



**RESORTS  
OF NORTHERN  
CAUCASUS**



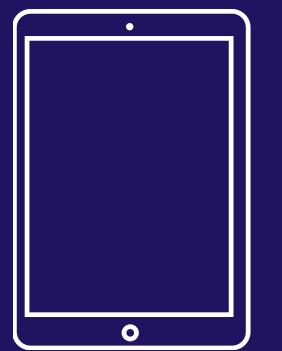
## THE PARTNER WHO IS TRUSTED

We are a team of passionate people offering innovative products to improve hospitality industry and traveler's experience.

We are developing new technologies so that our customers could communicate with their guests in the best way - before, during and after their stay.



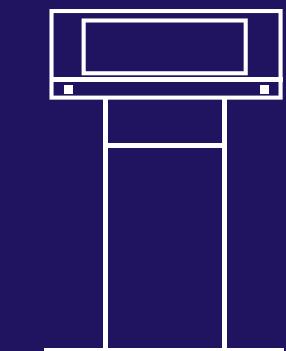
**WE CREATE SMART SOLUTIONS  
WHICH HELP HOTEL GUESTS TO RECEIVE  
THE MOST POSITIVE EMOTIONS OF THEIR STAY.**



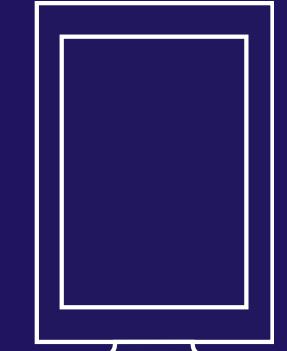
**MOBILE  
APPLICATIONS**



**PREMIUM  
IPTV SYSTEMS**



**INTERACTIVE  
SOLUTIONS  
FOR LOBBIES**



**INNOVATIVE  
DIGITAL SIGNAGE  
SOLUTIONS**



**HIGH SPEED  
INTERNET ACCESS**

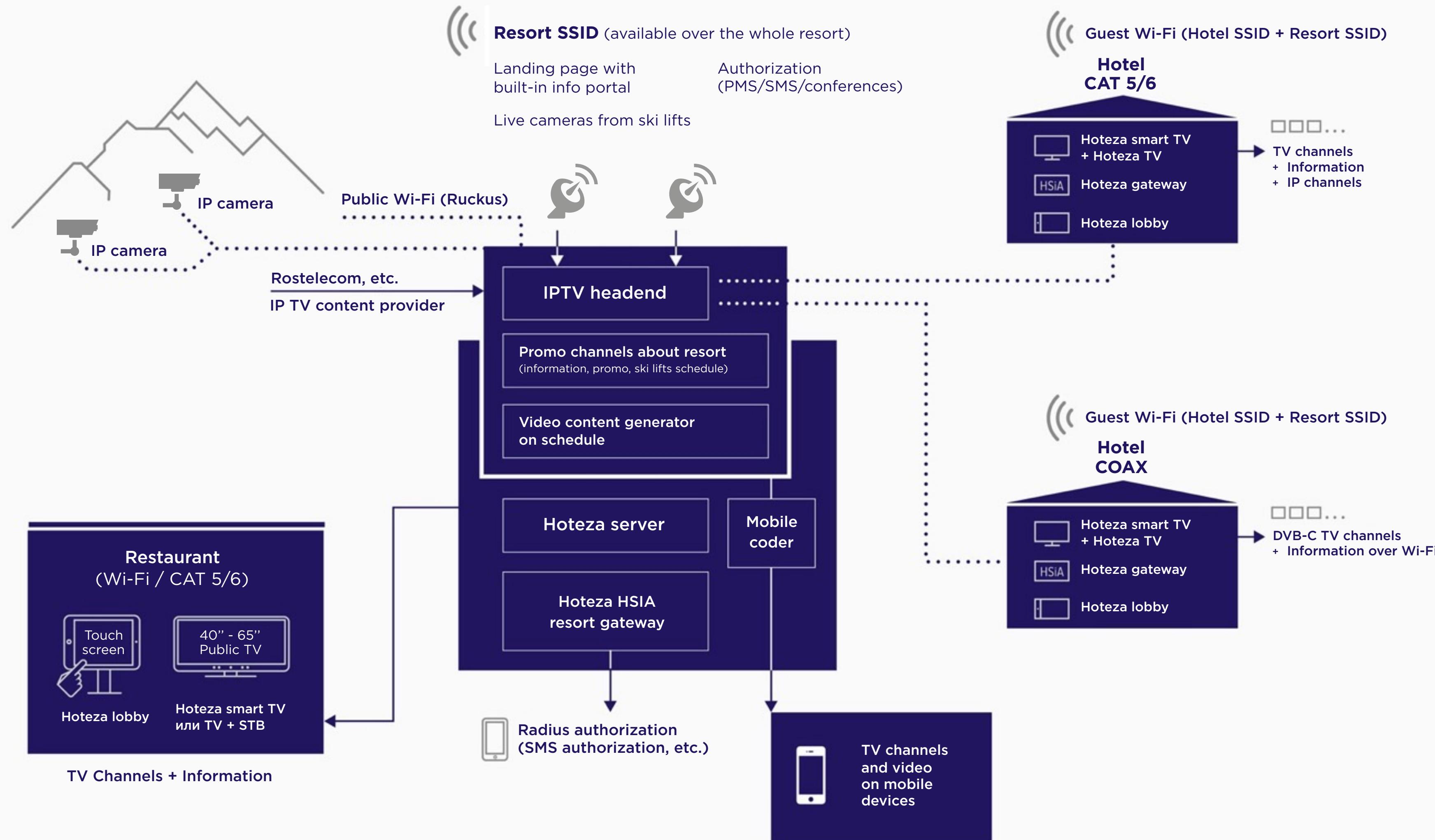
# MORE THAN 800 HOTELS

in Russia and CIS are SMARTEQ customers.

This includes hotels of large international chains,  
such as Rezidor, Marriott, IHG, Hilton, Hyatt, Four Seasons  
and others.



# MORE THAN 800 HOTELS SCHEME OF CENTRALIZED TV BROADCASTING AND INTERNET ACCESS IN SKI RESORTS UNDER MANAGEMENT OF RESORTS OF NORTHERN CAUCASUS JSC.



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# MAJOR BENEFITS

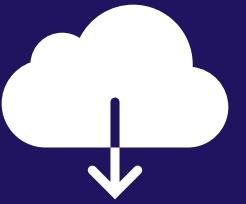




