

HOTstream Guest Facing Solutions

Simple.
Sophisticated.
At Home Experience.



HOTstream TV and Mobile hospitality solutions offer the ultimate guest engagement services. The IPTV, VOD, Mobile, Casting and Digital Signage platforms are available on cloud and on premise and are fully integrated and commerce ready.

mcoms

Redefining the Interactive Guest TV experience.



HOTstream TV

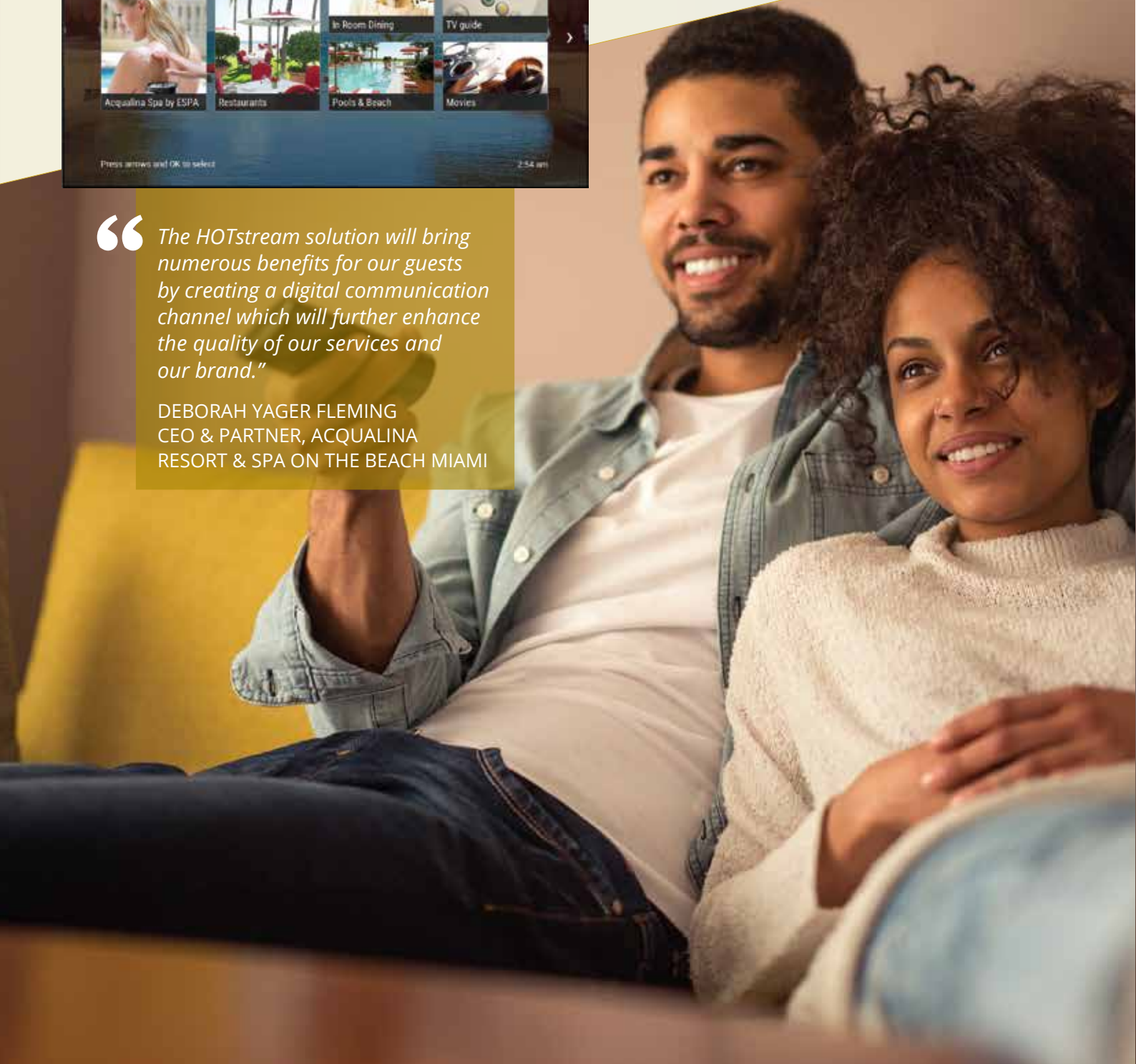
HOTstream TV is the leading In-Room Entertainment (IRE) solution in the hospitality industry. By utilizing its expertise in video technology, TV usability and user interface design, MCOMS turns in-room TV viewing into the ultimate guest experience.

