# Impress your guests!

## ...and save costs too!



**Samsotech**

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# Samsotech easyKIOSK

Samsotech easyKIOSK is an ideal system for hotels who wishes to offer their guests a faster and premium guest check-ins and check-outs. The system is directly interfaced with PMS real-time and is well equipped with an integrated Passport/ID card scanning & reading system, an integrated camera for validating guest profiles using cutting edge face recognition algorithms and an automatic Room Key Dispenser. Whether you are concerned about cost savings, improving guest experience, following local regulations, sending guest details to local authorities or improving staff output and reducing overheads, Samsotech self service solution have considered all your worries.

Samsotech easyKIOSK is a fast and easy to use Self Check-in & Check-out solution for your hotel. It is an ideal system for hotels that wish to offer their guests faster and premium guest check-ins and check-outs.
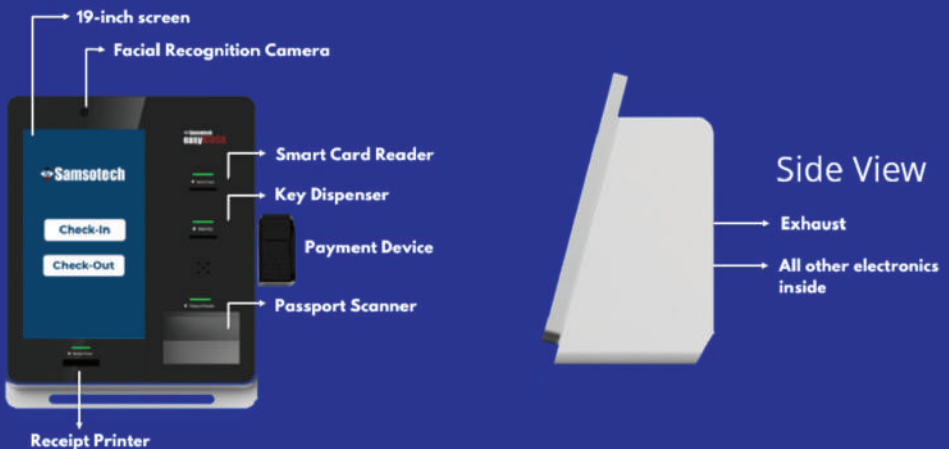
The system will help your hotel to speed up its processes & operations as well as enable them to easily comply with local regulatory requirements.

The system is complemented with a modern ID document capture function using the latest Passport/ID scanners and readers, an advanced face recognition algorithm for guest profile validation, integration with leading payment solutions, and Room Key Systems. These will accelerate the guest check-in functions and reservation/profile update processes in the PMS system. The system thereby completely automates the entire guest check-in as well as the check-out process at a hotel and is strongly recommended for all types of hotels.

Samsotech easyKIOSK has a certified and real-time interface with Oracle Opera as well as several other leading PMS Systems worldwide.

## Features and Benefits

- Fast & Easy Check-ins & Check-outs
- Direct, Certified and seamless interface with leading  PMS systems
- Digital Registration Card and Folios
- Comes with Passport/ID scanning interfaces & easy Payment interfaces
- Easy interfaces with VICAS hospitality systems for local authority reporting
- Increase revenue by offering upgrades
- Line Busting; flexible check-in & check-out options
- Easy to use and simple user interface
- Faster guest service
- Improved staff output
- Enhances guest experience
- Promotes guest loyalty
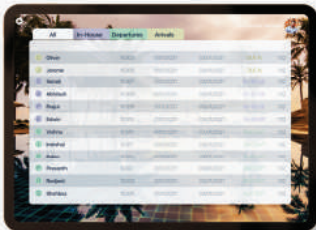- Save costs!

# Samsotech Mirror

## PROVIDE YOUR GUEST PREMIUM CHECK IN EXPERIENCE

Never before has there been such rapid change in how consumers "connect, interact and transact" with business. Samsotech iPad check-in Check-out solution provides your staff with the tools they need to exceed service levels and increase productivity. More importantly, it helps you give guests the gift of time by providing flexibility in how they "connect, interact and transact" with your hotel. The solution is seamlessly interfaced to your Property Management System and Lock System. The system's simple customer facing touch screen allows agents to perform all the functions of a wired front desk terminal from anywhere a wireless signal is available. With Samsotech iPad Check-in/out solution, front desk functions may be performed when and where your guests require, providing a level of service that is light years ahead of the competition.

