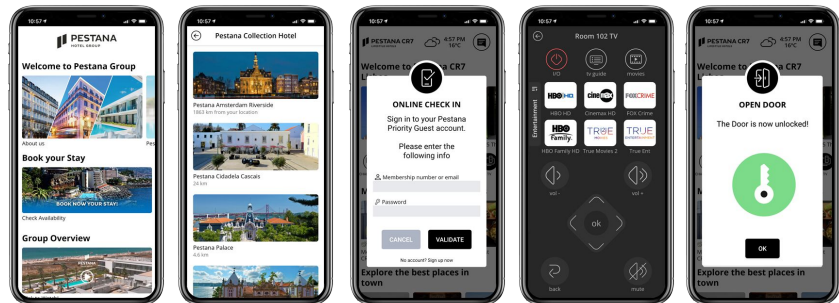


Client info:

- Name: **Belmond Hotels**
- Hotels: 34 sites with 3.137 rooms in 19 countries
- Website: www.belmond.com

Project info:

- **Description of solution:**
 - Mobile App for Android and iOS;
 - Integration with Opera PMS for guest authentication, pre-check-in, view room bill and express check-out features;
 - Remote control for Interactive TV System;
 - Other integration under deployment: Softphone, Room Control and Mobile Key;
- **Integrations:**
 - Opera PMS;
 - Nonius IPTV and IP-PBX;
 - Salto and Schneider under deployment;

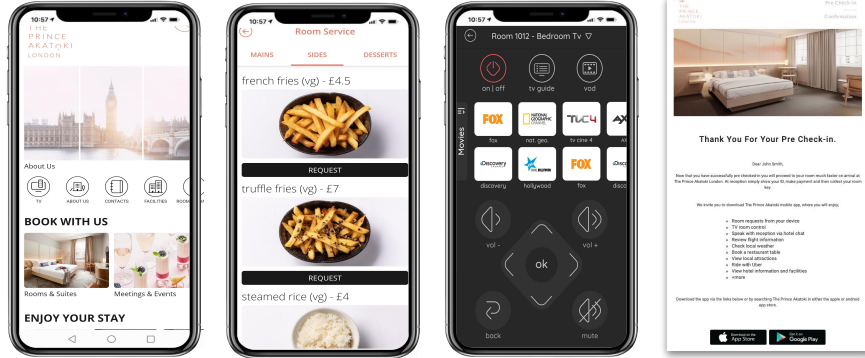


Client info:

- Name: **Pestana Hotel Group**
- Hotels: 96 sites with 10.721 rooms, in 13 countries
- Website: www.pestana.com

Project info:

- **Description of solution:**
 - Mobile App for Android and iOS
 - One single Group App for the total 96 units
 - Mobile Room Key
 - Remote control for Interactive TV System
 - Pre Check In and “Your Stays”
 - Hotel Group Loyalty Program
 - Salesforce Marketing to collect data
- **Integrations:**
 - Oracle Opera PMS, Assa Abloy (Door Locks)
 - Loyalty Card API and Salesforce SDK
 - IPTV API for remote control

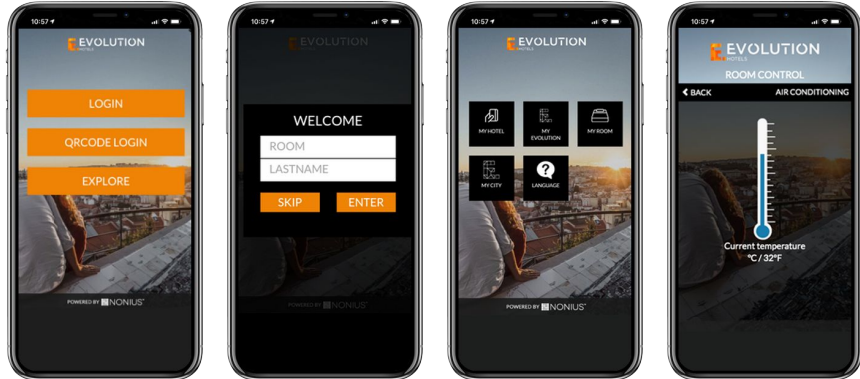


Client info:

