



Hibox Hospitality

Smart technology for delightful digital guest experiences

CONNECT • TOUCH • EXPERIENCE



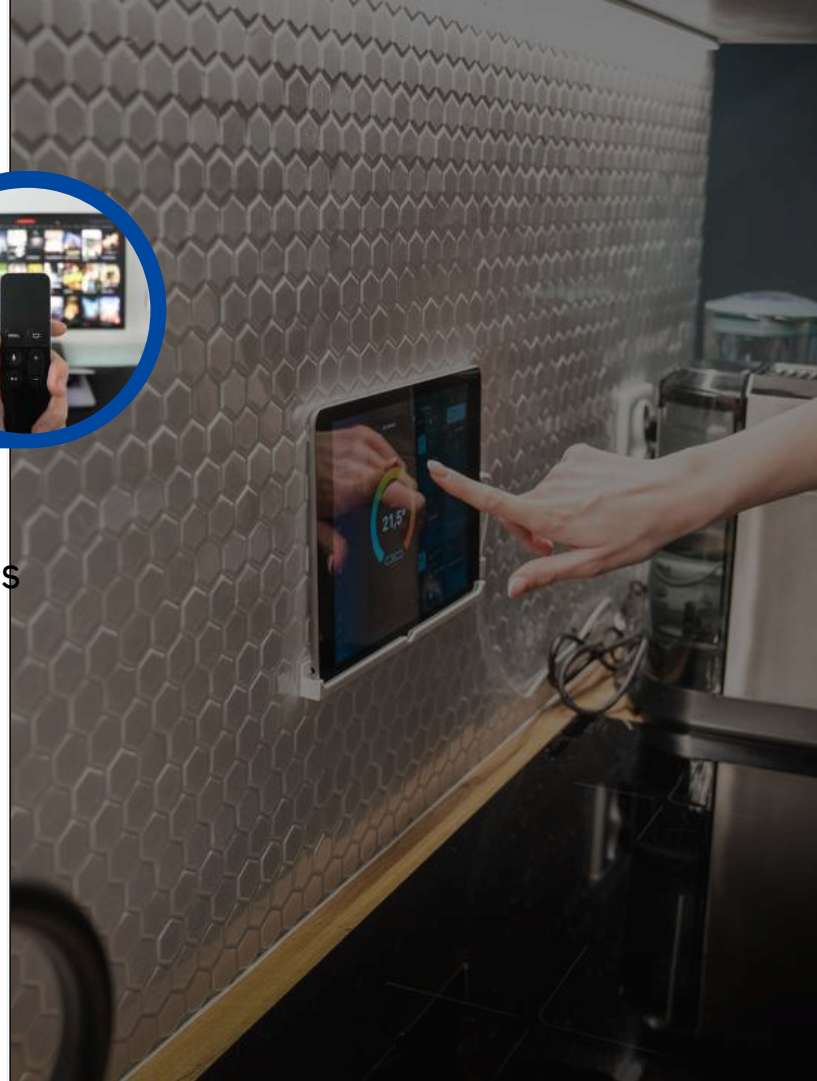
086 122 5585



sales@digicomm.co.za



www.digicomm.co.za



Who we are.

Global provider of advanced multi-screen video solutions.

hibox:



 086 122 5585

 sales@digicomm.co.za

 www.digicomm.co.za

— Our mission

To make better TV streaming services.

“We started this company almost two decades ago with one thought in mind: to make better TV streaming services. Today we develop, market, and sell video solutions that are used by people around the world. We help telecom operators, broadcasters and OTT providers create a digital experience that meets the demands of the modern user. Hibox is an Accedo company, which has a global reach and more than 600 employees across the globe”.

Staffan Granholm

CEO & Co-Founder



hibox:

 086 122 5585

 sales@digicomm.co.za

 www.digicomm.co.za

— What we do

End-to-end solutions specifically tailored to different industries.

Enterprise

Optimize your organization's use of video for information, communication and entertainment with a cloud-based multi-screen solution that centralizes all employee and client interactions.

Hospitality

Deliver an engaging and interactive guest experience while optimizing the workflow for staff with a multi-screen video-centric solution that caters to hotels of all shapes and sizes.

Healthcare

Upgrade the patient experience and boost operational efficiencies with a complete multi-screen system for all your video needs in a hospital or residential care environment.

hibox:



 086 122 5585

 sales@digicomm.co.za

 www.digicomm.co.za



Same local expertise, more global support.

