

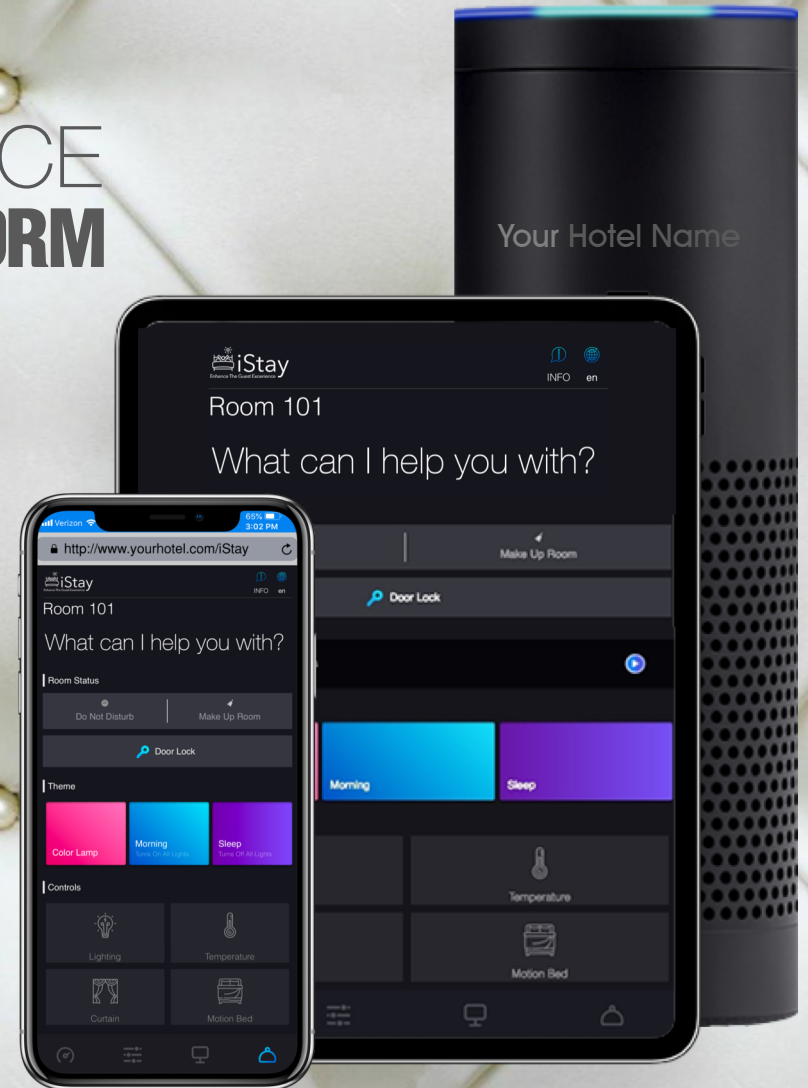
ARTIFICIAL INTELLIGENCE IoT HOTEL SERVICE PLATFORM



CONTACT:

SCHEDULE

COMMENTS



What is



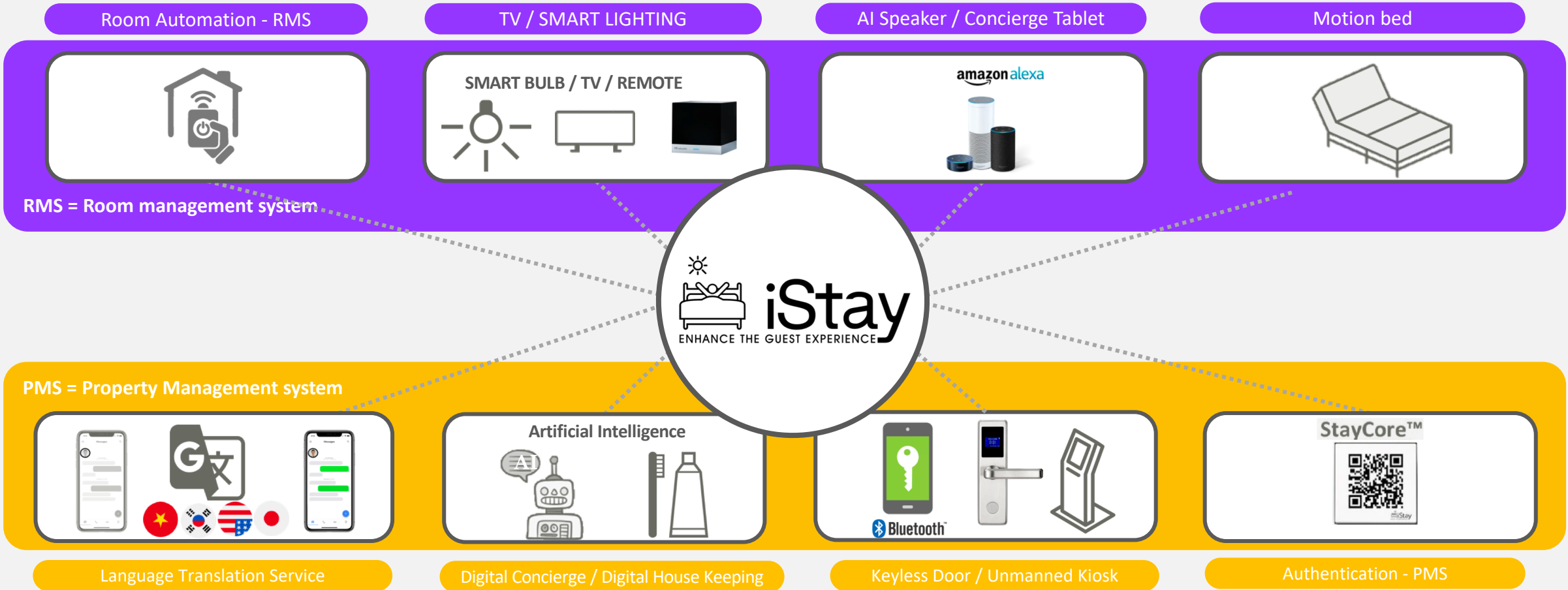
iStay ?

ENHANCE THE GUEST EXPERIENCE



What is 'iStay' ?

Scalable, Flexible, Simple and Easy to Hotel Service



RMS = Room management system

PMS = Property Management system

- 'iStay®' is a Hotel service platform to cover from IoT based RMS to AI based concierge service & AI Speaker.
- 'iStay®' is similar to Logo Block to be very flexible and scalable, which can be customized "Easy and Simple" as Hotel customer request.



'iStay' Guest experience

Room Control by Alexa (or Other Smart Speakers) & Guest's Smart Phone
(Over 100 Languages)



iStay by OMNI Imagine Alexa V1-2

iStay by OMNI Imagine Alexa V1-2

iStay
ENHANCE THE GUEST EXPERIENCE

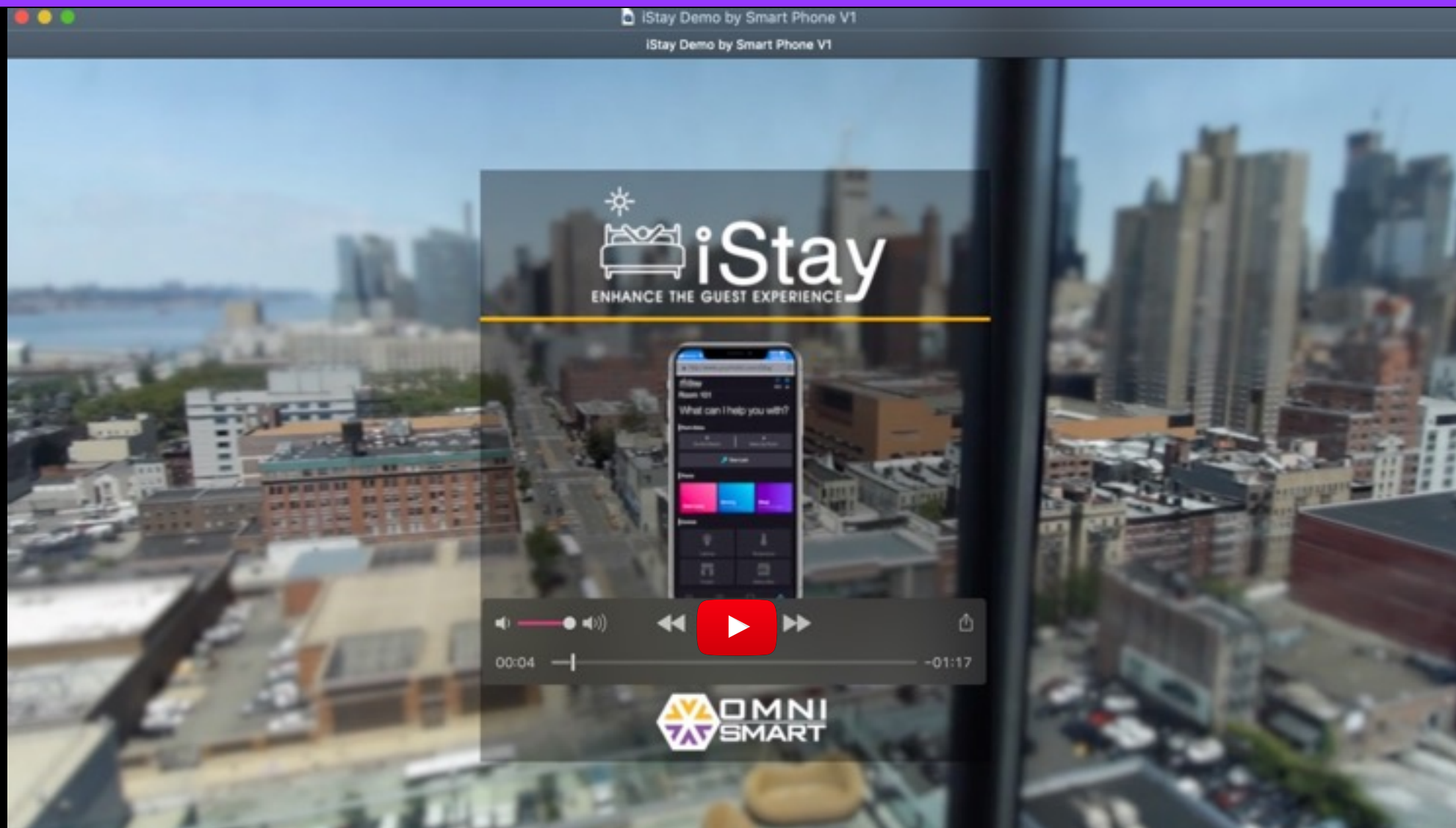
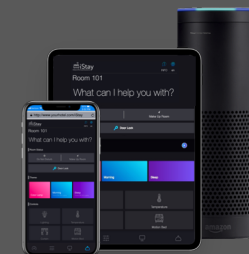
OMNI SMART

