



WORLDVUE®

**Creating a Great Guest Experience
with GIA and GRE for Hotels
in the UK and Europe**



Today's hotel guests expect more than just a comfortable bed and a warm welcome. In an increasingly digital world, connectivity and entertainment options are now central to the guest experience. WorldVue understands this shift and offers tailored solutions that cater to these evolving demands, particularly through our GIA and GRE offerings.



Fast, Reliable Connectivity

Guests want great WiFi - over 90% of hotel guests say that's the most important amenity when they stay at a hotel. WorldVue has been providing guest WiFi and related services to hotels for over 20 years, and we are now the #1 choice of multiple major hotel flags for GIA and GRE. With the goal of delivering a better guest experience, we design, install, and support wired and wireless networks, including site surveys, equipment selection, installation, and ongoing maintenance and management. Our converged networks enable simplified management and an improved guest experience.

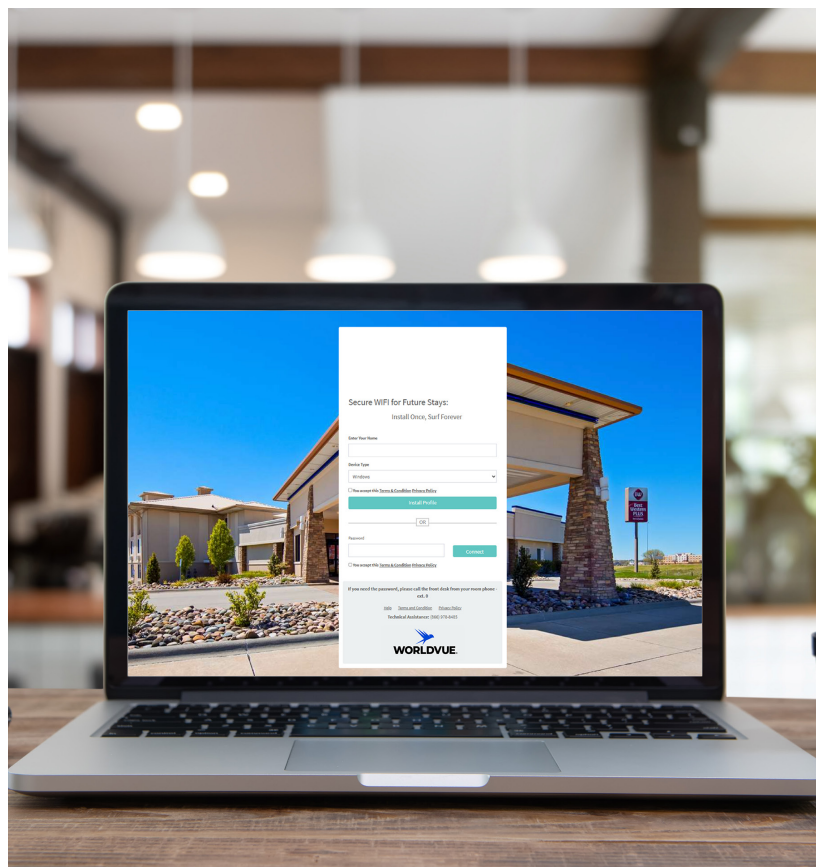
To ensure that your solution will provide fast, reliable performance, we perform WiFi and cabling site surveys that include a property walk-through to determine building layout and construction and identify potential installation difficulties. We also perform a heatmap survey of the property so we can design your solution to achieve adequate signal coverage, no matter where your guests may be on your property. We focus on expert design and installation for fast, clean installation with minimal disruption.

We provide your hotel with the latest equipment, monitor and manage your network, and deliver 24/7/365 technical support. Owners and managers no longer need to worry about usage, security or network issues - our team of experts can take care of that for you.



Key features of our GIA and GRE solutions include:

- **24/7/365 Cloud Managed WiFi** for ease of use and peace of mind:
 - Monitor the ongoing health of your network
 - Watch for down equipment so we can fix issues quickly
 - Perform network optimization so your guest network can function at its best
- **Cloud Based Dashboard** - monitor and manage your network from anywhere with an Internet connection; see how your guests are using bandwidth to help you determine when network upgrades are needed
- **High Density Access Points** - Enterprise-grade equipment for the fast, reliable performance your guests expect
- **Global Coverage**
- **Centralized Authentication** - Repeat guests only need to sign in once, offering greater convenience for increased guest satisfaction
- **Custom Splash Page** - Personalize your property's login page to match your property's branding
- **Bandwidth Management** - Implement bandwidth usage policies to ensure a better experience for all guests





A Wide Variety of In-Room Entertainment Options

The flagship offering of WorldVue, the WorldVue Entertainment HUB™, aka “The HUB™,” is a fully customizable in-room entertainment solution to meet and exceed your brand’s expectations and your guests’ desires. The HUB can use many different paths to the room, including IPTV, COAX, or Hybrid – upgrade your in-room experience without rewiring your property!