## SINGLE SYSTEM

Centralized system of TV broadcasting and Internet access. Various content sources - DVB-S/ DVB-C / DVB-T2 / IPTV / CHDMI sources / Internet channels (video and audio).

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## REMOTE TV MANAGEMENT

Remote management of all TVs in your properties (settings, channel map, etc.). No need in one-by-one TV configuration. Remote TV monitoring.

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## SPECIAL PRICES

Thanks to frame agreements with vendors (LG, Samsung, Ruckus) we are able to offer you special conditions and prices.

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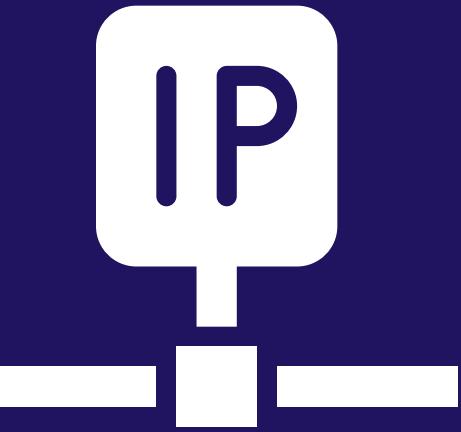
## INVESTMENT PROTECTION

Buying professional TVs with technical support of B2B level, your investment is guaranteed for many years.

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# MODERN IPTV HEADENDS

Using modern professional IPTV headends, you receive such advantages as:



- **Mobile coder feature** which allows to stream real-time video from the headend to guest mobile devices (TV channels, promo video, etc.)
- **Automatic removal of TV channels** which are temporarily down from the channel list in the system.
- **Managing IPTV headend** directly from Hoteza CMS.