HOTEL INFORMATION
by Smart Phone and Alexa

00:34 ————— -00:45

Key Value of 'iStay' YouTube Video

iStay Room Control by Guest's Smart phone / Pad / AI speaker



Key value of 'iStay®' Smart RMS Devices

AI Speaker

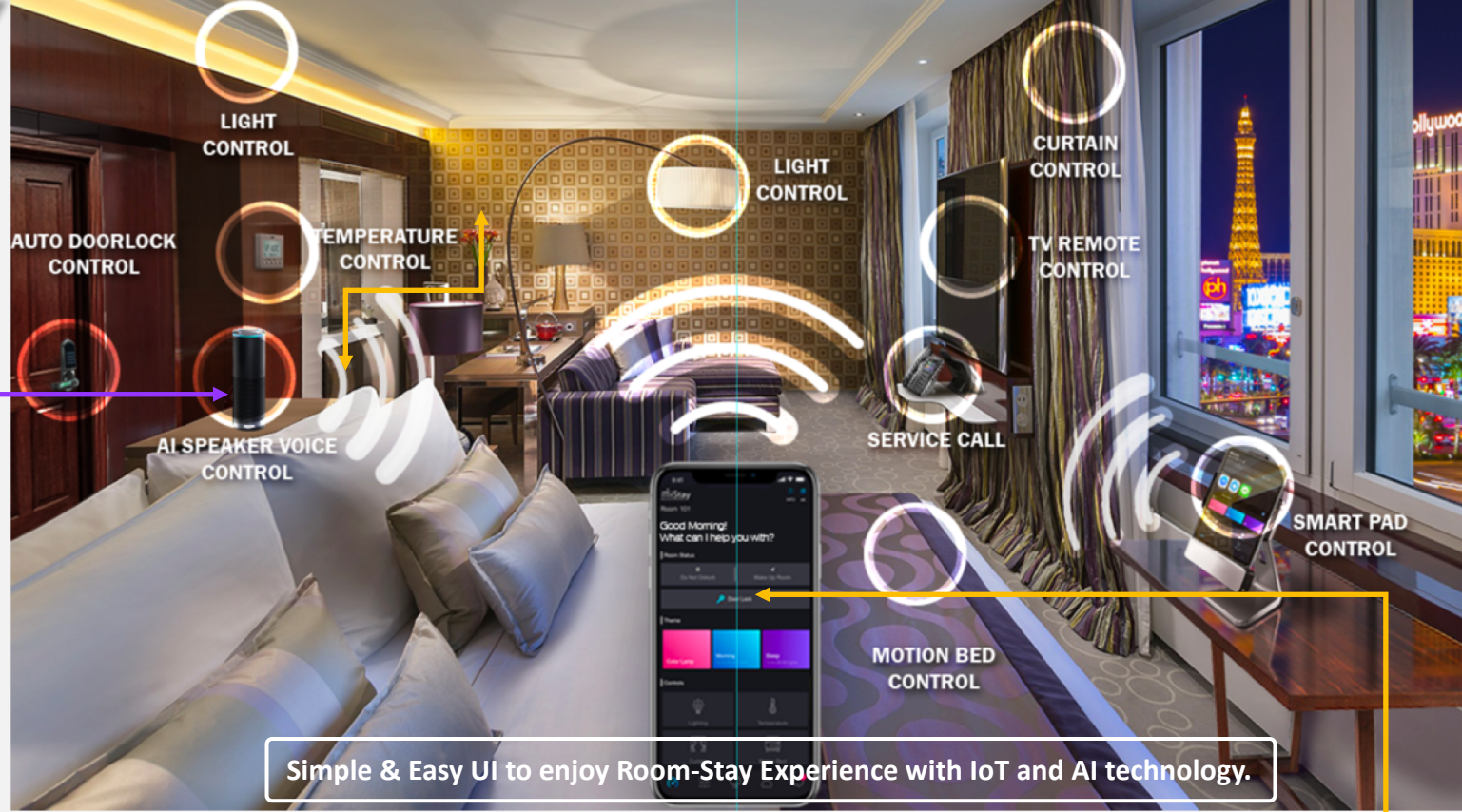
- Control everything by voice
- Multi-Language supported



Current RMS Devices



Smart RMS Devices

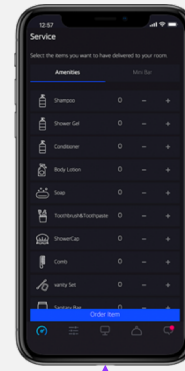


Simple & Easy UI to enjoy Room-Stay Experience with IoT and AI technology.