We bring together a global network of resellers from our headquarters in Vaasa and Turku, with additional sales representation in Vienna and Prague. Hibox is part of Accedo that has a total of 15 offices around the world, enabling us to expand our reach to a larger custom base on a global scale.



086 122 5585



sales@digicomm.co.za



www.digicomm.co.za

Our philosophy.

Rethink everything about hotel TV.

Online hosting instead of local server installations, subscription-based services, Bring-Your-Own-Content and web-based mobile apps. Every hotel customer is unique. When we work with a new client, we always look at their specific situation in terms of network infrastructure, existing hardware, and business operations.

Online hosting

Online hosting instead of local server installations.

Web based mobile apps

Mobile applications for hotel guests and hospitality staff.

Bring your own content

Bring your own content instead of heavy local video-on-demand.

Monthly subscriptions

Monthly-based subscriptions instead of multi-year contracts.

hibox:



 086 122 5585

 sales@digicomm.co.za

 www.digicomm.co.za

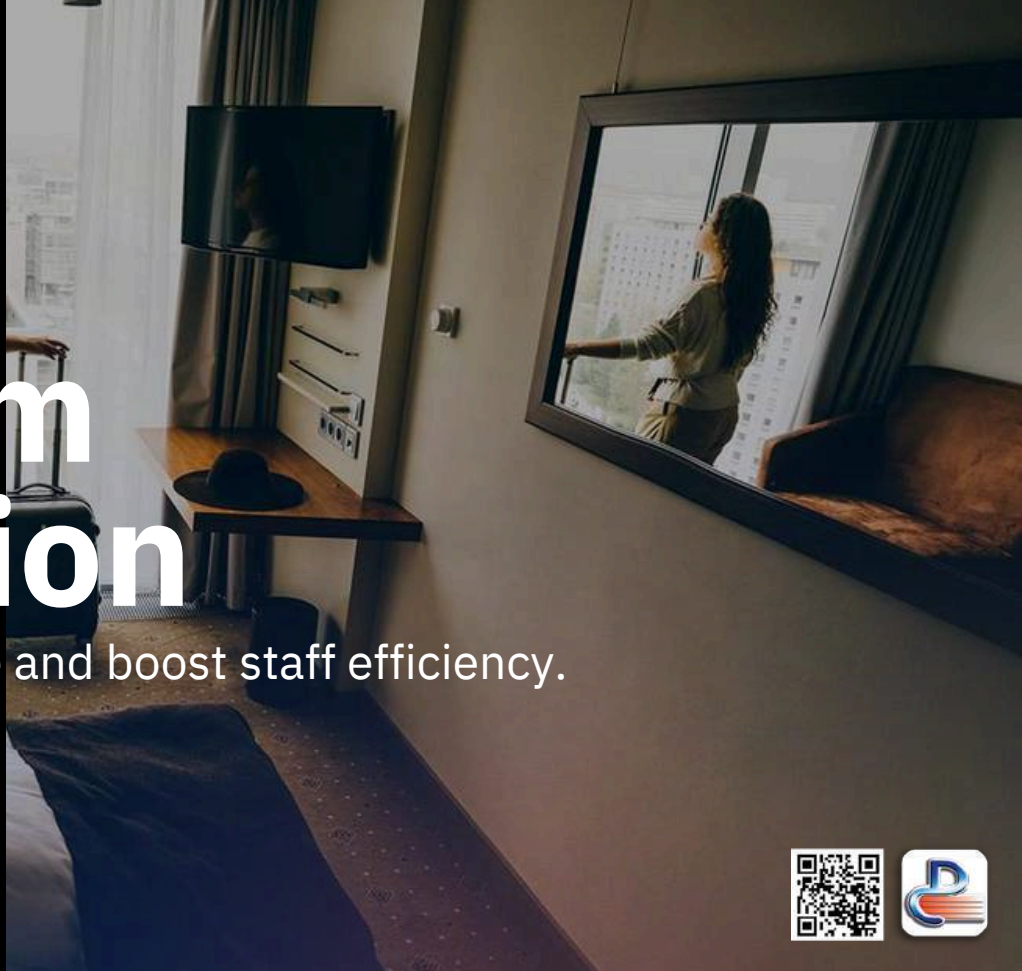
The Smartroom Hotel TV experience.



— Section 02

Smartroom Introduction

Improve your guests experience and boost staff efficiency.



hibox:

 086 122 5585

 sales@digicomm.co.za

 www.digicomm.co.za

smartroom

For hospitality.