- Name: **The Prince Akatoki by StayWell Group**
- Hotels: 1 site with 82 rooms in London, UK (+2 under construction in Guangzhou and Bangkok)
- Website: www.staywellgroup.com

Project info:

- **Description of solution:**
 - Mobile App for Android and iOS;
 - Online Pre-Check-in service, integrated with the Opera PMS/CRS
 - Mobile Key (Assa-Abloy) and Room Service POS (Micros Symphony) under deployment;
 - Also the TV system, Cast solution and Wi-Fi management is provided by Nonius.
- **Integrations:**
 - Opera PMS/CRS and IPTV API for remote control
 - Assa-Abloy and Symphony under deployment

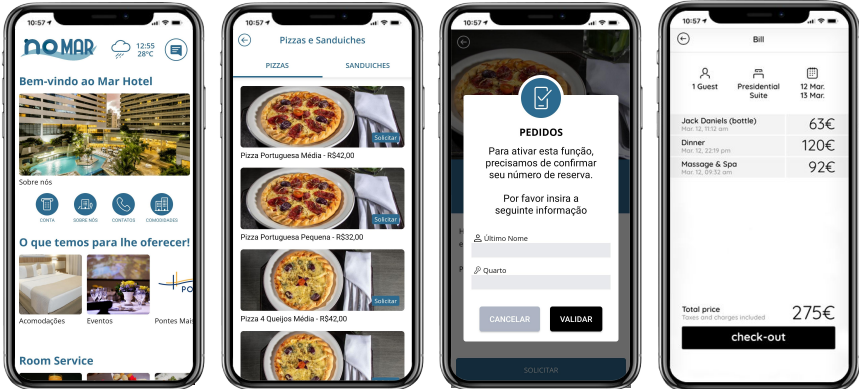


Client info:

- Name: **Evolution Hotels by SANA**
- Hotels: 1 site with 129 rooms (+4 units under construction) in Portugal, Georgia and Morocco
- Website: www.evolution-hotels.com

Project info:

- Description of solution:
 - Mobile App for [Google Play](https://play.google.com/store/apps/details?id=com.evolutionhotels) and [iOS](https://apps.apple.com/pt/app/evolution-hotels/id1504444444).
 - Room Control from App allowing guests to control TV, lights, curtains and A/C.
 - It is also integrated with Opera PMS for guests authentication, view “my bill” and receive messages from the PMS.
- Integrations:
 - Oracle Opera PMS
 - Schneider OPC Room Control
 - IPTV API for remote control



Client info:

- Name: **Pontes Hotels & Resorts**
- Hotels: 3 sites with 822 rooms in Brazil
- Website: www.ponteshoteis.com.br

Project info:

- **Description of solution:**
 - Mobile App for Android and iOS;
 - Integration with Opera PMS (through hotel middleware) to allow guest authentication and for My Bill and Express Check-out features;
 - Integration with hotel POS and Ticketing system, for room service and guest requests;
 - Mobile Key (Assa-Abloy);
- **Integrations:**
 - Opera PMS;
 - Hotel own POS and Ticketing system;
 - Assa-Abloy under deployment;



Client info:

- Name: **Solmar Hotels & Resorts**
- Hotels: 2 sites with 314 rooms in Mexico
- Website: www.solmar.com

Project info:

- **Description of solution:**
 - Mobile App for Android and iOS;
 - Mobile key integrated with Salto Door Locks
 - TV Remote to control the TV with the App;
 - My Bill and Express check-out integrated with TSW PMS;
 - Remote control for Interactive TV System;
- **Integrations:**
 - TSW (TimeShareWare) PMS;
 - Salto Door Locks;