Concierge Service



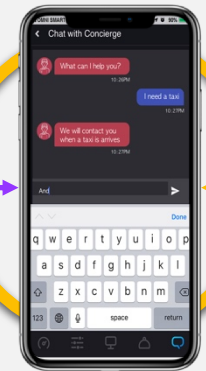
Mobile Amenity



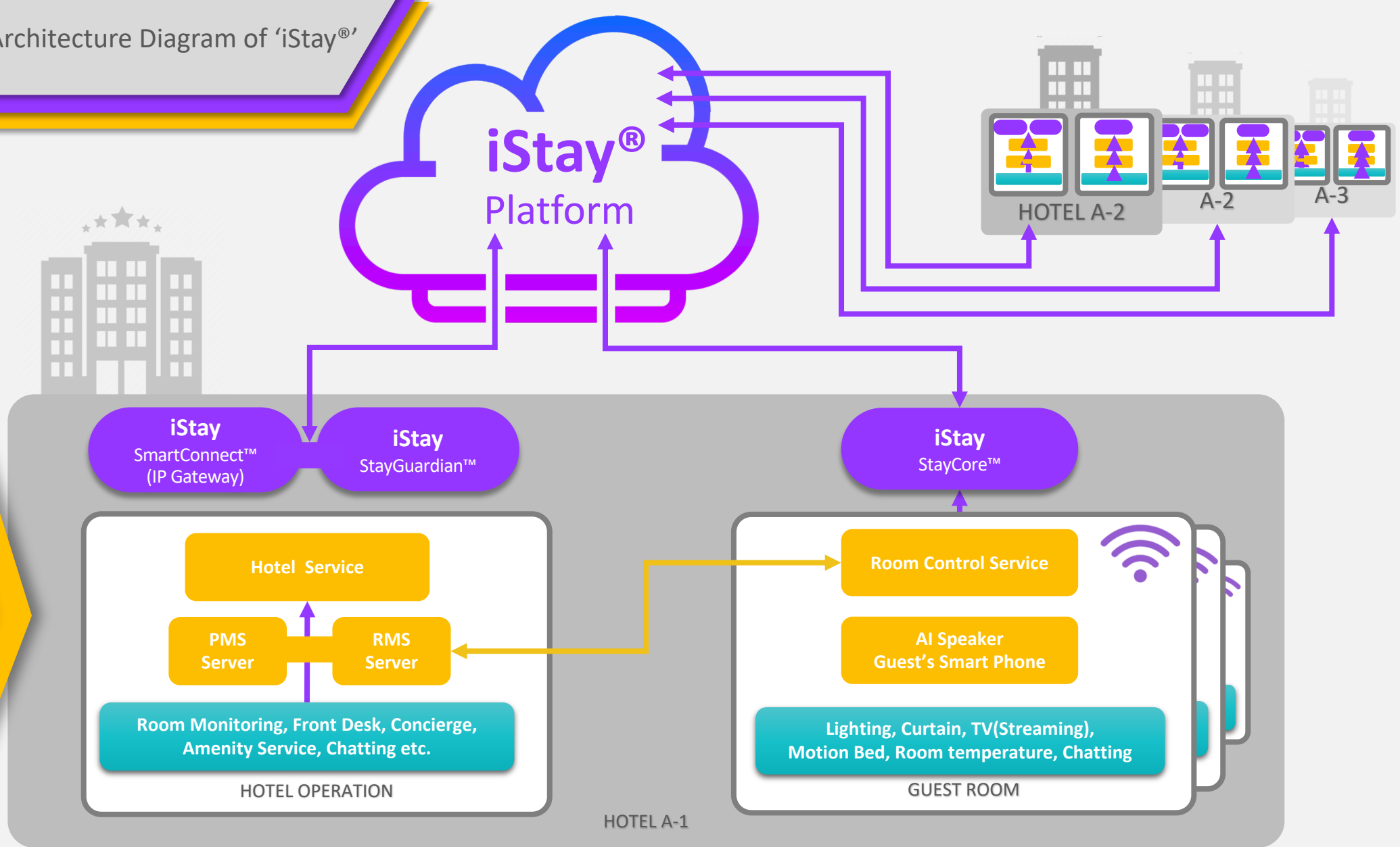
Digital House Keeping



AI Chatbot Control



System Architecture Diagram of 'iStay®'



'iStay®' is a hotel service S/W Platform to sophisticate RMS with IoT and PMS connected to cloud platform.
'iStay®' can be easily connected and integrated to other cloud service platform like Google, Alexa, and so on.

'iStay' Service – Comparison to RMS

Traditional RMS 'Honeywell', etc. VS AI Smart RMS 'iStay'



Traditional RMS Devices



TRADITIONAL RMS (HONEYWELL, ETC...)	FUNCTION & DEVICE	AI SMART RMS (ISTAY)
○	CONTROL PANEL OR GATEWAY	○
○	THERMOSTAT	○
○	KEYTAG (OR OCCUPANCY SENSOR)	○
○	DND ,MUP	○ (DASH BOARD)
○	TERMOSTAT	○
○	LIGHTING S/W ON THE WALL	○
X	LIGHTING S/W OF STAND TYPE OUTLET	○
X	TV CONTROL	○
X	AI SPEAKER	○
X	CONNECTED TO CLOUD & SMART PHONE	○
X	SMART CONCIERGE SERVICE	○
X	AI CHATBOT SERVICE	○
X	DASH BOARD TO MONITOR AMENITY SERVICE	○
○	DASH BOARD TO MONITOR RMS	○
HIGHER COST	PRICE OR COST	LOWER COST
YES	WIRING REQUIREMENT	NO

AI Smart RMS Devices



What is benefit of 'iStay'?



HOTEL



- Energy saving cost: Thermostat, Lighting
- Real time monitoring



- Smart digital management from digital transformation



- Low cost of initial installation
- Simple installation for retrofit & new

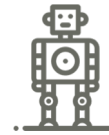


- Promotion program for hotel service
- Digital service improvement

GUEST



- One integrated UX
- AI smart room control



- AI smart concierge service
- One step start to USE (One second, No download needed)



- Chatbot by 3rd party messaging APP

- TV Control
(Streaming service)



- AI speaker

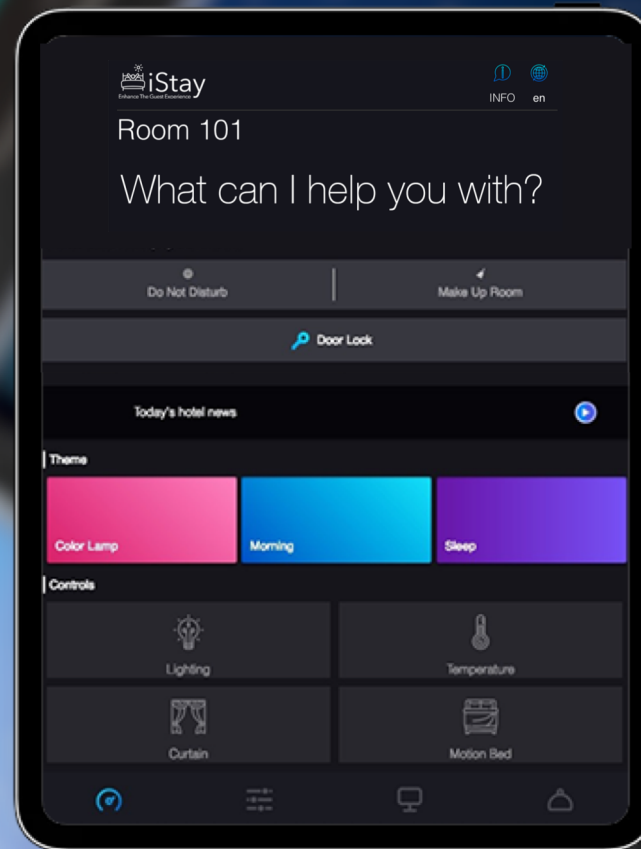
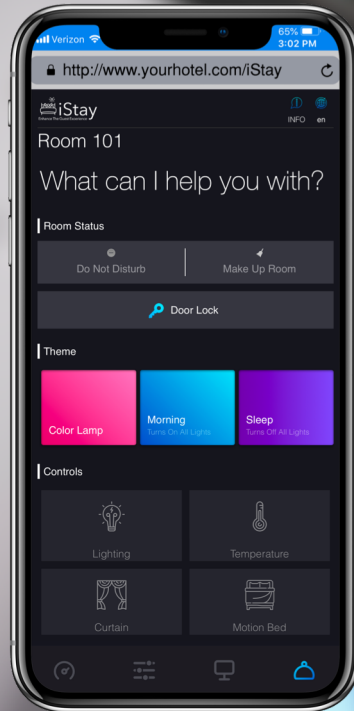


- Maximum security safes



ENHANCE THE GUEST EXPERIENCE

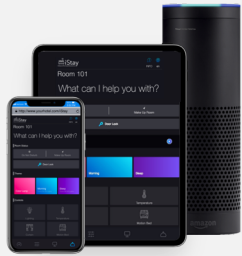
iStay Mobile Device User Interface RMS



Comparison iStay Web-Base software VS App from app store

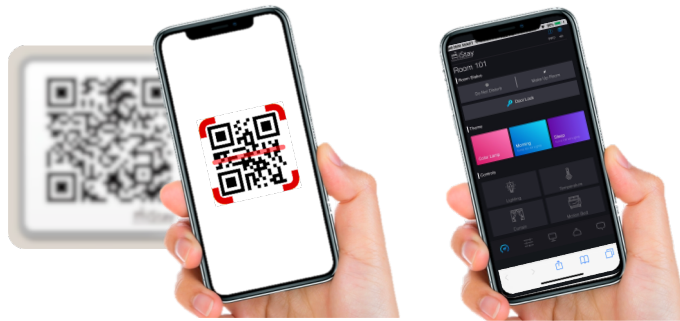
'iStay®' Web-Base VS Other APP

Easy way to use 'Web-Base' iStay



iStay

iStay® (Web-Base App) by QR code reading.

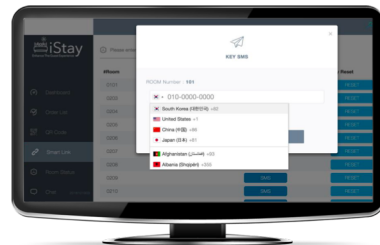


Scan QR Code

Done

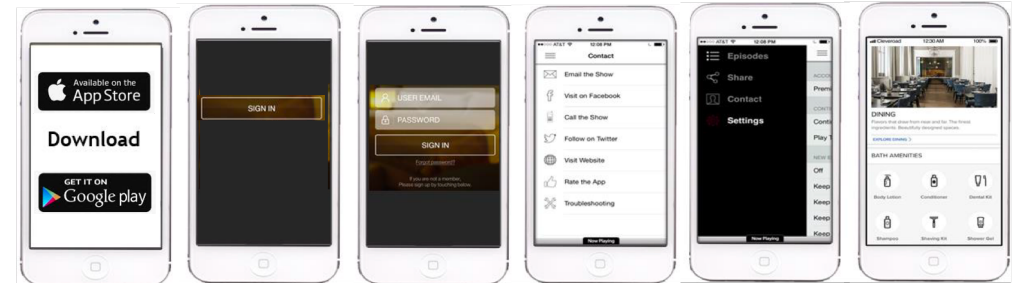


Send SMS URL to access 'iStay®' from your front desk.



Mobile App

Complicated process: At least 6steps needed to use the App.