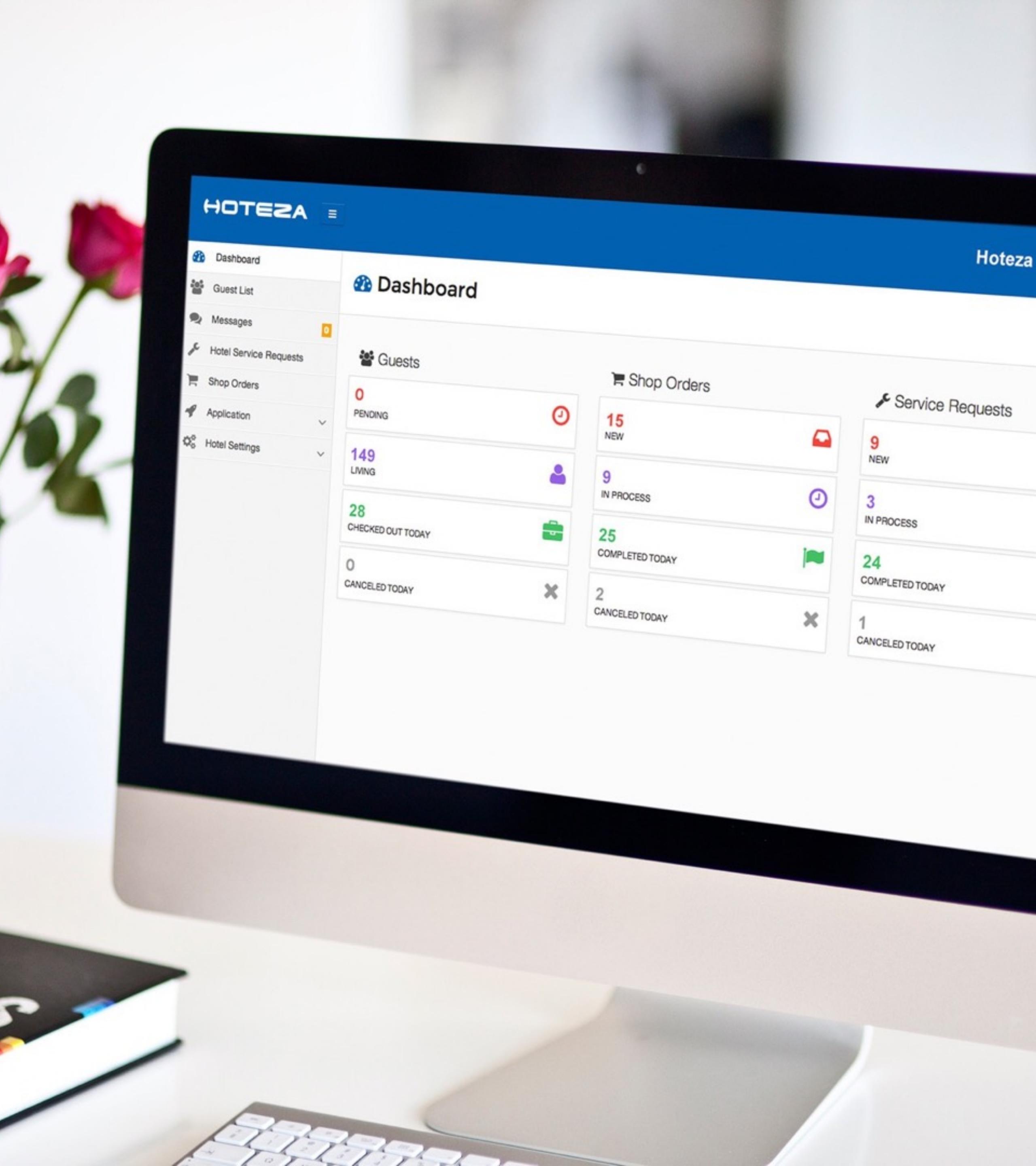
\* Above features are supported by certain IPTV headends only.



# **REMOTE MANAGEMENT OF VIDEO CONTENT**

TV channels, video about resort, live-video from ski lifts.  
Video content generator on schedule with streaming  
to screens in public areas and guestroom TVs.