## PROVIDE YOUR GUESTS WITH COMPLETE FLEXIBILITY

Samsotech's iPad check-in / Check-out solution offers guests immediate check-in or check-out services from anywhere in the hotel via an Apple iPad. Agents can meet guests outside, help them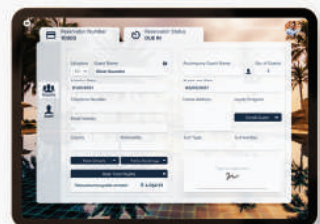 with their luggage and complete the entire check-in process — all at the same time. Guests can check out from the hotel's lobbies, shops, restaurants or from their own rooms. Conference attendees can check in during a welcome reception or kick-off meeting, and tour groups can check in before they even get off the bus. RFID or Magnetic key encoding is also available. The entire transaction typically takes no longer than a minute. Folios, guest messages and coupons may be emailed to the guest or sent to a strategically located printer.

The initial check in screen shows the agent all arriving, in house and departing guests. The agent may search for a guest in the following ways:
• Enter name
• Search using Loyalty number
• Scroll through the on screen list or sort arrivals and departures
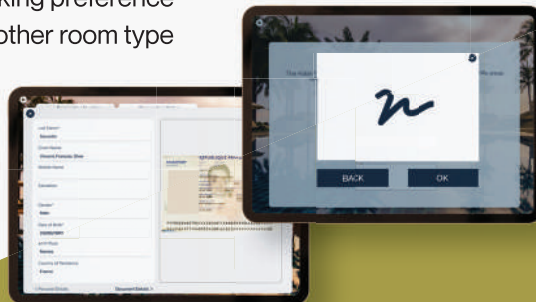• Scan bar code

As the guest name is entered into the text box, the screen narrows down the search. Once the guest has been identified, the agent simply clicks on the appropriate name to begin the check in process. The guest reservation is then retrieved from the PMS system and displayed for approval or change. Based on the hotel business rules and availability in the hotel, a guest may change

The solution also has the following features:
• View and create alerts, traces and
  messages
• Special requests may also be displayed.
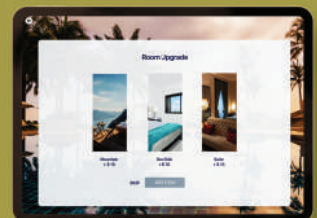• Email a folio at check-out

Based on hotel business rules and availability in the hotel, an agent may also make the following
changes to the reservation:
• Change room type
• Change smoking preference
• Up-sell to another room type



## Solution Benefits:

• Quick & hassle free Check In/Check Out
• Enables easy upselling of services & increase revenue
• Email or message guests when room is ready
• Queue Busting
• Enables VIP Check In/Check Out inside rooms
• Faster and efficient customer service
• Differentiate yourself from your competitors
• Meet and greet guests where and when they want to be
  checked in or checked out
• Easy to use user interface enables easy training to front office agents
• Passport/ID scanning, Group arrivals and much more!!

# Introducing
# Samsotech Engage

## Impress your guests with a premium contactless check-in experience

Never before has there been such a rapid change in how consumers "connect, interact and transact" with business. A contactless solution is now the way to go. Introducing Samsotech Engage, an all in one, multi-platform contactless check-in and check-out solution for hotels. This innovative platform will give your guests more flexibility in how they "connect, interact and transact" with your hotel

- Seamless Contactless Check-inand Check-out functions
- Minimal person to person touch interactions
- Increase revenue via easy upselling online
- Tracking & handling of Special Requests
- Real-time two-way integration with Hotel PMS
- Collect Guest preferences, Passport/ID capture

- eRegistration Cards, eFolios & Signature capture
- Integration with local authority systems (VICAS)
- Handling Guest Surveys andFeedbacks
- Support for Payment integration via e-commerce*
- Integration & support for Bluetooth Keys
- Reports & Dashboards

*Support for Payment integration is Country specific and may vary. Payments are handled through e-commerce platforms. Bluetooth key support available only for compatible systems. Technical specifications are subject to change. Please contact Samsotech team for more details.