Download

Sign up

Login

Profile

Setting

Done

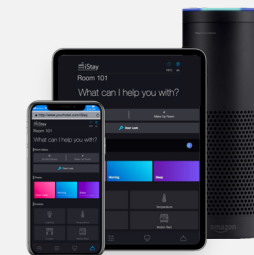
VS



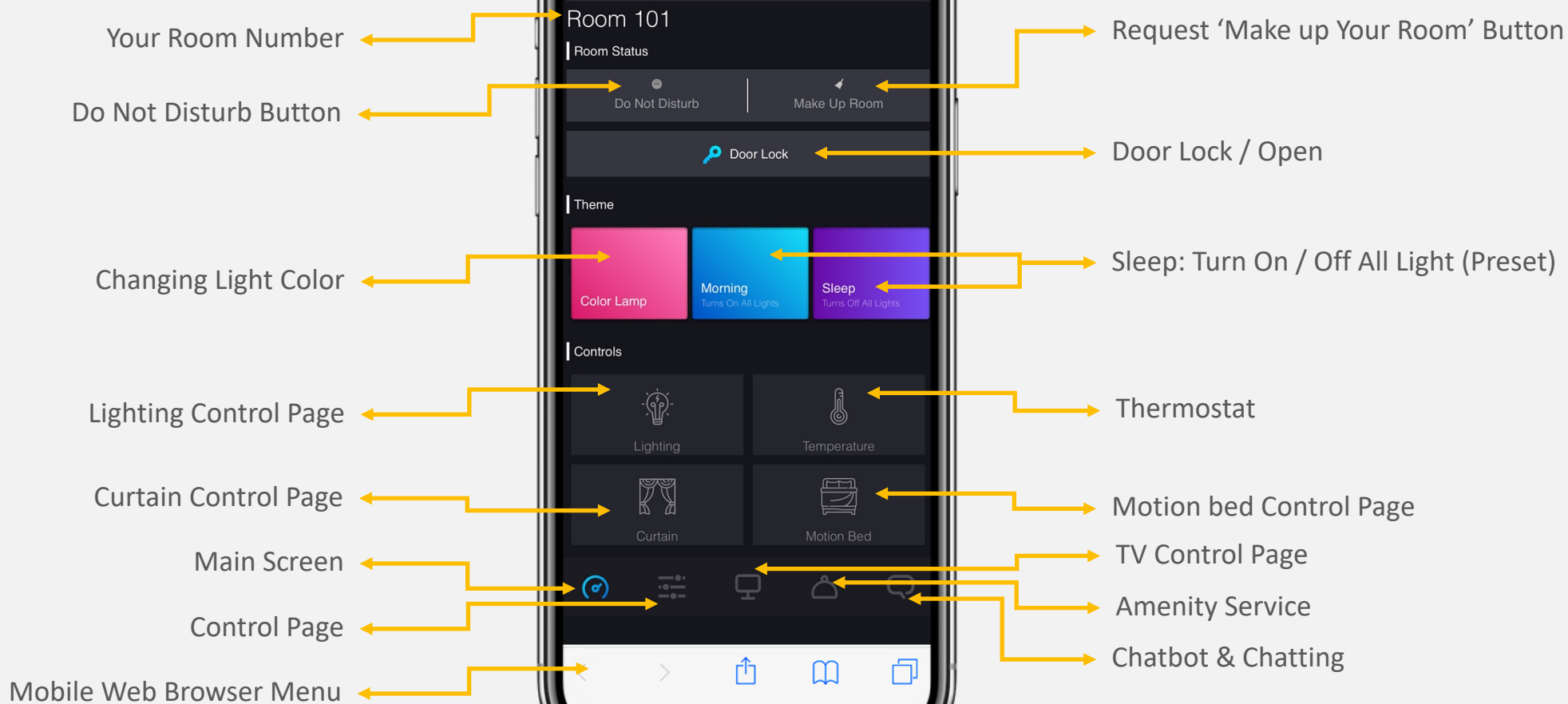
One click is enough to access to 'iStay®' using QR code of e-paper and SMS. 'iStay®' is web, NOT mobile App. NO download, NO register, NO login!!!

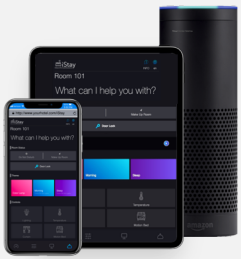
Key value of 'iStay®' Screen

iStay® Main Screen Menu



Web-Browser in a Smart phone

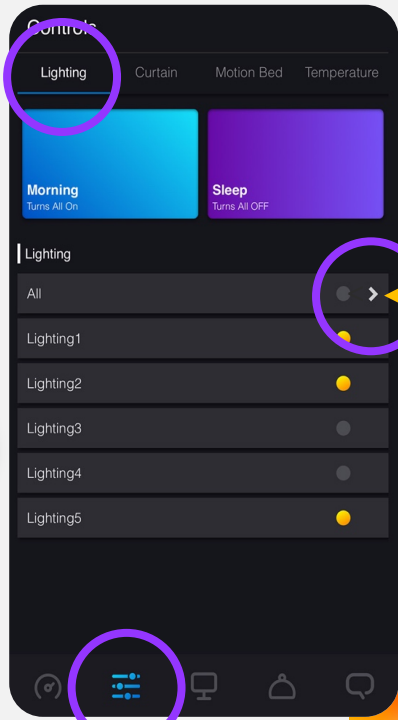




iStay® Control Menu

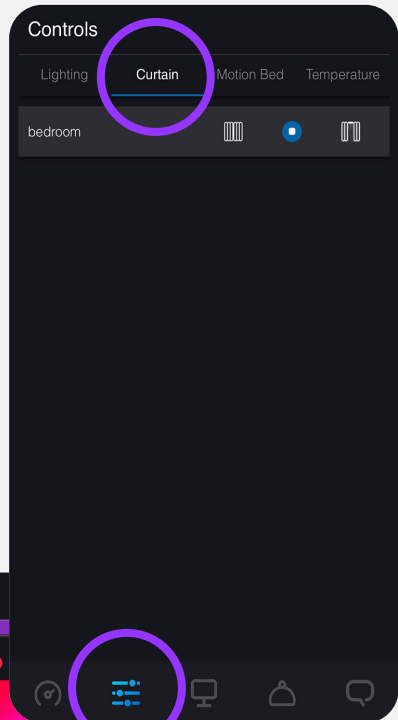
Lighting Turn ON / OFF

- Custom preset for 'Morning', 'Sleep'



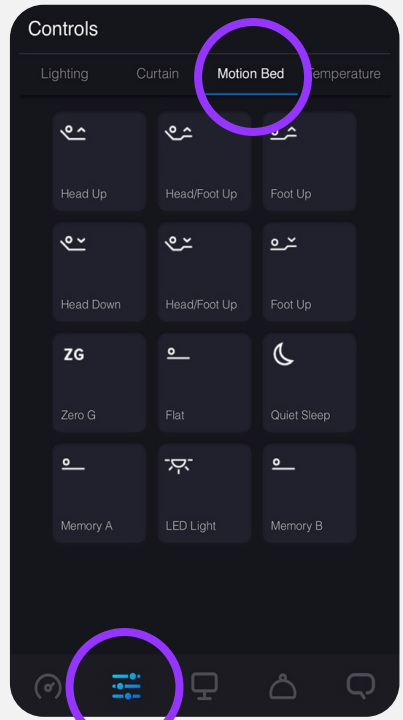
Curtain Control

- Factory preset for 'Open', 'Close' and 'Stop'