Client info:

- Name: **Moov Hotels**
- Hotels: 4 sites with 457 rooms in Portugal and Brazil
- Website: www.hotelmoov.com

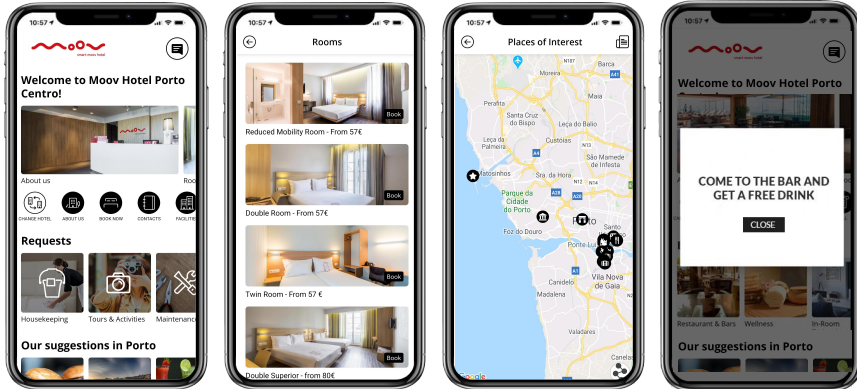
Project info:

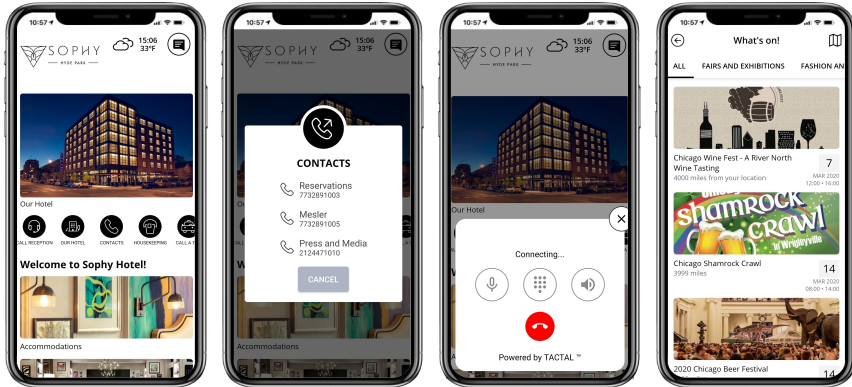
• Description of solution:

- Mobile App for Android and iOS;
- Customized city guide;
- Chat and Guest Requests;
- Integration with B-Guest for automation of Campaigns and Guest Feedback surveys through push notifications - under deployment;

• Integrations:

- Host PMS/CRS
- B-Guest for automation of guest communication (under deployment)





Client info:

- Name: **Sophy Hotel**
- Hotels: 1 site with 98 rooms in Chicago, USA
- Website: www.sophyhotel.com

Project info:

- **Description of solution:**
 - Mobile App for Android and iOS;
 - Integration with TACTAL by i-Comm Connect, to allow a Click-to-Call button for guests to call the hotel for free (VoIP)
 - Integration with Maestro PMS/CRS for Pre-Check-In and integration with Assa-Abloy for Mobile Key - under deployment;
- **Integrations:**
 - TACTAL by i-Comm Connect (VoIP SDK)
 - Maestro PMS and Assa Abloy (under development)



Client info:

- Name: **The Anndore House**
- Hotels: 1 site with 133 rooms, in Toronto, Canada
- Website: www.theanndorehouse.com

Project info:

- **Description of solution:**
 - Mobile App for Google Play and iOS.
 - App is integrated with Door Lock System from DORMAKABA to work as Mobile Key
 - Room Control from App allowing guests to control TV, lights, room temperature.
 - Also integrated with PMS for guests authentication.
- **Integrations:**
 - Maestro PMS
 - Honeywell-Inncom Room Control
 - IPTV API for remote control

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