

## HOTstream Guest Facing Solutions

One cloud platform  
5 guest engaging products

TV • CAST • MOBILE • SIGNAGE • INTERNET



HOTstream guest facing hospitality solutions offer the ultimate guest engagement services. The IPTV, Cast, VOD, Mobile, Internet and Digital Signage platforms are available on cloud and on premise, fully integrated with the hotel's infrastructure and commerce ready.

**mcoms**®

# Our global footprint

## MCOMS worldwide presence

+65,000 Rooms

+350 Hotels

+120 Cities

+40 Countries

5 Continents

6 regional offices/call centers

5 trained N. America partners

4 trained UK partners

18 trained EU partners

43 trained MEA partners

20 trained APAC partners

“The combination of HOTstream’s robust platform and Swisscom’s technical expertise, allowed us to offer a truly elevated in-room and mobile guest experience at the property. We’re thrilled to provide Hotels with the ability to meet guest expectations with even more options through our partnership with MCOMS.”

LUCA BONALUMI  
HOSPITALITY SERVICES MANAGER, SWISSCOM

B2B partners



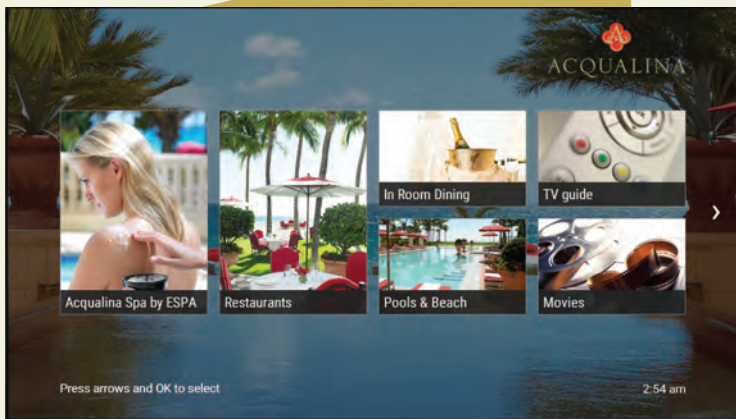
# Redefining the Interactive Guest TV experience



## HOTstream TV

HOTstream TV is the leading In-Room Entertainment (IRE) solution in the hospitality industry. By utilizing its expertise in video technology, TV usability and user interface design, MCOMS turns in-room TV viewing into the ultimate guest experience.

- IPTV / Free To Guest (FTG)
- Electronic Program Guide (EPG)
- Video On Demand (VOD)
- Music & radio
- Smart TVs & Set-top boxes (STBs)
- On premise or Cloud based
- OTT streaming services
- Guest requests & reservations
- Ads & promotions
- Unique hotel branding



“The HOTstream solution will bring numerous benefits for our guests by creating a digital communication channel which will further enhance the quality of our services and our brand.”

DEBORAH YAGER FLEMING  
CEO & PARTNER, ACQUALINA  
RESORT & SPA ON THE BEACH MIAMI



# Guest's content streaming



## HOTstream Cast

MCOMS solution allows you to deploy Chromecast and/or Apple TV devices in the guest room giving the guests the same secure content streaming experience they enjoy at home.

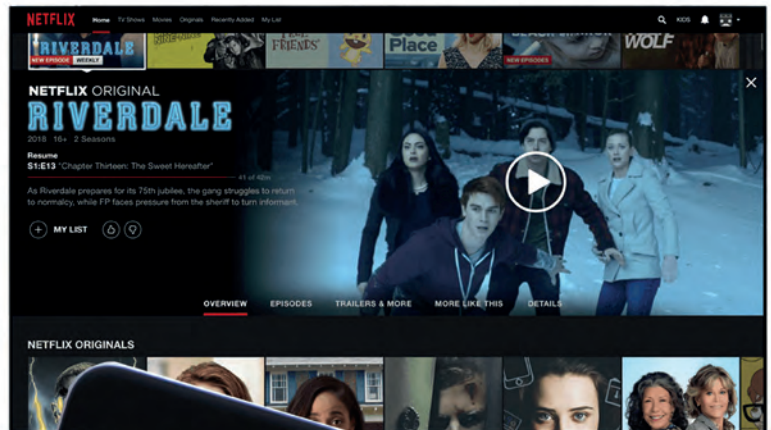
For the Hotel, the solution provides managed access to the cast devices, minimal requirements on your existing network infrastructure, monitoring by your staff and protection of guests' privacy.

Solution is available together with HOTstream interactive TV or as standalone to work with any 3rd party interactive TV system or even standalone TVs.

