

Digital Concierge

Enhancing the Guest Experience with Engaging Visual Communications

In today's world, travelers expect to have relevant information readily available at any given time. And rather than dedicating staff members to be "on the ready" to provide answers to frequently asked questions, hotels of all shapes and sizes are going digital in an effort to enhance the guest experience by providing an "always there" concierge.

Hughes' customizable Digital Concierge kiosks are designed to put inviting information at your guests' fingertips while serving as an incremental revenue source for your property.

With Hughes Digital Concierge, you can keep your customers better informed and entertained with engaging content and up-to-date local information such as:

- Specific property information
- Local businesses, events, and attractions
- Headline news, sports, and weather
- Answers to frequently asked questions
- Special offers and announcements
- Hotel and brand loyalty programs
- Emergency information
- Flight schedules

Solution includes:

- 22"-55" HD touchscreen display
- Hughes SST-1000 Media Player
- MediaManage Content Management System
- Appropriate mounts and cables
- Professional installation, onsite and telephone support



Features and Benefits:

- **Touchscreen to put information at your fingertips**
- **Customizable, responsive design to display perfectly on any screen**
- **Easy-to-set-up-and-use content management system**
- **Time-of-day scheduling to show the right content at the right time.**
- **Flexible and robust reporting**
- **Multiple content support including Flash and HTML5**
- **Delivered over the cloud for fast deployment**
- **Mobile device integration to control content on-demand**

Frequently Asked Questions

What types of content and printers are supported?

Hughes Digital Concierge accepts both videos and still images. For video, it accepts .MP4, .MOV, .FLV, and most .AVI files. For still images, it accepts .JPG, .PNG, and .GIF formats. The system will also display .SWF widgets, RSS feeds, Twitter feeds, and Web pages as part of the multiple-panel display on screen.

Can I choose what is displayed on screen?

Yes. With the Hughes Digital Concierge solution you have the ability to create your own list of locations and categories and have those displayed on the map. You can choose up to six main categories with up to six subcategories for each main category. You can have an unlimited number of results in each category.

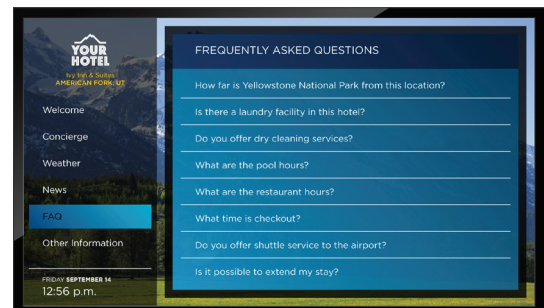
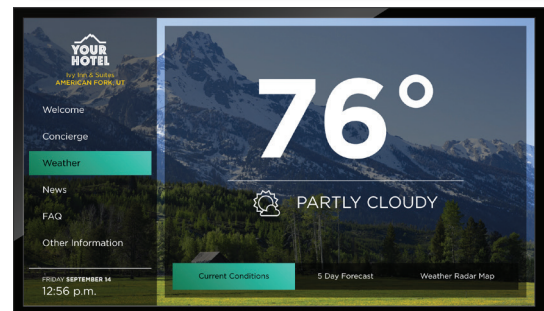
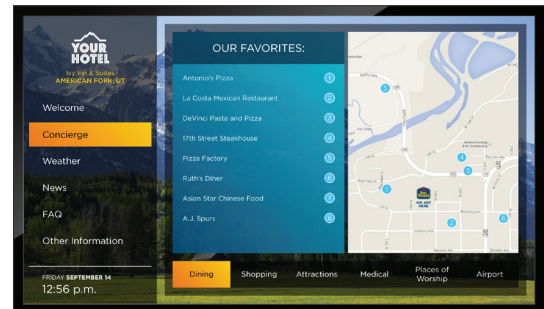
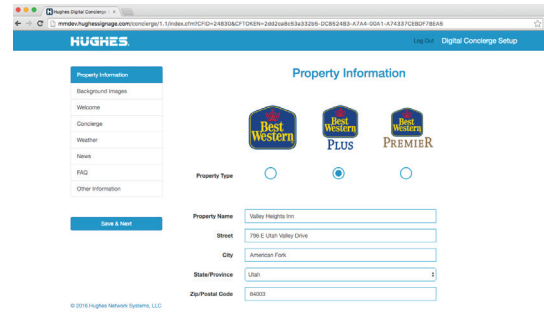
What kind of customer support is provided?

As a managed service provider, Hughes can provide 24/7/365 telephone support for remote sites or Tier 3 support to customers' own help desk staff. Hughes also provides optional onsite field maintenance services.

What kinds of training and documentation are provided?

In-context help and training are available while logged into the cloud-based CMS. Hughes also offers interactive webinars for system administrators.

Hotel managers are quickly learning that providing engaging content and answers to frequently asked questions is not only saving them money, but also elevating their guests' experience—making their property a destination versus a simple night's stay.



For additional information on how to get started, please call 1-888-575-4301
or visit unleash.hughes.com/concierge.

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