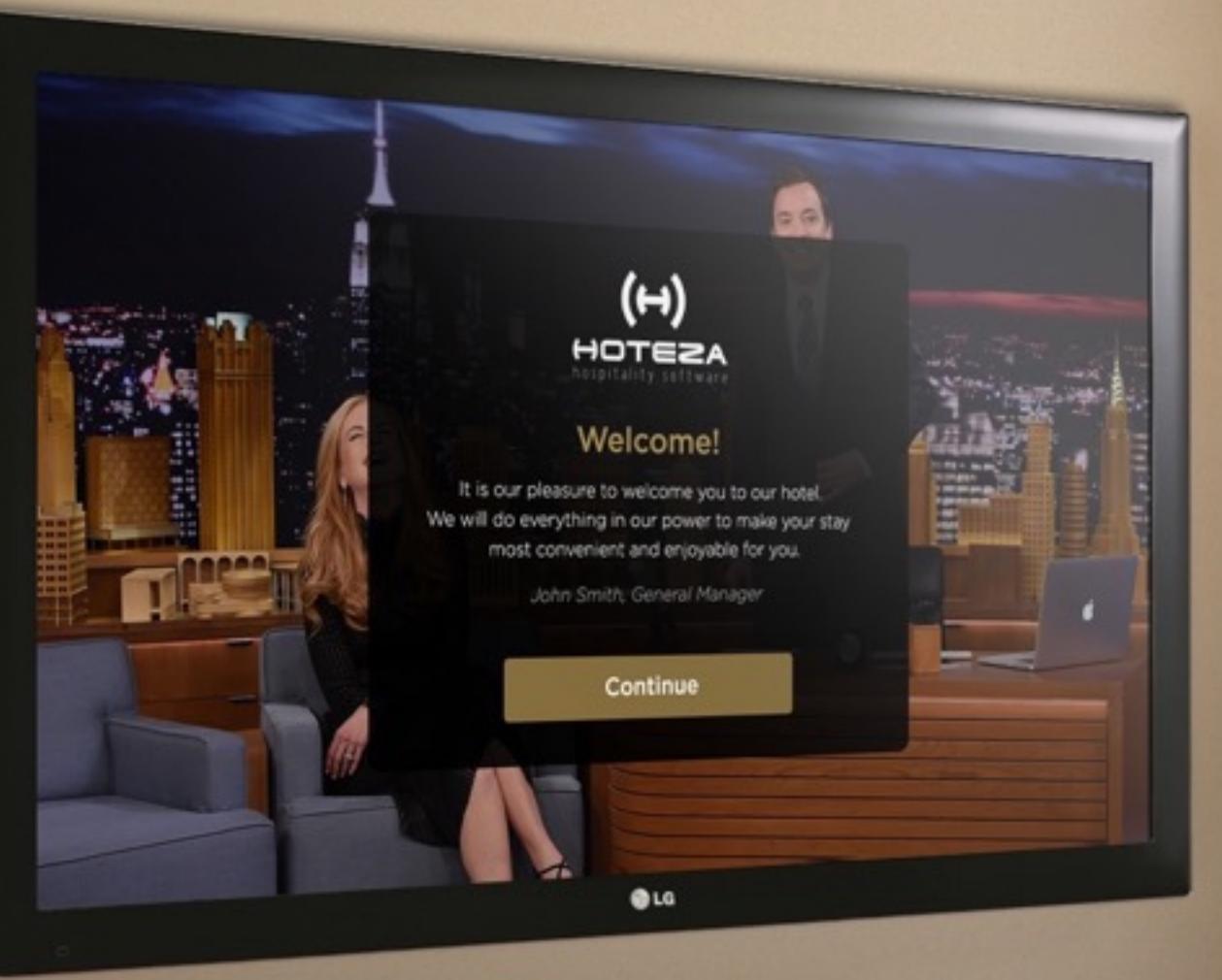
# SINGLE CONTENT MANAGEMENT SYSTEM (CMS)

All systems - Hoteza TV, Hoteza Mobile, Hoteza Lobby, Hoteza HotSign and Hoteza HSIA are managed through a single cloud-based back-end (Hoteza CMS) that may be accessed and operated from any point of the world.

# SET-TOP BOX FREE

With no STB to consider, you can mount the TV closer to the wall and have the freedom of choice to place it exactly where you want. Also absence of STB decreases the risk of malfunctioning to zero.

STB solution is also available for non-compatible TVs, i.e. for bathroom TVs or for large screens in public areas.



## **FULLY INTEGRATED WITH PMS SYSTEMS**

Integration with Micros Opera/Fidelio, Infor, WestSoft and others.

Automated switching on at check-in, automated guest language,  
view bill feature, wake-up call, messages and other features.





# CUSTOMIZATION

Compliance with brand standards and customized design will make help to make unique the stay of your guests.

# GENERATE ADDITIONAL REVENUES

As well as improving your customer service, Hoteza TV provides you with an ideal opportunity to promote and upsell your facilities and partner services thus generating additional revenue.

Hoteza TV enriches the guest experience and helps to increase in-room sales: Room-service breakfast or dinner orders, or even a bottle of chilled champagne are all available to your guests via TV screen.