- 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



Your guest's content on the big screen.



HOTstream Cast

MCOMS solution allows you to deploy Chromecast and Apple TV devices in the guest room giving the guests the same 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.

“After a long and careful evaluation of technologies, we selected HOTstream that allows us to deliver a complete end-to-end platform for guest interaction and content delivery, offering convenience and control to our guests up to the level of watching their favorite live TV channel anywhere.”

PRASANNA RUPASINGHE
DIRECTOR OF IT & AV
KEMPINSKI MALL OF THE EMIRATES

Intuitive guest experience

Simple two-step setup

Wireless streaming

Guest satisfaction & protection

Available for Apple & Android

HBO

Spotify

NETFLIX

hulu

YouTube

and more



Engage your guests anytime, anywhere.



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.

- Content and screen sharing
- Direct communication with guests
- Guest services & requests
- Integration with hotel systems
- Consistent user experience
- VOD & Mobile TV To Go
- Ads & promotions
- Available for Apple & Android

“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



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



UX made 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



HOTstream Mosaic

Tile-based, dynamic UX, easy to navigate and brand



HOTstream Neo

Modern minimalist UX for elegance and usability



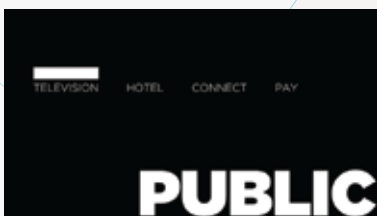
HOTstream View

Timeless UX with hotel photos and videos for impressive results



HOTstream Flex

UX exclusively customized for the hotel



“ 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

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



- IPTV/OTT
- Gateways & Encoders
- EPG, Smart TVs
- Set-top Boxes
- Hotel TVs
- Mirror TVs
- Public Displays
- Media Hubs
- HSIA Gateways
- Casting/Mirroring
- Content Sharing
- Dashboards
- PMS, POS, CRM
- Spa, Golf
- Door locks
- In-room controls
- Service Order Management
- Conference Management
- Wayfinding
- Printing services
- Mobile Apps
- Flight Information
- Weather Information
- Currency Information
- Sports Information



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.

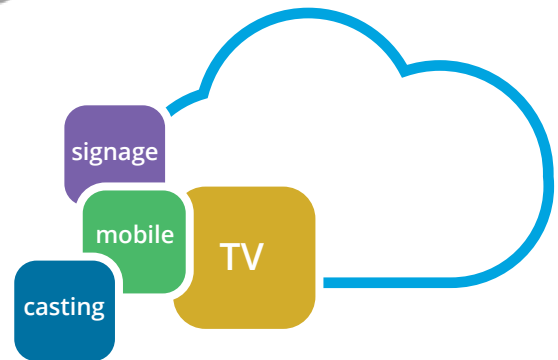


With OMS, hotel staff can easily manage content for in-room TVs, smartphones, tablets, laptops and digital signage monitors that are driven by HOTstream.

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. In addition we provide 1:1 redundant hardware of all the key system components to avoid any downtime during operation.

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

MCOMS Team

MCOMS is one of the leading IT solution providers for hospitality, healthcare, transportation and other operators, having a large network of partners and regional offices in Europe, North America, Middle East and Africa. MCOMS designs, develops and operates advanced technology solutions for multiscreen environments, including applications for Smart TVs, set-top boxes, smartphones, tablets, laptops and digital signage monitors.

www.mcoms.com

info@mcoms.com

mcoms

London

tel: +44 (0) 20 3150 1728
fax: +44 (0) 20 3150 1729

Dubai

tel: +971 4 4316 630
fax: +971 4 4316939

Athens

tel: +30 210 6839454
fax: +30 210 6839455

New York

tel: +1 (212) 537-9473
toll free tel/fax: (800) 505-0792

Singapore

tel: +65 6725 6235
fax: +65 6322 0808



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