# vMobile

## Mobile/Tablet based Passport & ID Card reading systems with easy PMS and VMS interfaces
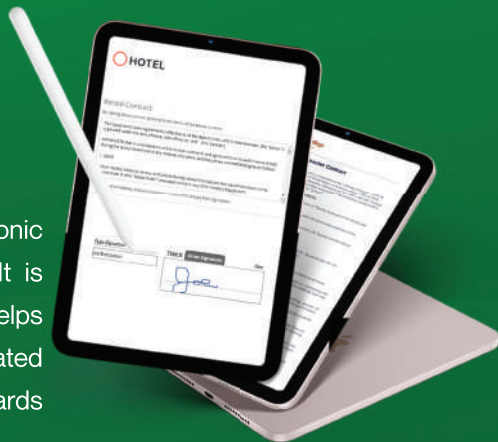
### Fast imaging and data reading

Samsotech vMobile is an ideal solution for scanning and reading of all International Passports, machine readable VISAs, Identity cards & Driver Licenses. The system is compatible with Android and iOS platforms and can be easily integrated with external applications. Samsotech vMobile is also available with VICAS Hospitality systems, facilitating in-room VIP guest check-ins and sending these information to local authority's systems as required.

- Enables mobile scanning of Passports and ID cards
- Enables quick capture of ID details-from MRZ Passports and ID cards
- Facilitates easy update of Passport & ID card details to PMS guest prole
- Compatible with all leading PMS & Visitor Management Systems
- Advanced engine can read more than 6,500+ ID documents

- Digital storage of ID documents;no more photocopying
- Auto detection, Auto Rotation, Auto Cropping & Auto Resize of ID images
- Alerts and notications for expired and invalid documents
- Options for saving Face Image or Full Passport/ID images during scan

# Paperless check-ins

Go Paperless! Go Green!

Samsotech eREG is an easy-to-use Electronic RegCard, Digital Folio & Signage system. It is ideally suited for the hospitality industry and helps users in reducing operational costs associated with printing and photo-copying of the RegCards and Folios by going digital.

The system helps hotels & resorts to reduce costs, improve organizational efficiency and strengthen their commitment towards becoming an eco-friendly organization by going green.

Samsotech eREG consists of an iPad, a digital pen and a web-based application for document archival. The system is compatible with all leading PMS systems worldwide including Oracle Opera PMS, Protel, Infor and many more.

## How it works: Electronic Guest aRegistration Cards & Folios

| Guest arrives for check-in / check-out | FO presents the RC/Folio on the iPad | Guest signs the RC/Folio on the iPad instead of paper | RC/Folio is saved in the database |

Samsotech eREG is an easy to use Electronic RegCard, Digital Folio & Signage system and consists of an iPad, a digital pen and a software application.

• Go Paper less with eREG cards & eFolios!

• Enhance guest experience

• Improves staff efficiency; save costs

• Easy search, view & archival

• Wired & wireless options

• Optional Guest Surveys on iPads

# eReg v2
## mode

## Features & Benefits

• Ineratctive and Dynamic way of presenting reg card/ folio to the guest

• Can be customized as per property brand standard

• Is interactive and can show more information than traditional single page registration Card

• Can accommodate multiple pages as per property requirement

# Passport/ID Scanners

Desktop as well as iPad, Android & Windows tablet solutions

We have a range of Passport/ID Scanners & readers to meet the varying needs of our customers. Our desktop scanners & readers come with a certified interface with all leading PMS as well as Visitor management systems worldwide. We also have readers with built-in RFID, UV as well as authentication modules.

We also have iPad/Android/Windows tablet-based mobile scanning solutions for Passports and ID cards. This is ideally suited for supporting mobility requirements and also enables providing in-room VIP guest check-ins at hotels & resorts, without compromising on the local regulatory requirements for Passport/ID scanning and reporting.



*Regular         *Penta         *Compact

Samsotech also supplies a palm holder for easy use of the tablets as well as a leather document holder for consistent imaging.

Samsotech Passport Scanners have certified interfaces with all leading PMS systems including Oracle Opera PMS, Infor HMS, Protel, IDS FortuneNext, WinHMS, apaleo, Maestro, SMS, SIHOT and many more.

## Features & Benefits

- Flash camera based Passport/ID card readers with built in smart card/chip reading technology
- One SCAN captures guest identification details for the local authorities systems as well as PMS systems
- Our enhanced Passport/ID reading engine reads all Passports & 6.500+ National ID cards & Driver Licenses
- Our advanced ID card reading engine for GCC ID cards can read Arabic as well as English text from the GCC ID cards
- Auto conversion of Hijri calendar dates to English dates (for KSA IDs)
- iPad compatibility systems for in-room VIP guest check-ins
- Audit trail reports for enhanced security
- Wide choice of reports available. Customized reports are available as per your requirements
- Birthday Pop-ups, ID Expiry date notifications and many more
- Enables faster guest check-in and legal compliance
- Eliminate manual data entry errors; improves staff output
- Digital storage eliminates costs on paper, printing, photocopying, filing and storage.