The built-in virtual shop allows you to upsell the products from your souvenir shop, spa services or your special or seasonal promotions. It has been proven that the sales generated by electronic advertising are much higher than those generated by traditionally printed materials.





# VISUALIZE YOUR OFFERINGS

Hoteza TV provides guests with comprehensive, up-to-date and visual information which is limited only by your fantasy!

You can easily make changes to the design, products, options, languages and prices in real-time without impacting your guests' use of the service.



## **SAVING COSTS AND AUTOMATION OF PROCESSES**

All information and images normally printed in guestroom compendiums are now digitized and current - thus saving thousands in printing.

Automation of processes cuts costs related to Concierge and Call-Centre staff by reducing the number of guest requests handled in person or by phone.



# IN-ROOM TABLETS FOR EVEN BETTER GUEST EXPERIENCE

With Hoteza it's possible to have in-rooms tablets in your guestrooms which will work under management of the single CMS, the same which manages the content for TV screens and mobile applications.

# INFORMATION ABOUT HOTEL AND THE RESORT

Detailed information about the hotel and on resort attractions and integration with interactive maps helps to keep your guests informed about places of note and interest such as bars, restaurants, clubs and so on. All designed to save your guests' time.





## **VIDEO STREAMING TO GUEST MOBILE DEVICES**

Using Mobile Coder technology allows to stream TV channels, promo video and live-video from ski lifts directly to screens of guest mobile devices.

Now your guest are able to obtain live information from any point of the resort.