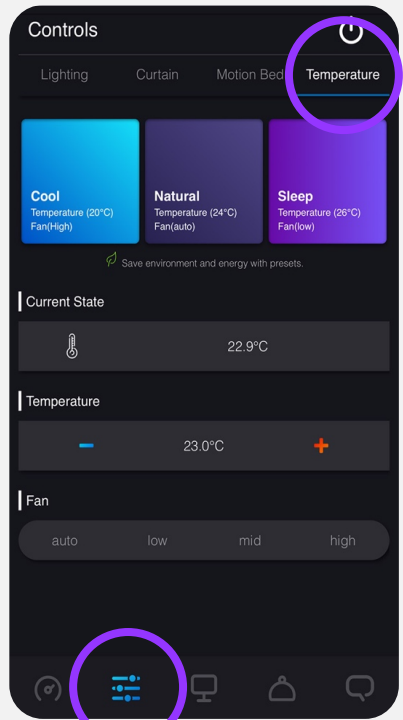
Motion Bed Control

- Factory presets for all position



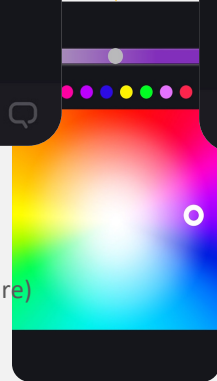
Temperature Control

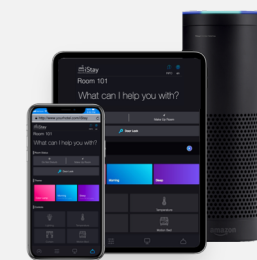
- Checking current state
- Fan control



Lighting Control

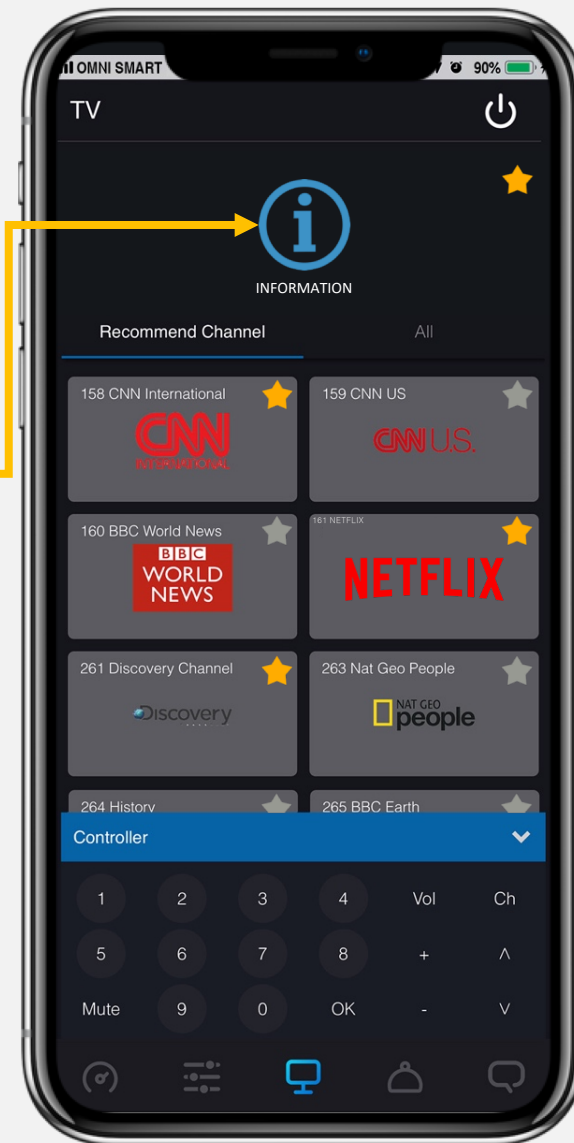
- Brightness
- CCT(Color Temperature)





Web based mobile TV remote

- 1** Use without replacing existing room TV
- 2** Recommendation of automatic channels Based on customer language (Patented).
- 3** Channel provision by broadcasting genre. (News, dramas, music, etc.)



Hotel Information Channel

Recognize the guest's phone language and 'Self-Seeker' will set the same language TV program first.



'iStay®' Concierge & House Keeping Menu

Digital housekeeping

- Simply press the '+' button



In-Room Service

Slippers	0	-	+
Water	0	-	+
Showergel	0	-	+
BodyLotion	0	-	+
Shampoo	0	-	+
Conditioner	0	-	+
Bath Towel	0	-	+
Blanket	0	-	+
Bath Mat	0	-	+
Extra Pillow	0	-	+
Toothbrush	0	-	+

Order List

Mobile Concierge

- Simply select the item button

Smart Phones
Smart Pads
AI Speaker (Alexa)

Room Services

- Select the items you want to have delivered to your room.

AMENITY
REQUEST
DINING
SPA
PUB & BAR
CAFE

Service

- Request amenity
- Order food and drink
- Hotel restaurant information
- Facilities of hotel
- Call of Reservation Team

Executive Lounge
The executive lounge located on the 19th floor is a lounge made exclusively for guests staying in rooms on the executive floor and in the suite.

FITNESS CLUB
All the fitness center located on the 20th floor, an exclusive fitness center for all the guests.

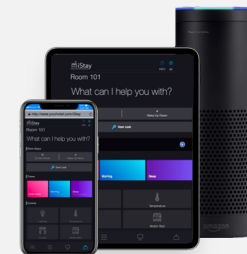
The executive lounge located on the 19th floor is a lounge made exclusively for guests staying in rooms on the executive floor and in the suite. A quick check-in and check-out service is convenient to use and separate meeting rooms are offered enabling convenient use. At the executive lounge, guests can enjoy a continental breakfast, coffee and beverages, and during happy hour, various snacks and spirits are offered.

Usage Information

- Weekdays 07:30 ~ 22:00
- Weekends 06:30 ~ 22:00
- Breakfast (Weekends only) 06:30 ~ 10:00
- Afternoon Tea 14:00 ~ 16:00

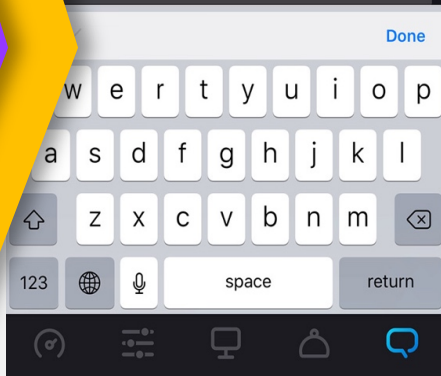
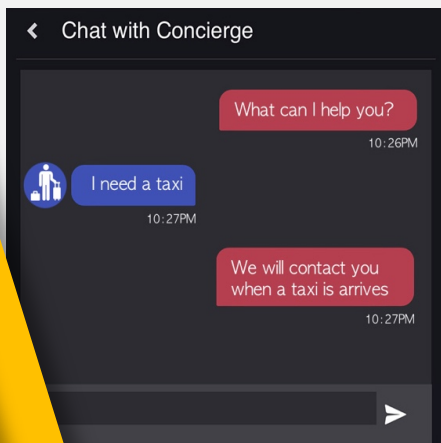


AUTO TRANSLATION OVER 100 LANGUAGES



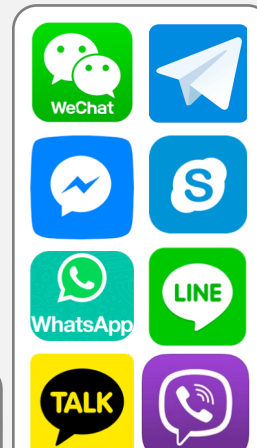
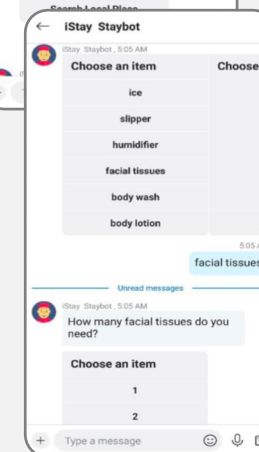
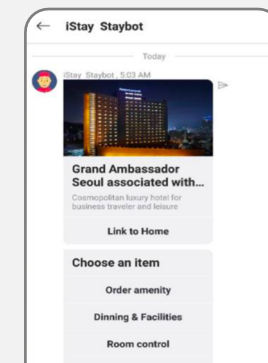
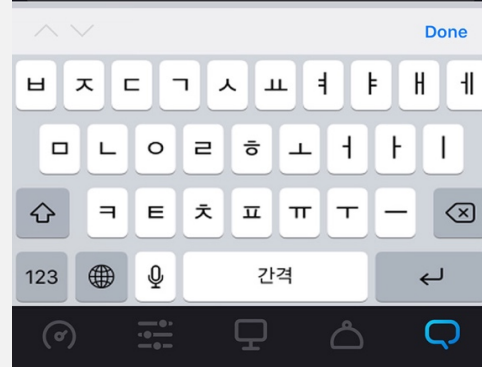
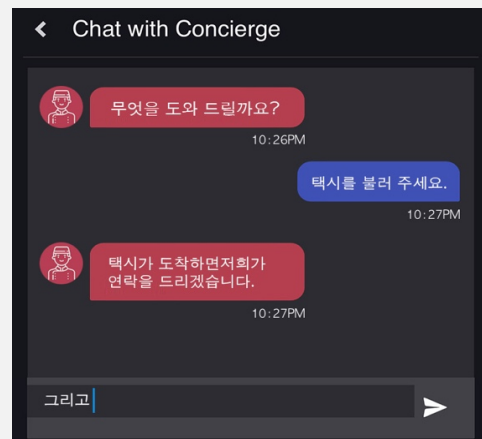
Concierge / Chatting

Concierge Desk



- 1 How can I help you?
....Typed to guest
- 2 무엇을 도와 드릴까요?
....Translated for guest
- 3 택시가 필요합니다.
....Typed to concierge
- 4 I need taxi
... Translated for concierge
- 5 We will contact you
when a taxi arrives
....Typed to guest
- 6 택시가 도착하면 저희가
연락을 드리겠습니다.
....Translated for guest

Guest



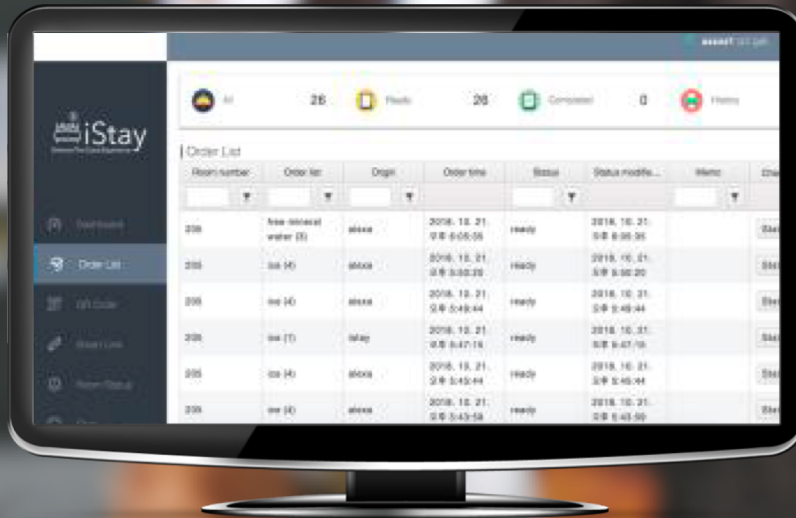
For Guest, anytime and any service should be available during Pre-stay, In-Stay and Post-stay by messaging Apps