Hibox Smartroom is an innovative solution for TV systems that empowers hotels and cruise ships to improve the guest experience while improving staff workflows and reducing operational costs. The solution consists of a complete system for all entertainment, information and communication needs. It is built to scale and is suitable for both large hospitality chains or smaller individual hotels.

hibox:



smartroom

Hospitality features for guests.



Hotel TV

Smartroom TV brings the guest's living room into your hotel, allowing them to stream their favorite content just like they would at home. It helps facilitate engaging and interactive digital experiences for guests and is compatible with all major TV brands.



Casting

The Smartroom solution allows guests to stream movies and music easily and securely to the hotel TV. Allow your customers to use their own Android and iOS devices to enjoy content from apps like Netflix and Spotify - no extra sign-in required.



In-room tablet

Smartroom Tablet is an in-room tablet software solution with PMS integration that places your services directly at customers' finger tips. Take the guest experience to the next level by providing a portable screen for information and entertainment.



smartroom

Hospitality features for staff.



Housekeeping

The Hibox Housekeeper tool is a streamlined hospitality housekeeping system that helps you streamline and track room cleaning in your hotel. It also makes it easier to report and fix maintenance problems and is integratable with the PMS.



Evacuation

The Hibox Evacuator is a hotel security management extension that can send emergency messaging directly to the in-room TVs with at least 12 different messages. It is easily integrated into the hotel PMS and primary alarm systems.





Hospitality values & benefits.



Flexible set-up

Create an engaging “home away from home” environment for guests with full flexibility to choose between all major hospitality TV brands, or add a set-top box if you need to keep your existing devices.



Solid tech

Improve speed and flexibility through cloud hosting and leverage fixed LAN connection in the rooms to always stay connected. Choose between physical or virtual servers that can be hosted locally or in the cloud.



Reduced costs

Cut costs by improving your teams’ operational efficiency, enabling them to easily streamline and track things like room cleaning, allowing faster time to revenue once the room is cleaned.



Guest experience

Enhance the guest entertainment and information experience with a customizable and branded UI, native apps, in-room tablets and a high level of personalization through PMS integration.



— Section 03

Technology & Features

Customize and personalize the guest experience.

hibox:



We aim to lead the migration to Smart TV's and online hosting.



Entertainment

Offer digital TV channels, movies-on-demand, digital radio and more. Guests can even stream content from their own devices to the TV.

Information

Inform your guests about everything they need to know. Improve your operations by gathering valuable feedback from your guests.

Advertisements

Promote internal offerings such as spa, gym, room service etc. You can also display advertisements from cafés, restaurants and activities nearby.





Key features.

— Media content

Linear Tv Channels, Pay Tv Channels, Video on Demand, Digital Radio, Digital Signage.

— System functions

Info Pages, Customizable UI, Multi-language Support, Screen Mirroring, Instant Messaging, Social Tv, Property Management Integration .

— Applications

Electronic Program Guide, Weather Forecast, Multi-source News Reader, Wake-up, Feedback questionnaires, Smart Tv Applications.





Left Menu UI

Offer digital TV channels, movies-on-demand, digital radio and more. Guests can even stream content from their own devices to the TV.



Grid Menu UI

Offer digital TV channels, movies-on-demand, digital radio and more. Guests can even stream content from their own devices to the TV.



Bottom Menu UI

Offer digital TV channels, movies-on-demand, digital radio and more. Guests can even stream content from their own devices to the TV.



Mix hotel and chain-specific content & advertising

All screens are centrally managed using the Hibox Administrator.

Hotel-specific

Brand-specific

Chain-specific



Hotel-specific

Customer-specific

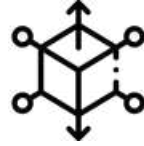
Segment-specific

The user interface is built using HTML, CSS and JavaScript. The UI can be quickly branded with your logo and colors using our ready-made layouts. Or, you can let our designers create a tailored user interface with a customized layout, your fonts and even unique functionality.



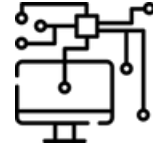
Smartroom Flexibility

Hibox Smartroom offers unmatched flexibility in all aspects of the deployment: Scalability, Architecture, Single Server Multi-tenancy, Global Partnership Program. The choice is yours.