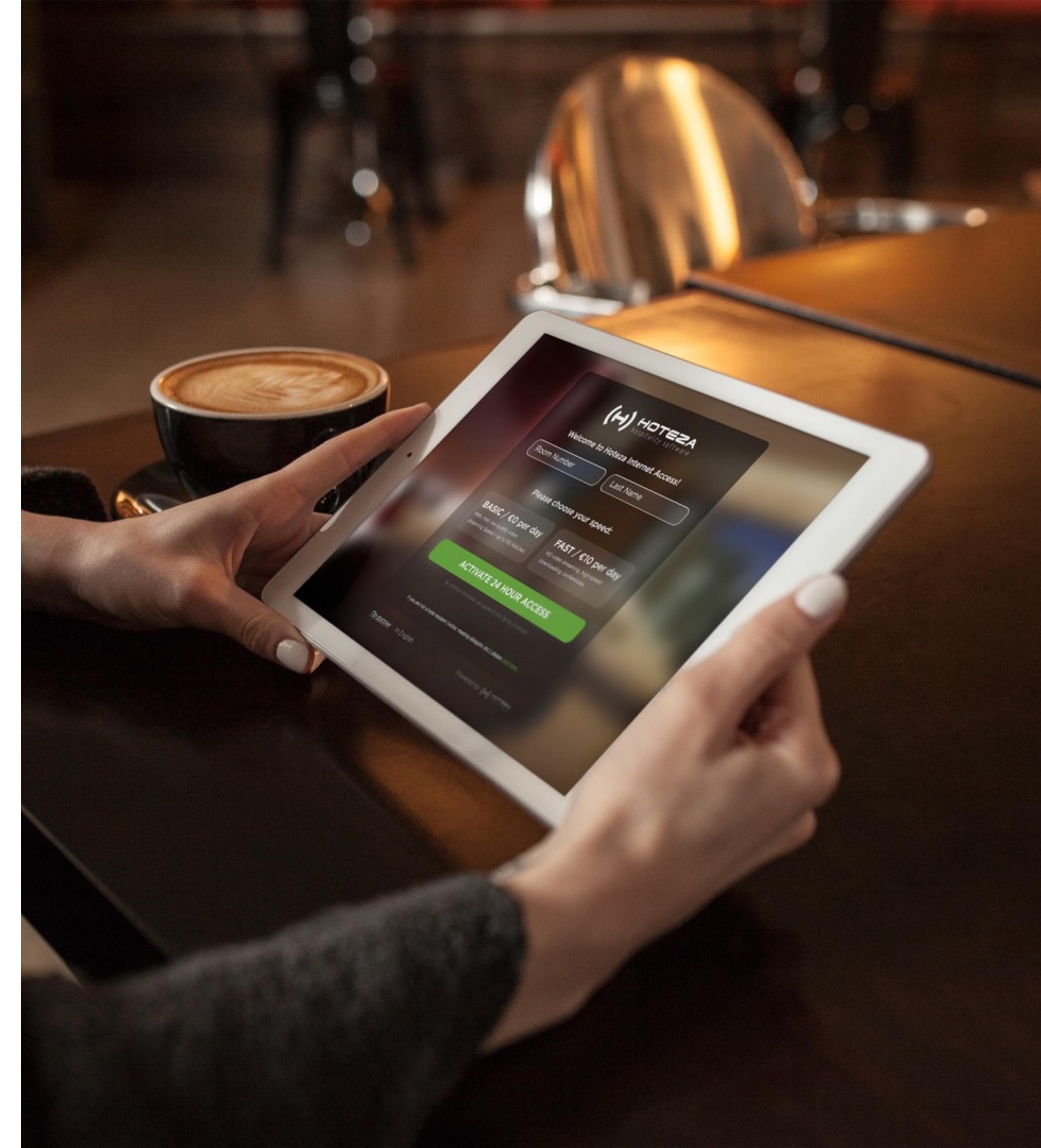
## COMMUNICATION WITH HOTEL STAFF

A built-in messenger allows your guests to communicate with hotel staff and even directly with the hotel manager, and vice-versa. Hoteza TV guarantees that you receive the most accurate and genuine feedback from your guests!

The Questionnaire module allows you understand and analyze your guests' needs and instantly increase the guest satisfaction level.

# HIGH-SPEED INTERNET ACCESS

All you need to do is to enter room number / last name or mobile phone number. Thus Hoteza HSIA solves the problem of overload Internet channel and fairly distributes the speed among users.





## BRAND SUPPORT

The landing page can be branded in accordance with the corporate style of the hotel.

# **BRING-YOUR-OWN-DEVICE (BYOD) TECHNOLOGY\***

Screen mirroring by Hoteza enables the guest to mirror his devices on the TV, and push content to truly bring that home-from-home experience to his room, in HD video quality including sound.

\* For devices with Wi-Fi Direct support only.



# **PROFESSIONAL 24/7/365 SUPPORT**

We provide a service “don’t call us, we’ll call you” – via remote online monitoring, Hoteza is aware of software and hardware problems before your in-room guest.

Via Service Level Agreements (SLA) we make a commitment to all of our customers. These clearly defined actions and response times are easily measurable, and we will raise our hands if we have failed to keep our promises.



# HOTEZA LOBBY

Using Hoteza Lobby, your guests can get information on your hotel, special offer and the nearest tourist attractions, plus view flight timetables and weather forecasts.

With a user-friendly interface, the touch-screen application is simple to navigate for any user.





# HOTEZA HOTSIGN

Hoteza HotSign allows you to take advantage of transmitting audiovisual content in real time with little prior investment.

Increase in service level: the solution ensures consumer convenience. Loading, customization and management can be performed from anywhere in the world.

Reduction in printing costs: the solution is marked by a high recoupmment factor of investment compared with printed advertisements.



# LG HOTEL TVs

# PROFESSIONAL HOTEL TVs BY LG



## LG LX761H

32" / 40" / 43"/ 49"/ 55"  
WebOS SMART platform



## LG UX960H

49" / 55" / 60"  
WebOS SMART platform  
CINEMA SCREEN design  
ULTRA HD resolution / 3D support  
Frontal speakers

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# SAMSUNG HOTEL TVs



# PROFESSIONAL HOTEL TVs BY SAMSUNG



**Samsung HD490**

32" / 40"

WebOS SMART platform



**Samsung HD690**

24" / 28" / 32" / 40" / 48" / 55"

WebOS SMART platform

SLIM design



**Samsung HD790**

60" / 55" / 49"

WebOS SMART platform

ULTRA SLIM design

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# WI-FI TECHNOLOGIES BY RUCKUS WIRELESS





# WI-FI TECHNOLOGIES BY RUCKUS WIRELESS

Ruckus has developed leading carrier-class Wi-Fi products and technology, so called Smart Wi-Fi, that enable service providers and enterprises to benefit from advanced levels of performance and integration capabilities that are not possible with basic Wi-Fi.

Wi-Fi standards and network equipment were originally designed to allow simple, easy-to-use and low cost connectivity in the lower interference environments. Smart Wi-Fi technology developed to solve these problems.

Smart Wi-Fi is a collection of patented technology breakthroughs such as: adaptive RF control (BeamFlex), predictive channel selection (ChannelFly), resilient and self-optimized meshing (SmartMesh).



# THANK YOU!