ENHANCE THE GUEST EXPERIENCE

iStay Monitoring User Interface PMS



In-Stay Experience on 'iStay[®]'

Real Time Guest Order Management

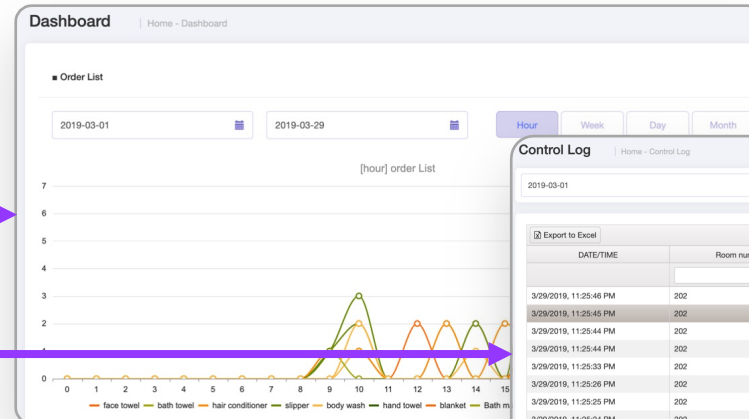
Order Taking Tracking

Real Time Room Status Monitoring

Check-in/out Key-in/out DND, MUR & others

Automatic Translation Chatting

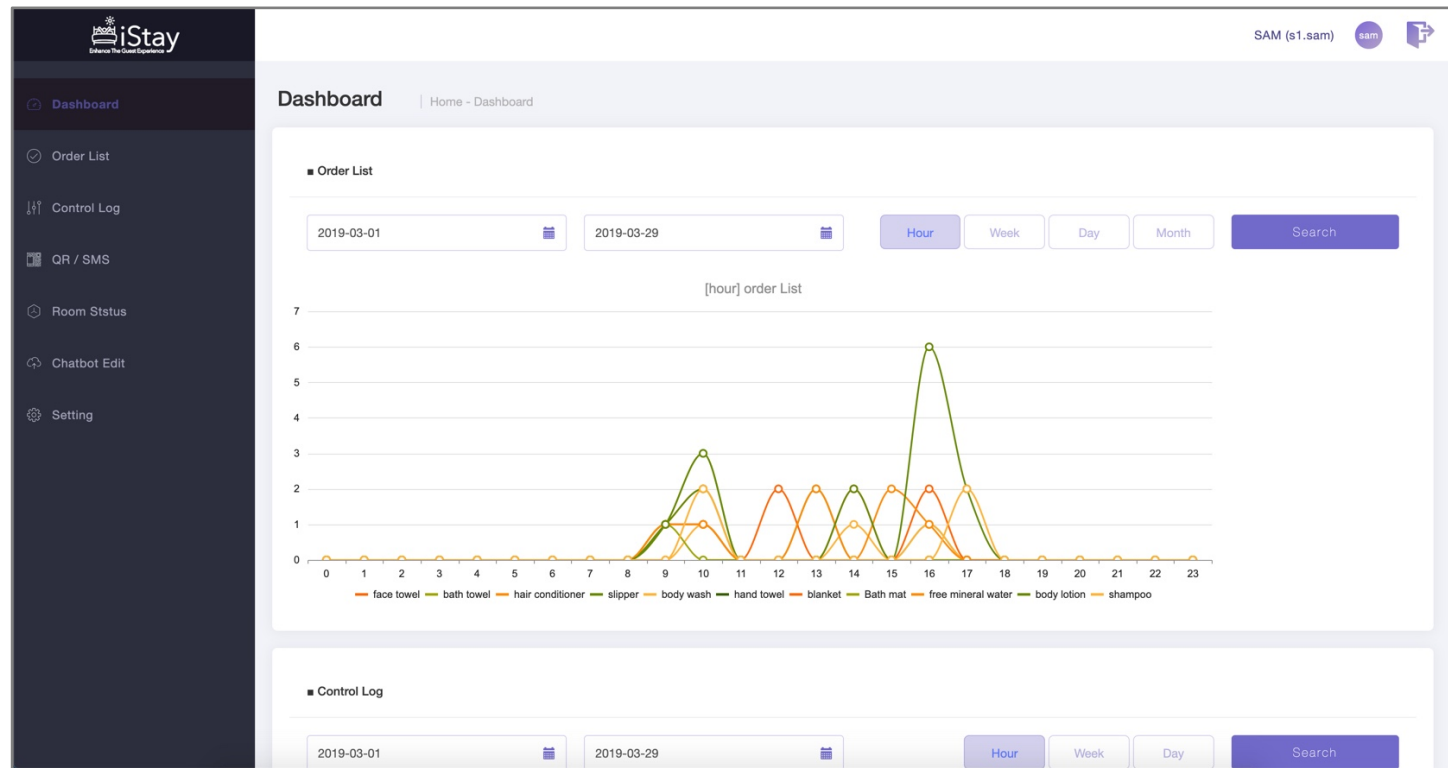
Between Guest & Hotelier Over 100 Languages



DATE/TIME	Room number	Item	Control Log [01]	Control Log [02]
3/29/2019, 11:25:46 PM	202	hue		
3/29/2019, 11:25:45 PM	202	hue		
3/29/2019, 11:25:44 PM	202	hue		
3/29/2019, 11:25:44 PM	202	hue		
3/29/2019, 11:25:33 PM	202	lightAll	off	
3/29/2019, 11:25:26 PM	202	lightAll	off	
3/29/2019, 11:25:25 PM	202	hue		
3/29/2019, 11:25:24 PM	202	hue		
3/29/2019, 11:25:00 PM	202	fouSpeed	0	mid
3/29/2019, 11:24:59 PM	202	temp	0	24
3/29/2019, 11:24:58 PM	202	hue		
3/29/2019, 11:24:58 PM	202	fouSpeed	0	low
3/29/2019, 11:24:58 PM	202	temp	0	26
3/29/2019, 11:24:58 PM	202	fouSpeed	0	low
3/29/2019, 11:24:58 PM	202	temp	0	26

ROOM	FLOOR	CHECK IN	KEY	DND	MUR
101	1				
102	1				
103	1				
104	1				
201	1				
202	1				
301	1				
302	1				
303	1				
304	1				
305	1				
306	1				
307	1				

"Hotelier can provide better services to the guest"



Dashboard

- Order list & Control log dashboards
- Custom date period
- 4 options: Hour, Week, Day, Month



