

LAPTOP | ACCESS

wireless solutions

A SYSTEM FOR
WIRELESS INTERNET CONNECTION AND
EFFICIENT HOTEL OPERATION



LAPTOP ACCESS A SYSTEM FOR WIRELESS INTERNET CONNECTION AND EFFICIENT HOTEL OPERATION

The Laptop Access System is a modern service for hotels, which provides your guests with a fast, wireless Internet connection, and your hotel with an efficient and versatile back office function to simplify your daily routines. The system is modular and independent of technology and operator, which means even more freedom for both the hotel and the hotel guests.

The system consists of:

- **Wireless Internet**
 - Fast, wireless broadband service
- **Efficient hotel operation**
 - Messaging & allocation
 - Property & maintenance
 - Cleaning & stores
 - Mini bar & VIP
 - Management & statistics

⊙ Wireless Internet

A modern broadband service that provides your guests with a fast, wireless Internet connection. Laptop Access raises your service level and improves your income. The solution is technology and operator-independent, which means extra freedom for both the hotel and hotel guests.



Laptop Access is a user-friendly system that makes it quick and easy for your guests to connect to the Internet. The hotel can print out vouchers for different periods of time, and different prices. Guests staying at the hotel who wish to use their laptops in their rooms, can choose simply to enter their room number and have their Internet consumption charged to their rooms – without having to go down to – or call – the front desk.

The homepage can be adapted to match the hotel's own profile. The hotel can even choose to add in a number of free links for guests to use. Guests can also be led to a page on which the hotel has entered special offers and all kinds of information.

The basic module is linked to the hotel's existing booking system to simplify room charges.

Services for your guests:

- User-friendly layout
- Print-out service
- No need to change the computer settings
- Operator-independent
- Walled Garden:
 - Finance
 - Daily papers
 - Sport
 - Weather reports
 - Betting
 - Music
 - Local what's on guide



Revenue projection

Example in Euro

Hotel rooms, number	100
Occupancy, %	60
Price, per 24 h, €	10
Acceptance rate, %	6
Monthly revenue, €	1,080
Complete system cost per month, €	649
Monthly profit, €	431

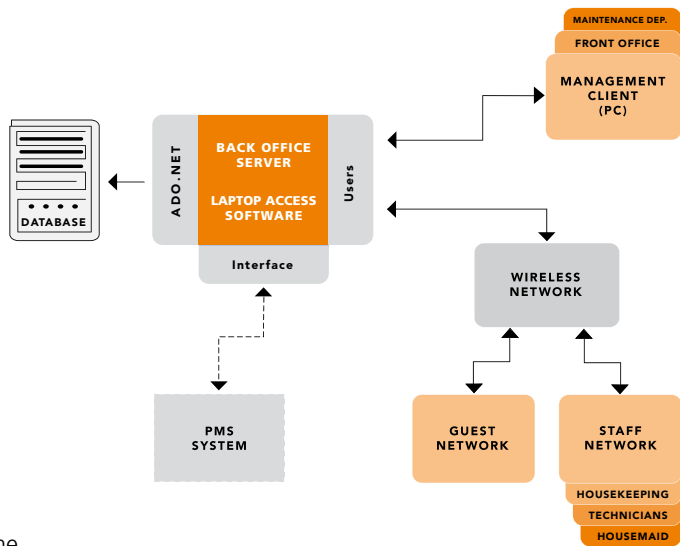
Logging Internet activity at the hotel

In the event that criminal activity is suspected, the authorities will, in future, require hotels to log their guests' Internet activity. Such legislation is already in force in Denmark (as of 1 July 2007), and it is expected that similar laws will be introduced in other countries. Once this legislation is in effect, hotels will be obliged to ensure that Internet use is correctly logged. The Hoist Laptop Access system is geared to accommodate such requirements from the authorities.

Design of the system

Laptop Access has been developed in .NET Framework 2.0 and uses IIS as its Web server. The database is operated in Microsoft SQL Server. This means that Laptop Access is perfectly designed for access from client PCs and/or portable systems that use Microsoft Mobile.

The database and administration tools can both be installed on the same server. Moreover, this same server can be used in the event that a booking system needs to be installed. The interface uses standard TCP sockets with clients.