“We are really happy with the solution that MCOMS provided. Content streaming is an absolute must for the hospitality and is here to stay. We were looking for an efficient yet stable solution that would offer an elevated and consistent streaming experience to the guests and we have found it in MCOMS HOTstream.”

PUGAZHENTHI KANNAN, IT MANAGER  
THE RITZ-CARLTON MALDIVES, FARI ISLANDS.

- Intuitive guest experience
- Simply pair device and start casting
- Wireless streaming
- Multiple devices simultaneously paired to the same TV
- Pairing to multiple TVs at the same time
- Guest satisfaction & protection
- Works with Apple & Android



# Engage your guests with contactless experience



## HOTstream Mobile

HOTstream Mobile enables hoteliers to communicate directly with guests before, during and after their stay. Guests can now easily access hotel services, make reservations to hotel facilities, restaurants, spa or golf, view their bill, order room service, get travel information, view live TV channels, video on demand movies and much more on their preferred device.

“*We are all excited about the app. The COMO team was looking to add to the contactless guest experience offerings, keeping up with current events and industry trends. MCOMS did a fantastic job we were very impressed with the app functionality and design.*”

ELTON HAZEL, IT MANAGER,  
COMO METROPOLITAN MIAMI BEACH

## Mobile Key

Virtual TV Remote Control

In-room dining and ordering

Direct communication with guests

Guest services & requests

Integration with hotel systems

Consistent user experience

VOD & Mobile TV To Go

Ads & promotions



# Reach out to your guests with targeted content



## HOTstream Signage

HOTstream Signage is the most powerful way to publish information and promote services, utilizing state-of-the-art technologies. By using high quality videos, images, presentations, live feeds or any other content, on High Definition displays placed in key hotel public areas (lobby and reception, conference halls, restaurants or recreation facilities) you engage your guests and visitors and deliver your message in a highly targeted way.

Wayfinding

Live feeds & more

Electronic concierge

Conference & public areas display

Hotel information & promotions delivered in a highly targeted way

State-of-the-art technologies

High Definition displays placed in key hotel public areas

Easy content update through OMS

“ We are using HOTstream for more than three years in Kampala Serena Hotel and had already a positive experience before deciding for Nairobi Serena. HOTstream matches the high standards of the Serena Hotels as it combines state-of-the-art design with the latest technology available.”

HASNAIN JAGANI, GROUP IT DIRECTOR  
NAIROBI SERENA HOTEL



# Fast and secure guest WiFi



## HOTstream Internet

Internet access is the most important amenity in the hospitality industry. We combine our unique expertise in hospitality and telecommunications to provide you with a fast and reliable internet access solution to serve your guests and visitors.

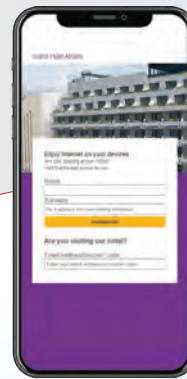
HOTstream Internet is available to In-room TVs, guest devices and public area displays.

- Guest login
- Security
- Reporting
- Marketing tools
- Conference management
- Administration

“ We were looking for a product that was stable, easy to implement and would add value to our guest experience, above all a partner that shared our passion for service and excellence. MCOMS seemed like the obvious choice.”