Scalability

Virtualization | Auto Backups | Redundancy |
Monitoring & Alerts | Load Balancing |
Performance Stats



Architecture

Hot-swappable Integration Modules | Hot-
patchable UI modules | Independent Message
Queue



Single server

Any amount of hotels and rooms | Any
amount of PMS links | Any mix of TVs,
content, branding and features



Global partner program

Online Demos and Server Hosting | Partner
Training and Technical Support | Sales &
Marketing Discounts and Support





Data Analysis For Better Decision-Making

TV channel statistics

Viewing statistics by hour and by channel for any period.

Menu navigation statistics

Reveals the truly relevant functionality in the system.

Video-on-demand statistics

Easily extract reports by hotel for any time period.



— Section 04

BYOC Solutions

Guests want to bring their own content
and devices to the hotel room.

hibox:



 086 122 5585

 sales@digicomm.co.za

 www.digicomm.co.za

Bring your own content or device with Castgate

Wireless or wired screen mirroring allows guests to enjoy their own content on the hotel TV.



Casting enabled from Netflix, YouTube, HBO, ViaPlay, Spotify, Hulu and other services.
All BYOC/D technologies are safe from eavesdropping and work only in the guest's own room.



Easy & intuitive connection to the hotel TV

Using QR code technology, your guests can easily connect their personal devices to the in-room TV and stream their favorite content on the big screen. Movies, TV shows, music and news can all be cast to the TV through the guest's own pre-installed apps.



Connect to WIFI

Connect through either a code on the TV or directly to the guest wifi.



Scan QR code

With the camera on IOS, or Google Lens on Android, you can easily connect your laptop.



Start casting

Choose your favorite app, start streaming and cast the content to the hotel TV.



— Section 05

Digital Signage

in lobbies, bars and public areas.

hibox:



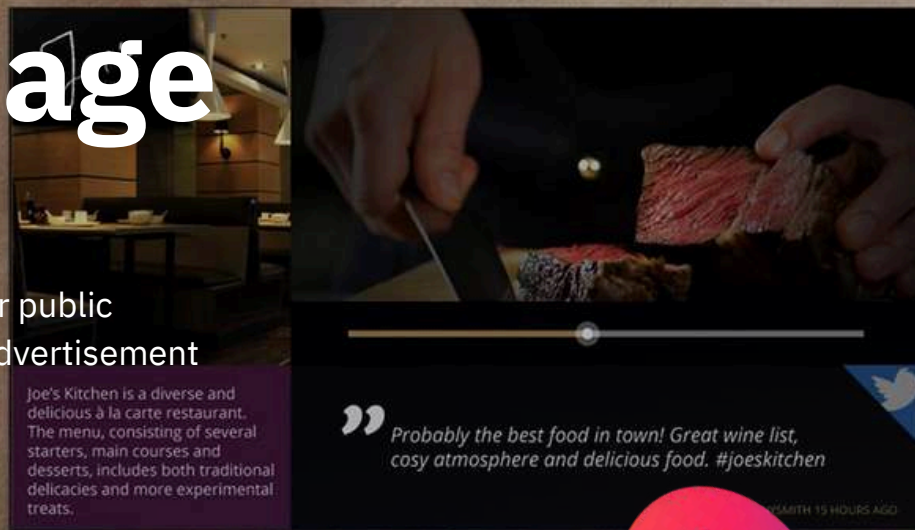
 086 122 5585

 sales@digicomm.co.za

 www.digicomm.co.za

Digital Signage Screens

Screens placed in the lobby, hallway or other public spaces provide an effective way to display advertisement or information inside the building.





Digital signage screen designs.

Slideshow

Video

FullScreen Video or Slideshow



Info text

Social | RSS



Text overlay



hibox

086 122 5585

sales@digicomm.co.za

www.digicomm.co.za

smartroom

Digital signage screen formats.



Smart in-room TVs

Size: 22–75"

Full HD or 4K / UHD

Use: up to 8 h/day



Info and guidance

Size: 10–98"

Full HD or 4K / UHD

Use: 16/7 or 24/7



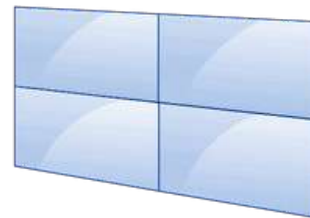
Doorway displays

Size: 10-15"

Power over Ethernet

Touch support

Use: 16/7 or 24/7



Video Walls

Size e.g. 110" (2x2 55" screens)

Use: 16/7 or 24/7



— Section 06

Smartroom Tablet

An in-room tablet solution that puts
your services at your guests' fingertips.

hibox:



The guest's companion throughout the stay

All your services at the fingertips of your guests with in-room tablets.