Analyzing Room Status

'iStay' – MANAGEMENT: ORDER CHECK



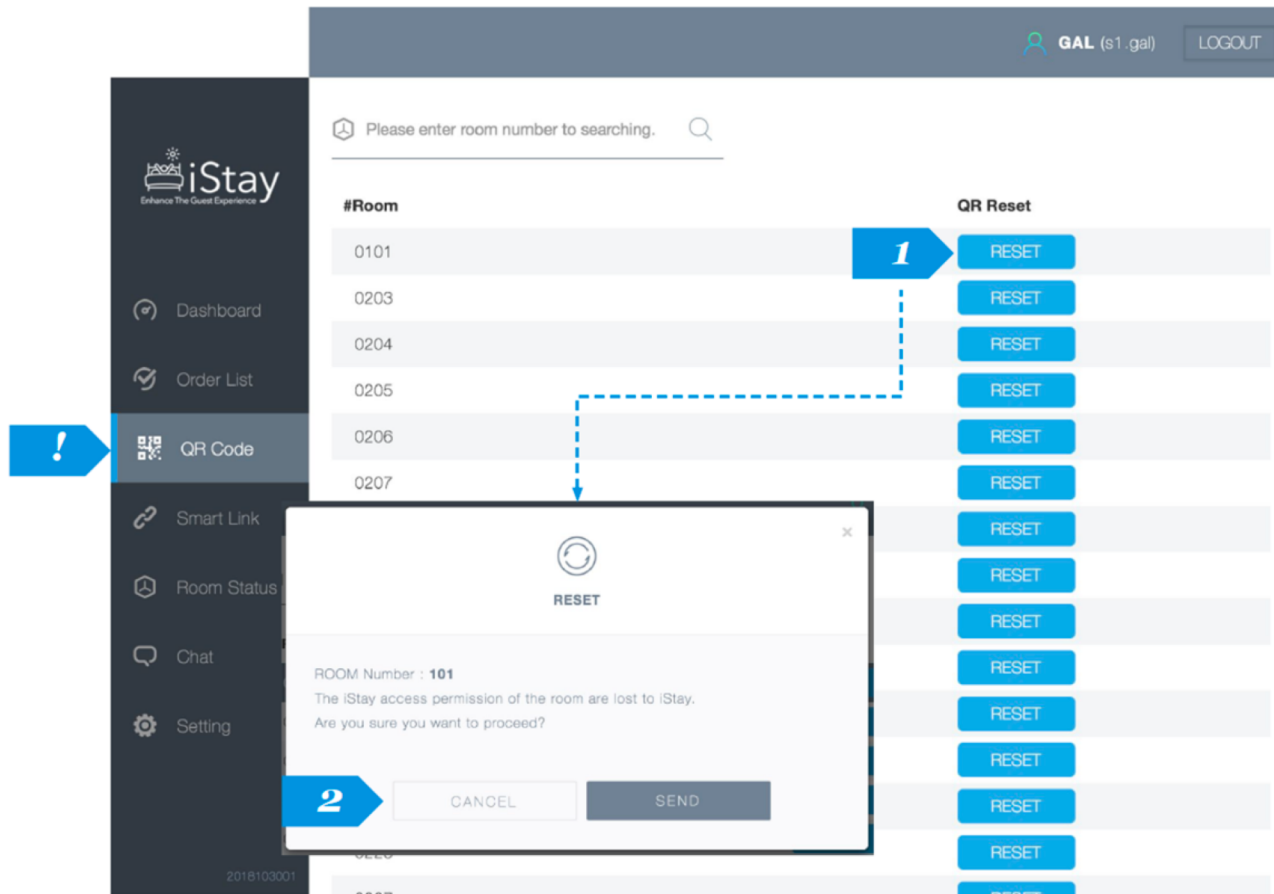
The screenshot shows the iStay management interface. At the top, there's a user profile 'GAL (s1.gal)' and a 'LOGOUT' button. Below that, a summary bar shows 'All 21', 'Ready 21', 'Completed 0', and 'History'. The main section is titled 'Order List' and contains a table with columns: Room num..., Order list, Origin, Order time, Status, Status mo..., Memo, and Change st... The table lists several orders for room 203, including 'free mineral water (2)' and 'body wash'. A modal window is open over the table, titled '#203 ORDER READY'. It shows the room number (203), order time (2018. 11. 7. 오후 6:58:48), and order list (body lotion(2), body wash(1), bath towel(2), shampoo(1)). The modal has a 'Progress' section with buttons for 'READY', 'PROGRESS', and 'COMPLETED'. There is also a 'Memo' field with the placeholder 'Please enter your memo.' and 'CANCEL' and 'SEND' buttons at the bottom. Blue arrows and numbers 1 through 5 indicate the steps for updating the order status.

Guest Room's Order Tracking

- Amenity list of guest room.
- Order details and status view button.

How to assign work progress step

1. Select room number.
2. Touch the status button.
3. Check room's order information.
4. Select order status as [PROGRESS] or [COMPLETED].
5. Touch [SEND] button to confirm.



The screenshot shows the iStay management interface. At the top right, the user is logged in as 'GAL (s1.gal)' with a 'LOGOUT' button. A search bar prompts the user to 'Please enter room number to searching.' Below this is a table with two columns: '#Room' and 'QR Reset'. The table lists room numbers from 0101 to 0207, each with a corresponding 'RESET' button. A blue arrow labeled '1' points to the 'RESET' button for room 0101. A dashed blue line connects this button to a modal dialog box. The dialog box has a circular arrow icon and the word 'RESET'. It contains the text: 'ROOM Number : 101', 'The iStay access permission of the room are lost to iStay.', and 'Are you sure you want to proceed?'. At the bottom of the dialog are 'CANCEL' and 'SEND' buttons. A blue arrow labeled '2' points to the 'SEND' button. On the left side of the interface, a sidebar menu is visible with options: Dashboard, Order List, QR Code (highlighted with a blue arrow and exclamation mark), Smart Link, Room Status, Chat, and Setting. The bottom left corner of the interface shows the number '2018103001'.

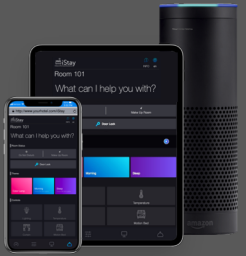
Reset guest room's QR code

- Invalidate permission button.

How to reset QR code

1. Touch the [RESET] button
2. Touch the [SEND] button to confirm

'iStay' – MANAGEMENT: SMART LINK



The screenshot shows the iStay management interface. On the left is a navigation menu with options: Dashboard, Order List, QR Code, and Smart Link. The main area displays a table of rooms with columns for Room Number, SMS Send, and Key Reset. A search bar at the top prompts the user to enter a room number. A modal window titled 'KEY SMS' is open, showing the room number '101' and a dropdown menu for selecting a country code. The dropdown menu includes options for South Korea (+82), United States (+1), China (+86), Japan (+81), Afghanistan (+93), and Albania (+355). Three numbered callouts (1, 2, 3) indicate the steps: 1. Clicking the 'SMS' button in the table; 2. Selecting a country code in the modal; 3. Clicking the 'SEND' button in the modal.

#Room	SMS Send	Key Reset
0101	SMS	RESET
0203	SMS	RESET
0204	SMS	RESET
0205	SMS	RESET
0206	SMS	RESET
0207	SMS	RESET
0208	SMS	RESET
	SMS	RESET
	SMS	RESET
	SMS	RESET
	SMS	RESET
	SMS	RESET
	SMS	RESET
	SMS	RESET
	SMS	RESET
	SMS	RESET
	SMS	RESET
	SMS	RESET

Room control access from the front desk

How to send URL link to the guest

1. Touch the [SMS] button.
2. Please enter country CODE and phone number.
3. Touch the [SEND]



ROOM	FLOOR	CHECK IN	KEY	DND	MUR
101	1	[Icon]	[Icon]	[Icon]	[Icon]
102	1	[Icon]	[Icon]	[Icon]	[Icon]
103	1	[Icon]	[Icon]	[Icon]	[Icon]
104	1	[Icon]	[Icon]	[Icon]	[Icon]
201	1	[Icon]	[Icon]	[Icon]	[Icon]
202	1	[Icon]	[Icon]	[Icon]	[Icon]
301	1	[Icon]	[Icon]	[Icon]	[Icon]
302	1	[Icon]	[Icon]	[Icon]	[Icon]
303	1	[Icon]	[Icon]	[Icon]	[Icon]
304	1	[Icon]	[Icon]	[Icon]	[Icon]
305	1	[Icon]	[Icon]	[Icon]	[Icon]
306	1	[Icon]	[Icon]	[Icon]	[Icon]
307	1	[Icon]	[Icon]	[Icon]	[Icon]
308	1	[Icon]	[Icon]	[Icon]	[Icon]

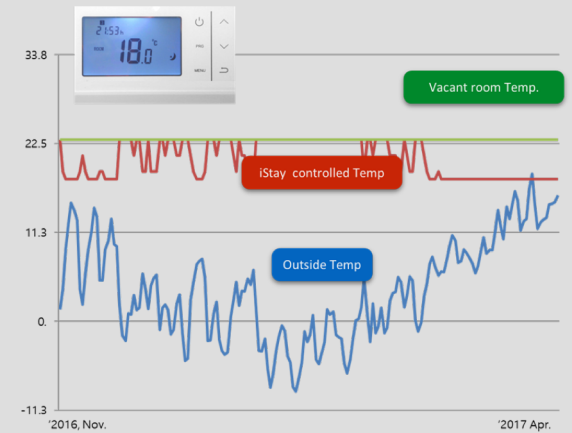
Room Status

1. Room's current status
2. Status filter button

- Check in
- Key
- Do Not Disturb
- Make Up Room

Energy monitoring by room status

- Hotel can save the cost **up to 15%** of total **Energy HVAC** cost with IoT Solution
- Finally, **up to 30%** of energy cost can be saved.

