# TR - Hospitality USE CASE

## Hospitality Challenges:

* + - Complex Platform Applications
      * The variety of complex back office systems
        + IoT Based SCADA systems
        + HVAC - Heating, Ventilating and Air Conditioning Systems
        + IPTV, room services systems/applications
        + Elevator System
        + Maintenance Systems
        + Safety & Security Systems

CCTV

Access Control

Fire Detection Alarm Systems

Perimeter Security & Intrusion Detection Systems

* + - * Digitalisation for Customer Experience
        + Integrating Multi-CRM systems
        + Market Requirements for Connected and Smart Services
        + Hospitality Assistant (Mobile App., Kiosk App., Alexia , etc.)
        + Smart Cross Sales (Suggestion, Online Sales, Online Payment applications, Cross Market Integration )

## TR Consortium - Smart Hospitality use case scenarios:

* **Smart Room Use Case:**
  + In a smart hotel room, customer will be able to manage all the room services with the new OWE system and smart device (mobile device or similar - Alexia).
  + This system is based on IoT Platform connected with the room IoT sensors, controllers (HVAC, IPTV, door, room facility services etc.) and custom OWE smart devices.
  + In this use case, collected data is managed by OWE AI solutions and with these AI algorithms will proceed new innovative customer services such as;
    - According to customer’s profile; setting up room’s climate preferences automatically before arrival and check-in.
* **Smart Building for Hospitality Use Cases**
  + **“Smart Customer Services with AI”** 
    - In this use case, collected data is managed by OWE AI solutions and with these AI algorithms will proceed new innovative customer services such as;
      * According to customer’s profile;
        + Room Services,
        + Custom Hotel Services (custom menus, wellness services),
        + Customer cross sales services suggestions,
        + Concierge services ( Restaurant reservation, concert/travel/valet parking suggestion, etc.)
  + **“Predictive Maintenance for Smart Building”**
    - OWE Systems, will integrate the hotel infrastructures (SCADA and other systems) within an IoT platform. All the IoT sensors data collected by this IoT Platform.
    - This big data will transform to valuable information with the predictions for the maintenance of hotel all connected infrastructure.
      * Possible IoT components:
        + HVAC - Heating, Ventilating and Air Conditioning Systems
        + IPTV, room services systems/applications
        + Elevator System
        + Safety & Security Systems

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* + - Hotel management team will be able to decrease the operation mainteance costs.

## Value-Chain (KoçSistem)