From check-in to check-out –guests have access to information and entertainment on PMS-integrated managed tablets in the entire building.



Smartroom Tablet Features



Native Android apps

Android apps like Netflix, Youtube, Spotify, Viaplay, Disney+, Prime etc make your guests feel like home.



Connectivity

Benefit from the great connectivity features of the tablet: Wifi, 4G, Bluetooth, NFC, Smart Screen etc.



Branded UI

The UI of the tablet can be branded just like the TV UI. They can even share the same content.



PMS integration

The PMS integration improves security, allows monetization and gives the guest a personalized digital experience.



Live TV

Guests can watch Live TV anywhere in the building. Live TV on tablets requires transcoding to HLS format.



Managed kiosk mode

The tablets are centrally managed, locked to your UI and safe from tampering by malicious users.



Samsung tablets **secured** by **Knox**

Managed kiosk mode

The tablets are centrally managed, locked to your UI and safe from tampering by malicious users. The locking is still active even after a factory reset.

Safe wiping of all data

Stored app login credentials and browser data can be wiped automatically at checkout and on demand by the guest at the click of a button.

Locked security

Tablets can be locked to selected wifi networks, GPS position or similar. All software and hardware layers are protected. Certified by governments and security organizations. Works on all Samsung tablets secured by Knox.



— Section 07

Housekeeping Solutions

Increase the efficiency of your housekeeping and maintenance staff.

PLEASE
MAKE UP
ROOM



Hibox Housekeeper

Dynamic task allocation | Central management | Reporting | Cleaning & maintenance



Hibox Housekeeper is a hospitality housekeeping system that helps you streamline and track room cleaning in your hotel. It also makes it easier to report and fix maintenance problems and is integratable with the PMS.



The Housekeeping Workflow

Track, collaborate and monitor all operational processes.

Planning & transparency

Team leaders plan the work on a daily basis, with automated scheduling tools. Hotel reception and management have access to live data and reports for faster decision-making.

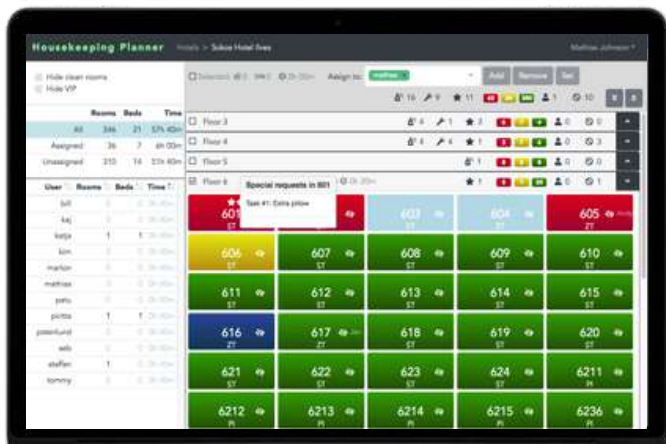
Reporting progress

The housekeeping staff uses tablets or phones to report on, including the cleaning of rooms, issues in rooms, minibar purchases, or issues related to lost & found items.

Cross-team collaboration

Other teams, such as for example maintenance staff, can receive notifications within the app or via email when an issue requires action, enabling better collaboration.





Hibox Housekeeper Planner

Cleaning task assignment

Cleaning of rooms, floors or entire hotels can be assigned to other users.

One-click view filtering

See the relevant rooms by filtering on room and reservation properties.

Cleaning time budgets

The budgeted cleaning time is calculated per room type.

Room & booking details

Clear icons and mouse hovering reveal relevant room and reservation details.



Our Housekeeping App

The app is the perfect tool to manage and follow up the cleaning and maintenance activities.

Cleaning session reporting

Reporting of the cleaning session from start to finish.

Minibar reporting

Reporting on purchases made by guests per room.

Direct messages to staff

Task assignments to different members of the team.

Multiple cleaning sessions

Simultaneous cleaning sessions for better collaboration.

Lost & Found

Reporting of lost & found items easily accessible within the app.

Cleaning session timer

Timer that displays the duration of an ongoing cleaning session.

Problem reporting

Reports on identified problems that can be easily shared.

Take photos of broken items

Ability to take photos of items that need maintenance or replacement.



— Section 08

Evacuation Solutions

The safety of your guests is our priority.



hibox:



Hibox Evacuator, **faster fractions - better safety**

Hibox Evacuator is a model for triggering and displaying emergency messages and sounds on Smart TV's using a connected touch-screen control panel in the hotel's reception.