NEIL MENEZES, VP INFRASTRUCTURE AND OPERATIONS, JUMEIRAH GROUP

POWERED BY



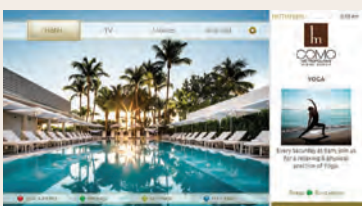
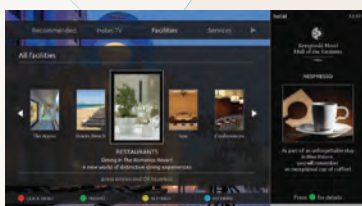
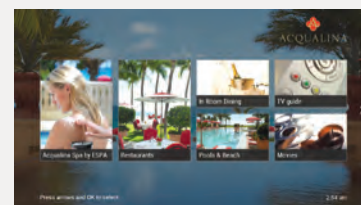
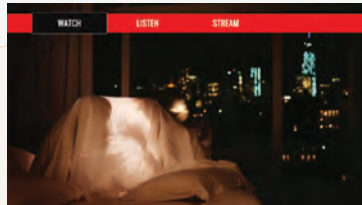
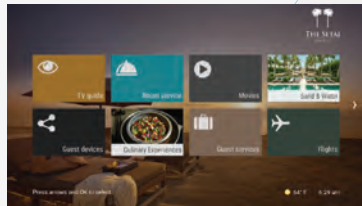
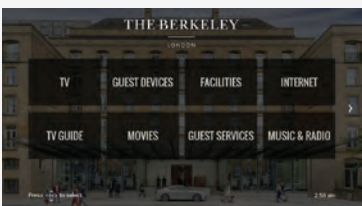
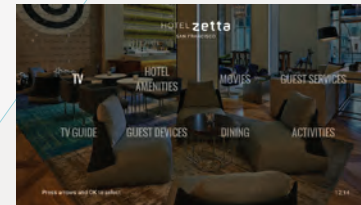
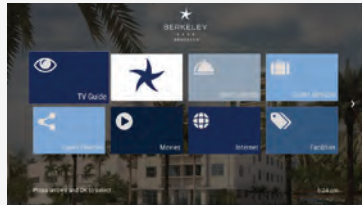
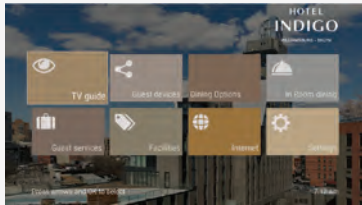
# UXs designed to fit the hotel's vision

## HOTstream Customization

The HOTstream User Experience is fully customizable, offering cutting edge design and endless possibilities for unique branding and innovative features.

Choose the UX that best compliments your version of hospitality or create your own.

- Hotel branding
- Digital content
- Connectivity
- Commerce services
- Multiple devices support
- One centralized platform



“Getting the right technology in hotel rooms is a fast moving target to hit. It must be simple to use, have depth and breadth of potential uses, interface seamlessly with existing systems, strengthen the guest's enjoyment and understanding of the hotel's version of hospitality. MCOMS brought flexibility, patience and determination to this project and I am very pleased with the result.”

PETER LAWRENCE, OWNER  
WYTHE HOTEL BROOKLYN



# Rich content services, popular OTT apps

## HOTstream Content

### Electronic Program Guide (EPG)

- Global coverage
- Free & pay options

### Video On Demand (VOD)

- Global coverage
- Current titles from majors and indies
- Weekly updates and monthly updates
- On premise and cloud options

### Weather

- Local & world weather

### Radio

- World internet radios
- Language and genre filters

### News

- World internet news
- Language filters

### Flight Information

- Global coverage, Airports of interest

### City guide

- Landmarks, venues, directions

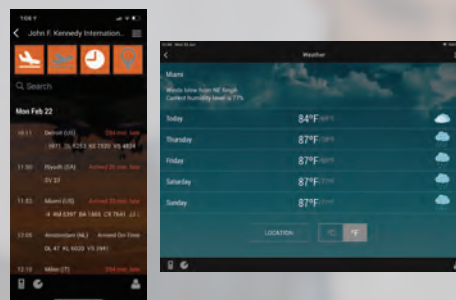
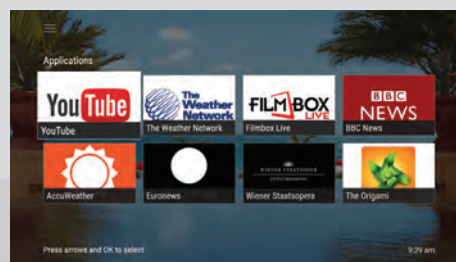
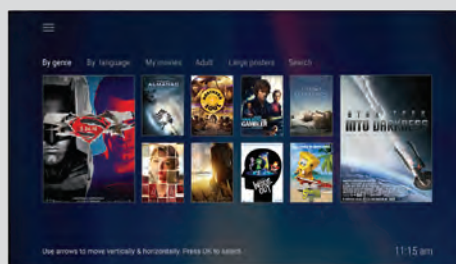
### Event guide

- Local events, details, directions

### Smart TV apps

# NETFLIX

## HOSPITALITY PARTNER



“ Having a high-tech profile is definitely one of our strong selling points. We have partnered with MCOMS, as a market leader in this space, to create the best possible UX for our guests.”

ALEX S. FURRER, GENERAL MANAGER  
THE SETAI, MIAMI BEACH



# Seamless operational efficiency

## HOTstream Integrations

MCOMS opens the door to getting the most out of the POS, PMS, CRM, SPA and other hospitality systems. More than fifty integrations with different systems are already implemented and many more are currently under development. MCOMS ensures that if a hotel has a system that is not yet integrated, it will be added as part of the HOTstream installation process.