The HUB is the hotel room’s managed gateway to digital transformation. It includes a customized interface for your property and a full range of features to help you create and maintain the very best experience and keep them coming back time and time again:

- **WorldVue® Mobile Remote** - Scan and Connect! The touchless solution keeps hands off the in-room TV remotes and puts your guests’ personal devices in control, with no app downloads and no storage needed.
- **Popular Features** - include Interactive Guide, Popular Streaming Apps, Casting, Smart Rooms, In-Room Concierge, Real-Time Weather, Bluetooth, and more.
- **Relax** - Relaxation videos and sounds for a better night’s sleep - just like home.
- **Integration** - The ultimate in-room entertainment solution personalized by guest content, the HUB integrates third-party devices with TV services, allowing guests to access apps and stream personalized content from their devices to the hotel TV. The HUB can also integrate with your PMS, as well as IoT smart room controls.
- **Create a better entertainment experience with live streaming TV**
- **Communicate with Your Guests Digitally** - Offer personalized welcome messages and display your amenities and offers through text, photos, and looping videos played on each in-room television screen.
- **Live Stream Directly From Your Event Center to Your Guest Room Televisions**
- **Property Operations through WorldVue® Customer Portal** - Empowering the ability to manage your hotel in real-time and provide valuable stats to drive ROI, the Portal enables you to access the current state of each room, reboot and edit boxes with no guest interruption, view real-time and historical analytics such as channels and streaming applications watched and number of hours viewed, and control in-room features such as events calendar and guest messaging.

The HUB also offers numerous opportunities for hotels to market their property to their guests. From the moment of guest check-in, when the TV is turned on in the room in anticipation of the guest's arrival, to the time the guest checks out using the convenient in-room checkout feature, WorldVue provides the hotel with the ability to upsell, build brand loyalty, and increase guest satisfaction scores every step of the way.



One Expert Vendor for a Better Experience

When it comes to property management, focusing solely on up-front costs can be misleading. Often, the “cheaper” option can lead to higher expenses down the line due to increased management complexity and the need for frequent updates, repairs, and additions.

Instead of opting for the lowest bidder, consider the long-term benefits of partnering with an expert like WorldVue. We offer comprehensive technology solutions that enhance performance, simplify maintenance, and ensure greater accountability.

At WorldVue, we specialize in recommending, designing, and installing tailored solutions that align with your property’s unique needs, budget, and specifications. The insights provided in this document are designed to offer general guidance, helping you improve management, maintenance, cost effectiveness, and future readiness.

Our mission is to help you deliver an exceptional guest experience that is both easy and economical to manage and maintain, Start your journey with WorldVue and set your hotel on the path to success.

Local Service and Support

The WorldVue promise is “We Deliver, Every Time, No Exceptions.” We achieve this in part through our local installation, service, and support teams.

To support our hotels through design, implementation, and operation, we provide properties with a dedicated client success manager, proactive monitoring, and a 24/7/365 multi-lingual support desk. We maintain a global smart-hands network, including WorldVue engineers and partners who are ready to serve properties in every one of our service regions. Our team of technology engineers, systems designers, and project managers are dedicated to your development and success.



Your Trusted Partner for a Great Guest Experience

WorldVue offers a complete range of solutions to ensure the best possible experience for guests. We provide a strategic advantage through our deep understanding of the hospitality industry, a commitment to customization, and a dedication to service that ensures your investment in technology enhances both guest satisfaction and operational efficiency.

From managed services to digital transformation, WorldVue is a single point of contact for all your property's technology needs. By providing multiple solutions with one point of contact for installation, service, and support, WorldVue can offer the best possible service to our customers while simplifying their technology. Our team of technology engineers, systems designers, project managers, and support professionals continues to help design, install, and support solutions that enhance your property's value.

WorldVue designs GIA and GRE solutions to meet the needs of today's travelers while providing the flexibility and support that hotels require. With decades of experience in the hospitality market, we can help you create a hotel experience that is not only modern but truly memorable for your guests.



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No Exceptions.™**

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