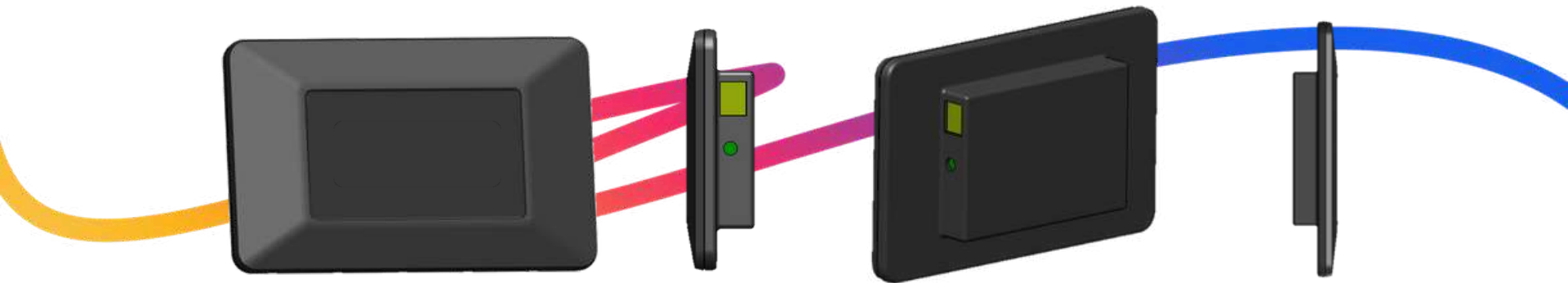
7 inch Display | 640x480 resolution | Hard plastic

*Limitations: This system is a complement to existing alarm and instant messaging systems. This system relies on vulnerable technologies like the standard power system, local ethernet network and connected devices in the rooms. As such, the Hibox Evacuator can be considered a secondary safety system and must not replace the primary life-saving emergency systems in the hotel. Hibox takes no responsibility if the system is misused.



Hibox Evacuator

The control panel's user interface is as simple as a physical button, but enables sequential evacuation sequences, fire rehearsals and fully customized messages. Hibox Evacuator can only be used together with Hibox Smartroom.



Pre-configured buttons and messages for First alarm notification, Evacuation command, False alarm message, Fire rehearsal sequence, and more. Optional automatic trigger of first notification: Based on analog relay signal from the hotel's alarm centre. Up to 6 separate areas/buildings can be connected.



How the Hibox Evacuator works

An effective four step emergency flow.



First emergency

The first emergency message is sent to the TV's automatically when the alarm is triggered in the hotel emergency center.



Hotel reception

The hotel reception uses the provided touch-screen panel to alert guests in rooms of what is happening.



Smartroom server

The Smartroom server activates all relevant TVs and sends the message to them.



Hotel room TVs

All guests receive emergency alert and indications to proceed with evacuation to their hotel room TVs.



— Section 09

Built for Cloud Delivery

Hibox Smartroom connects all of your screens into one system.

hibox:



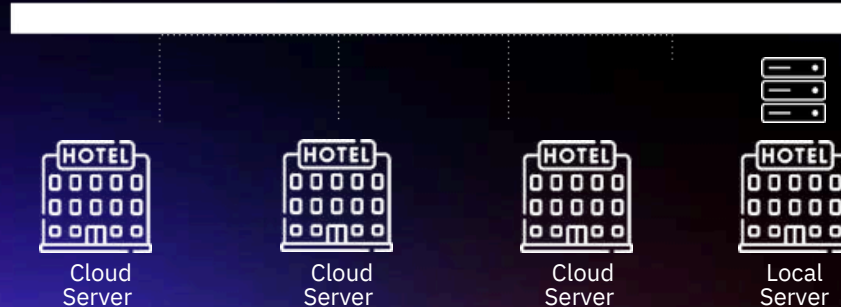
Cloud-ready for any amount of hotels

All screens are managed using centralized web-based administration tools.



Connectivity

Fixed LAN, Docsis or Wi-Fi.
Housekeeping tablets can be connected via Wifi or 3G/4G.



Server placement

Apart from the cloud solution, the server can also be local or hosted, physical or virtual.