HOTstream ecosystem makes the guests feel recognized and rewarded throughout their stay and beyond, generating long term value and increasing guests' loyalty.

“ We are very pleased to have partnered with MCOMS, a company with both expertise and experience in high profile properties like the Beau-Rivage. MCOMS managed to complete the installation while the hotel was in full operation, migrating smoothly from the old system to new HOTstream platform.”

CLÉMENT LEBLANC, ADMINISTRATIVE  
AND FINANCIAL MANAGER  
BEAU-RIVAGE GENEVA

PMS (Oracle +25 systems)  
POS (Oracle Symphony)  
Service Order Management  
Conference Management  
Dashboards  
In-Room Tablets  
Spa  
Golf

ORACLE®

Agilysys..

KNOWCROSS

NUVOLA

amadeus Hospitality

IRECKONU

ALICE

SMS  
SPRINGER-MILLER SYSTEMS

TAC The Assistant Company

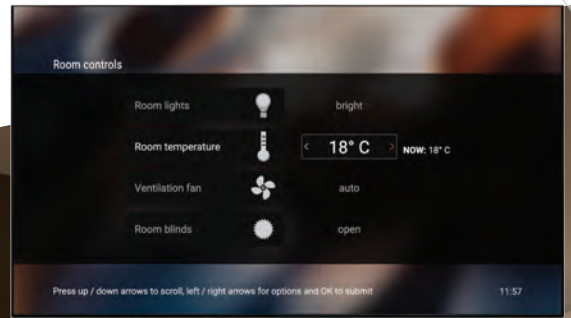
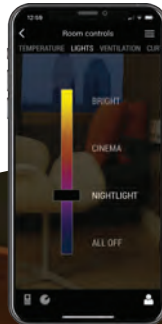
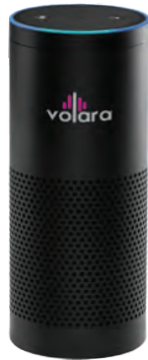
IRIS

INTELITY

SuitePad

# IoT applications, contactless experience

## HOTstream Integrations



Webapp virtual remote

Room Controls

Temperature, Ventilation

Lights, Curtains

Make Up My Room

Do Not Disturb

Voice Controls

Door lock

“ In MCOMS, we find a robust combination of industry expertise and exciting new technologies that help us meet our goals.”

ATUL AGGARWAL, IT AREA DIRECTOR  
CAESARS PALACE DUBAI



# All services, all screens. One platform.

## HOTstream OMS

OMS (Operations Management System) is an all-encompassing suite of software tools for managing and monitoring all HOTstream related content and services.

OMS also includes applications for configuring and monitoring all HOTstream system components.

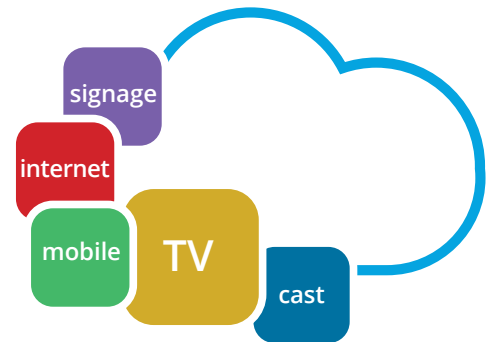


With OMS, hotel staff can easily manage content for in-room TVs, smartphones, tablets, laptops and digital signage monitors that are driven by HOTstream.

## HOTstream Cloud

The HOTstream Cloud service is our pioneer approach that eliminates the need to acquire and maintain on premise servers, racks, ups power feeds and other headend hardware.

Through HOTstream Cloud each hotel can have the full suite of MCOMS HOTstream up and running instantly, including Free to Guest TV, Hotel interactive services, PMS integration, Video On Demand and Mobile apps.



## HOTstream Support

At MCOMS customer satisfaction is our number one priority. A team of highly skilled engineers is available 24/7 to assist your guests and staff every step of the way.

Our technical team has many years of experience, great response time and is passionate about solving any issues that may occur. We provide 1:1 redundant hardware of all the key system components to avoid any downtime during operation.

[support@mcoms.com](mailto:support@mcoms.com)

“We were looking for a turn-key solution that will anticipate our guests’ needs and expectations. MCOMS has delivered a complete Cloud TV solution that elevated the hotel experience we offer. We would also like to highlight the seamless cooperation we had with the MCOMS team that installed the system and the excellent support services we are receiving.”

JEFF LEHMAN, MANAGING DIRECTOR  
THE BETSY SOUTH BEACH, MIAMI

## HOTstream Clients



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