**Our range of scanners includes:**
- Ultra-fast compact scanners
- E-passport scanners & readers
- Smart Card readers
- iPad & Android tablet solutions

**Samsotech Passport readers** enables faster check-in by scanning and reading 8,800+ Passports/ID cards & Driver Licenses worldwide and have **certified interfaces** with all leading **PMS systems** and visitor management systems.

# eVERIFY for Casinos

A powerful Passport/ID card scanning, reading and authentication system for Casinos to easily validate each visitors. The system also enables AML (compliance and also enables the casinos to manage watch-lists, alerts as well as generate management reports.

## Key Features:

### Document Verification
Scan, authenticate, verify and validate visitors. Easily search & view prior visits and activities

### Watch-list / Stop-list management
Create new watch-lists or import a list that you already have to stop any unwanted visitors and get alerts

### Anti Money Laundering (AML)
Compliance
Easily track & monitor all financial transactions real-time. Keep watch, record and report multi-ple and over limit transactions

### Notification & Alerts
Fully automated and configurable alert system.

### Reports
Audit Trails and logs, Suspicious activity reports, visitor & demographic reports, reports based on game transaction limits and many more.

# VICAS PMS Interfaces

• The certified interface supports reading of all ICAO Passports & 6,500+ ID cards worldwide

• Enables quick and automatic update of data & images directly from ID to PMS guest profile

• Option to automatically attach either the face image or full document image

• iPad, Android and Windows tablet compatible systems to enable in-room guest check-in

• The system can also read Date of Issue, Place of Issue, Place

# Easy compliance to local regulations with VICAS Hospitality Systems

Several countries have a regulatory requirement of sending daily guest arrivals to the local authorities. Our VICAS Hospitality systems are customized to meet such requirements of 90+ countries worldwide. It is an independent ID scanning, reading, archiving and reporting system interfaced directly with local authority systems to send guest details in the required format or medium. Similar solutions are also available for Pubs and Clubs.

• Reads Arabic & English from all GCC ID cards (including Smart Card Reading)

• Auto Convert Hijri Dates to Gregorian Calendar Dates

• With enhanced reading, system can read Date of Issue, Place of Issue, Birth Place and ID Issued country from all Passports.

• Enables faster guest check-in; and eliminate manual data entry errors

• Our system have certified interfaces with local authority's systems for reporting guest details.

• Audit trail reports available for enhanced security

• Digital storage eliminates costs on paper, printing, photocopying, filing and storage

• Wide choice of customized graphical and statistical reports available like daily arrivals, nationality based, age & demographic reports.

• 24/7 Support available

"Transform your guest experience to the next level by providing a  simple and easy-to-use ordering tool on a smart phone "

## myORDER

Samsotech's myORDER is a fast and easy-to-use mobile app and a software package that will enable the hotels or resorts to serve their guests in a better and efficient manner. Guests can use a mobile app to get information on the menu items and services that can be ordered using the app and place an order at their convenience from anywhere within the hotel or resort. The mobile app can be easily customized and configured so that guests can navigate through Product Categories (list items with Photos), Description and Pricing. When an order is placed, the location of the guest is also automatically tagged along with the order and notifications are immediately sent to the respective outlets for fulfillment of ordered items or services. Guests can also receive notifications on their smart phones once their order is received and again when it's on it's way for delivery. The hotel staff finds no trouble in locating the guest.

The system will help the hotels to impress their guests and transform their experience by offering them faster responses and timely services. The system will also help hotels for easy upselling of products & services, increase their revenues and achieve a superior guest satisfaction and loyalty. The system can generate several kinds of management and administrative reports.

**Solution Benefits:**

• Enables better guest privacy and guest comfort

• Enables faster response time and easy upselling

• Order status & delivery notifications on the guest mobile

• All orders are automated and notified to respective outlets

• Reduced manpower and staffing costs

• Compatible with Android and Apple devices

## Samsotech ANPR

Samsotech ANPR (Automatic Number Plate Reader) is a network based easy to use system that consists of a digital IP camera in a compact enclosure, equipped with an IR LED illuminator and a customized software.

• Heavy duty ANPR camera

• Easy to use application, easy search, retrieval and archival

• Captures vehicle entry and exit details including the images

• Easy interface with local authorities' system for sending captured pp information.

# Why Samsotech?

• 9,500+ installations in 137+ countries

• 24 x 7 support worldwide

• Localization & Legal compliance

• Certified interfaces with leading PMS systems

• Approved by all leading international and local hotel chains

• We do not provide boxes; we provide complete SOLUTIONS!

# Contact Us

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