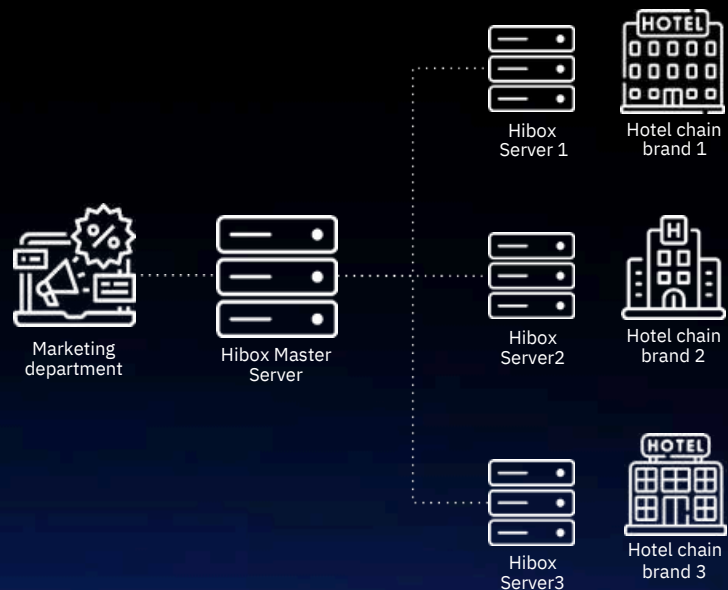


Managing a hotel group or multiple brands

Smartroom can manage one or multiple brands and hotels from a single server. Content on the TVs and signage screens can be split between brands and hotels or even be tailored to specific customer segments.

This can be utilized for managing and tailoring your content and marketing campaigns across all hotel locations.

Managed centrally through Hibox Administrator.



The benefits of multi-brand management



Content

Content can be administered to the TVs at chain level but also by individual hotels and even to single rooms.



Branding

Easily handle single or multi-brand models with an unlimited amount of hotels in a hotel group or chain.



Marketing

Deploy marketing campaigns centrally to an entire chain or group, single hotels or single rooms.



Analytics

Use analytics from the TV User Interface to see which ads and what content guests interact with and optimize ad spend.



Content Distribution

Re-use existing network infrastructure for in-room connectivity.



CAT Network

Connecting over a CAT network is the fastest and most reliable way. The TV channels can be multicast in the same network, or carried by coaxial cables.

Data over coax

Build the IP network by utilizing existing coaxial cabling. In this case, both the TV channels and the IP traffic are carried by the cables.

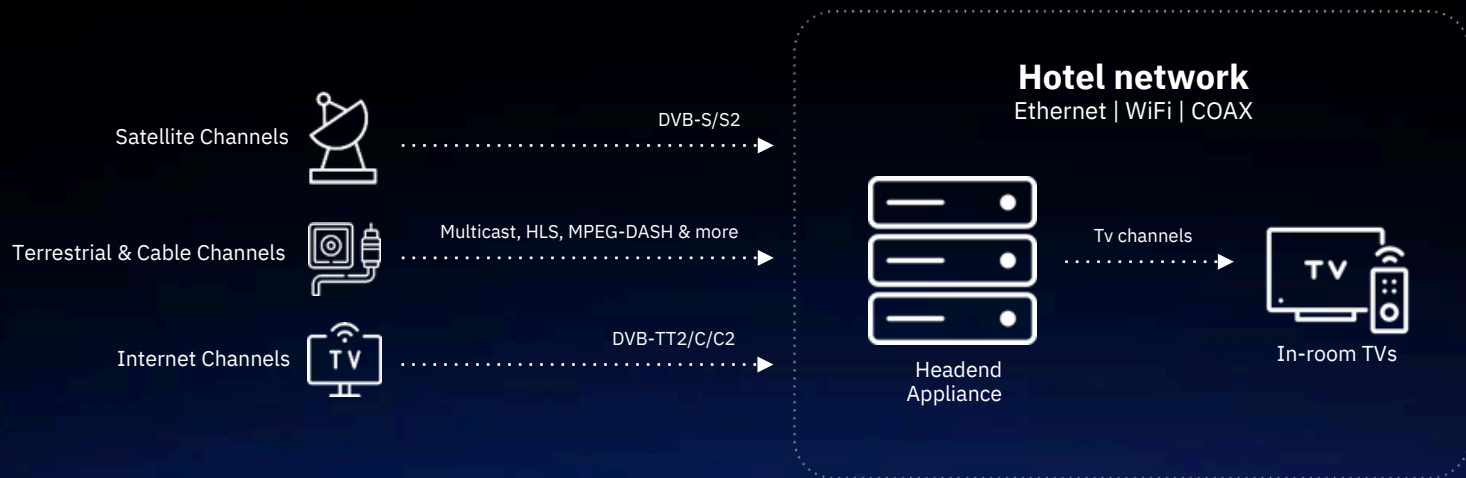
Wireless

If the TV signal is carried by coaxial cables, the TVs can be connected to the server through a wireless network. With this method, only the interactive functionality uses the wireless connection.