Advantages of the system:

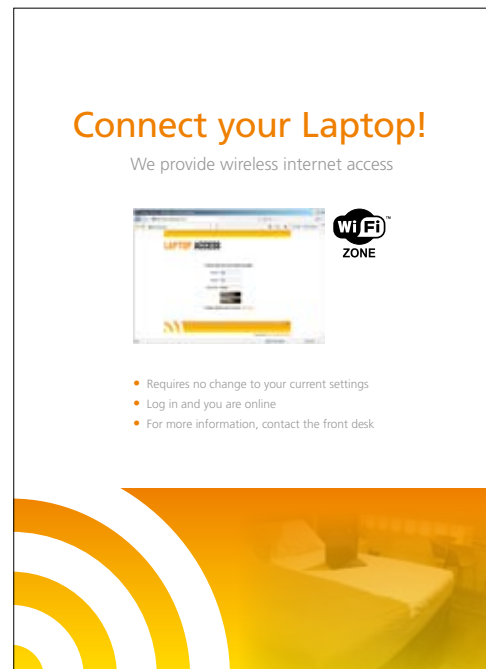
- Adapted to suit your hotel
- Internet support
- User statistics
- Streaming of films, VOD
- Streaming of TV programmes
- Flexible access time
- Preselected bandwidth

Marketing

Units of displays with "how-to-use-instructions"



Info channel for lobby area and rooms



Posters for elevators, etc



Keycard holder



Quickguide for the room

⊙ Efficient hotel operation

The Laptop Access System can be used to allocate and optimise the hotel's service resources. The part of the system used as a back office is a mobile system which provides real time information about, and controls, where, when and how the hotel service resources are to be applied.

All service staff are issued with a communication terminal that is approximately the same size as a mobile phone. This enables them to communicate silently and wirelessly with one another, as well as with computers in the back office and the lobby. The staff can even contact a database to access information about stocks of consumables, linen, cleaning reports, and the like.

Messaging & allocation

Through the autotext function, staff can quickly and easily enter a text and send it to a specific person, a specific group or all receivers. The messaging is performed in real time, silently and wirelessly. For example, it can be used when the front desk needs to send an extra bed to room 103, or if the property department has to be informed that the light in room 512 needs replacing.

Property & maintenance

This function handles recurring events for the caretaker, for example. These may have to do with checking ventilation filters, reading water consumption, checking lighting, and fire prevention, etc. Via their PDAs, the property department staff can be contacted immediately if acute action is required.

Cleaning & stores

This function allows the housekeeping manager to inform the cleaning staff about which rooms need to be cleaned during the day. Once the cleaning depart-

ment reports that the cleaning has been completed, a message is sent to the hotel PMS and the room is automatically registered as ready for check-in. The system presents staff with a simple and straightforward overview of the rooms that need to be cleaned, the rooms that need special attention, and the rooms that are unoccupied.

Mini bar & VIP

The processing and filling of mini bars is often time-consuming, and is not always efficient. The cleaning staff can replace the items that the guests have consumed, and then report the guests' consumption to the hotel PMS. At the same time, a report is generated regarding the different products that need to be sent up to the room.

For special guests, there is a VIP function that allows the hotel to make sure that there is a bottle of chilled champagne in the room as soon as the guests arrive.

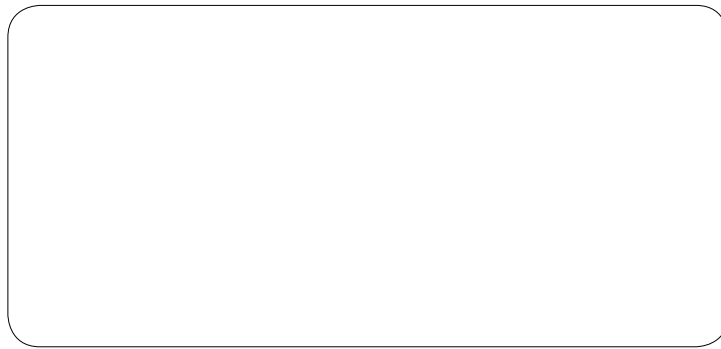
Management & statistics

The system's Management & statistics function is built on the information stored within the system itself. For example, management can follow up on staff efficiency, the length of time rooms remain unoccupied, etc. and then use this information to improve planning. The statistics function highlight aspects such as degree of occupancy on different floors and for different room types, as well as the average time taken to clean rooms.



Take control!
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daily routines.

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Hoist Hotel Technology
Studio 3.2 114B Power Road, London W4 5PY
Tel +44 (0)20 8747 6766, Fax +44 (0)20 8747 4609
www.hoist-technology.com