Mix TV channels sources

Satellite, Internet, Terrestrial & Cable.



— Section 10

Global Trends

Identifying and adapting
to the new hospitality trends.

hibox:



— Trends

Content

Coax and multicast dominate Live TV

- Internet channel deliveries is an emerging opportunity.
- Coax is the de facto standard in existing buildings.
- First 4K channels in the Nordics in 2016.

Local VOD is gone, cloud VOD emerging

- Casting / Mirroring of personal content dominates.
- Cloud VOD apps on Smart hotel TVs may revive VOD as a niche.

Smart TV apps gain momentum

- The social media user experience is better on personal devices.
- Streaming services are the norm: Netflix, Youtube, Spotify etc.

Did you know?

Hibox already introduced smart TV apps and screen mirroring in the Smartroom platform in 2014. Tens of thousands of Hibox users use online channels via consumer OTT/IPTV services.



— Trends

Guests' control Casting –The New Norm

- Guests want to cast their favourite content from their own device to the TV.
- Guests push multiple types of content to the TV: video, music, news etc.
- Online streaming services are the main source of video entertainment today.

Voice control becomes more popular

- The room can be controlled by for example changing the temperature, closing the blinds or turning off the lights.
- Guests can play and browse content and channels on the TV by voice.
- Guests can ask for weather updates or order services just by voice.

TV channels on the guest's device

- If the TV is busy, the guest's own devices can show content too.
- Requires conversion to HLS for mobile devices and PC.

hibox:

Did you know?

By the end of 2023, there will be an estimated 777 million paying SVOD subscriptions in the world. Tens of thousands of Hibox users already use second-screen functionality via consumer OTT/IPTV services.



— Trends

TV solutions Becoming device agnostic

- Choose a system that works on any TV, directly or through a box.
- Ensure that the system includes support for future models.

Securing access to new functionality

- Demand shared responsibility for the lifecycle of the system.
- Ensure that the system is updated for new devices and functions.

Choosing a flexible, sustainable partner

- The partner must be capable of proactive development.
- Check the sustainability of the business.
- Set up easy communication: steering, deployment & support.

hibox:

Did you know?

Hibox Smartroom includes updates throughout the contract period. Hibox is compatible with 4 TV brands and 17 set-top-box brands. Hibox develops everything in-house and handles all support internally.



— Trends

Loyalty programs

By knowing the guest's interests, preferences and habits the hotel can increase customer satisfaction, generate new revenue streams and strengthen the loyalty program.

Did you know?

Smartroom can monetize on free VIP guest access to:
**Premium TV Channels,
Streaming services,
Fast internet access,
VOD movies, Your
choice of services as a
package.**



— Trends

From static to dynamic & personalized content

Most hotels cater to different market segments during weekdays and weekends, but business and leisure travelers have different wants, needs and preferences.

Did you know?

The content and pricing on the guestroom TVs can be customized for a specific market segment (business / family), individualized based on the user's profile, and programmed to show different content at different times of the day.



— Section 11

System Administration

Control all of your hotels, screens and services from one place.

hibox:



 086 122 5585

 sales@digicomm.co.za

 www.digicomm.co.za

Hibox Administrator

Hibox Administrator is a web-based tool for administering the whole Smartroom product family.



Unlimited hotels and rooms

Manage all hotels and rooms on the same server.

Create products & packages

View payments collect statistics to optimize your offering.

On the fly content updates

Channel lists, info pages, movies are all updated in real time.

Under control hardware

Assign, configure, update, monitor and control client devices and servers easily.

Detailed service administration

Configure, activate and report services for each hotel, room and reservation.

Accessible reports

Access all needed reports and statistics using an interval of choice.

Users & groups

Assign detailed and customizable privileges for internal staff.

Smart messaging

Control the format and frequency of your communication with guests.



Hibox Partners

Partnering with prominent technology vendors to bring best-of-breed solutions to our customers.

— Smart TVs & Set-top boxes



— Headend & VOD



— Billing & PMS



hibox



• AUDIO VISUAL & IT SYSTEM INTEGRATORS •

Hibox Smartroom

Smart technology for delightful digital guest experiences



086 122 5585



sales@digicomm.co.za



www.digicomm.co.za