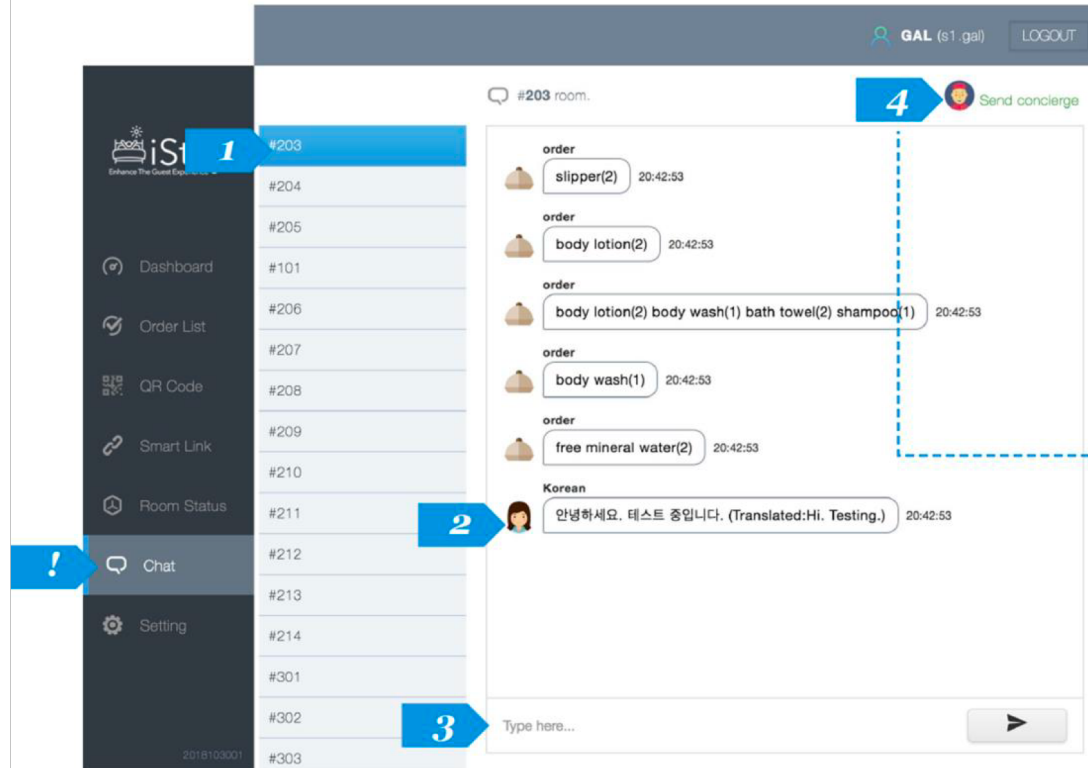


Average Temperature to be set up

Vacant room Temp.	iStay controlled Temp.
23°C	20.5°C ~ 18°C

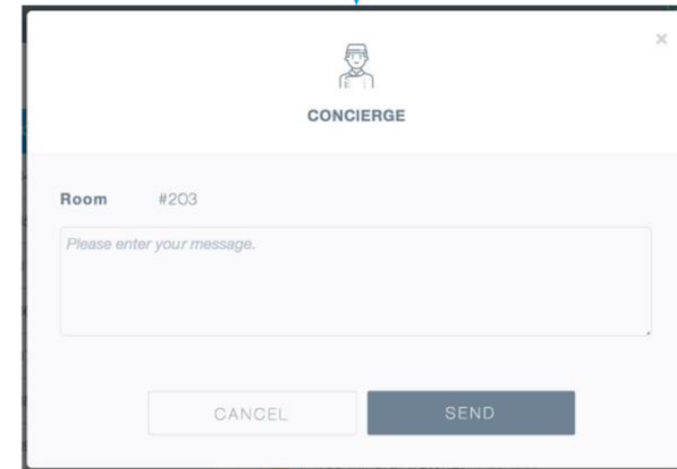
'Schneider Electric' case study of hotel solution

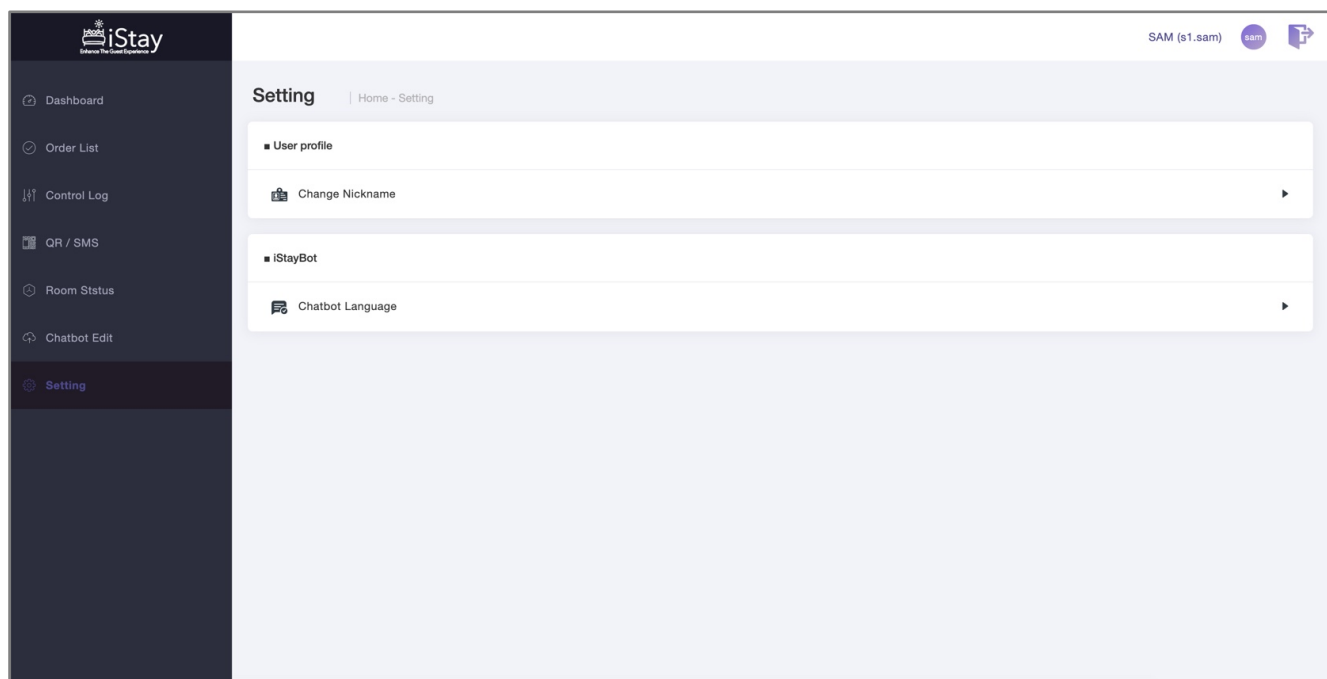
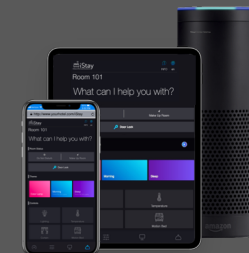
'iStay' – MANAGEMENT: CHAT



Chat with guest

1. This is a list rooms.
2. You can chat in two ways with the guest room. Message from the room will be auto translated various languages into English.
3. Your answer in English is auto translated and sent to the customer's language.
4. Also, you can send the entire note to employees. Employees can check the [Stay Guardian App](#) for message.





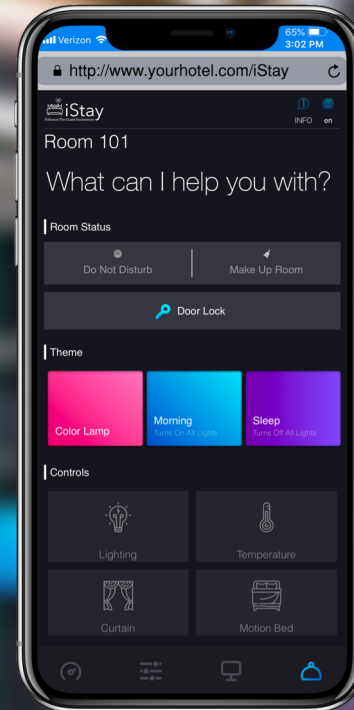
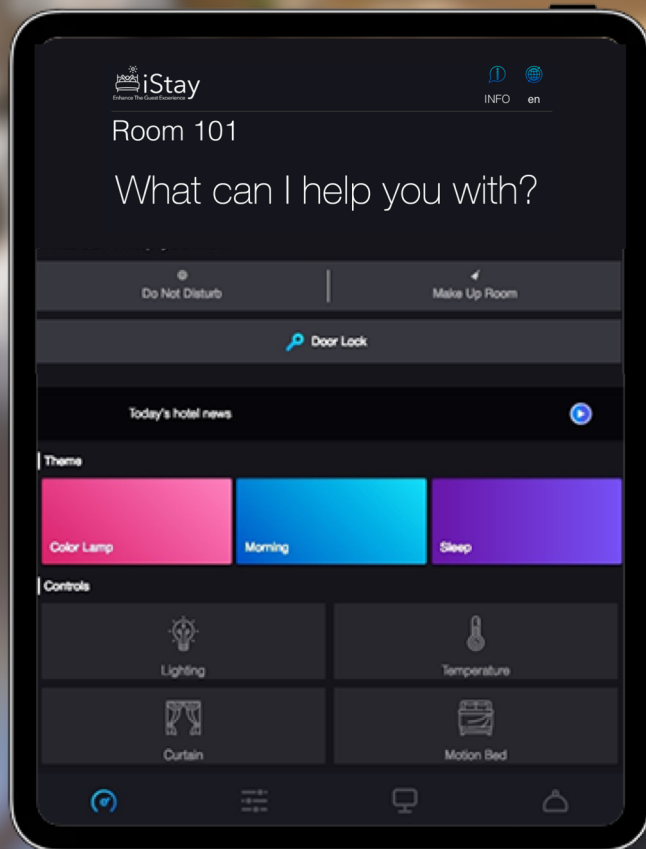
Setting

1. You can change 'User profile for Nickname'
2. You can set 'Chatbot' language
 - English
 - Spanish
 - German
 - French
 - Korean
 - Chinese
 - Japanese



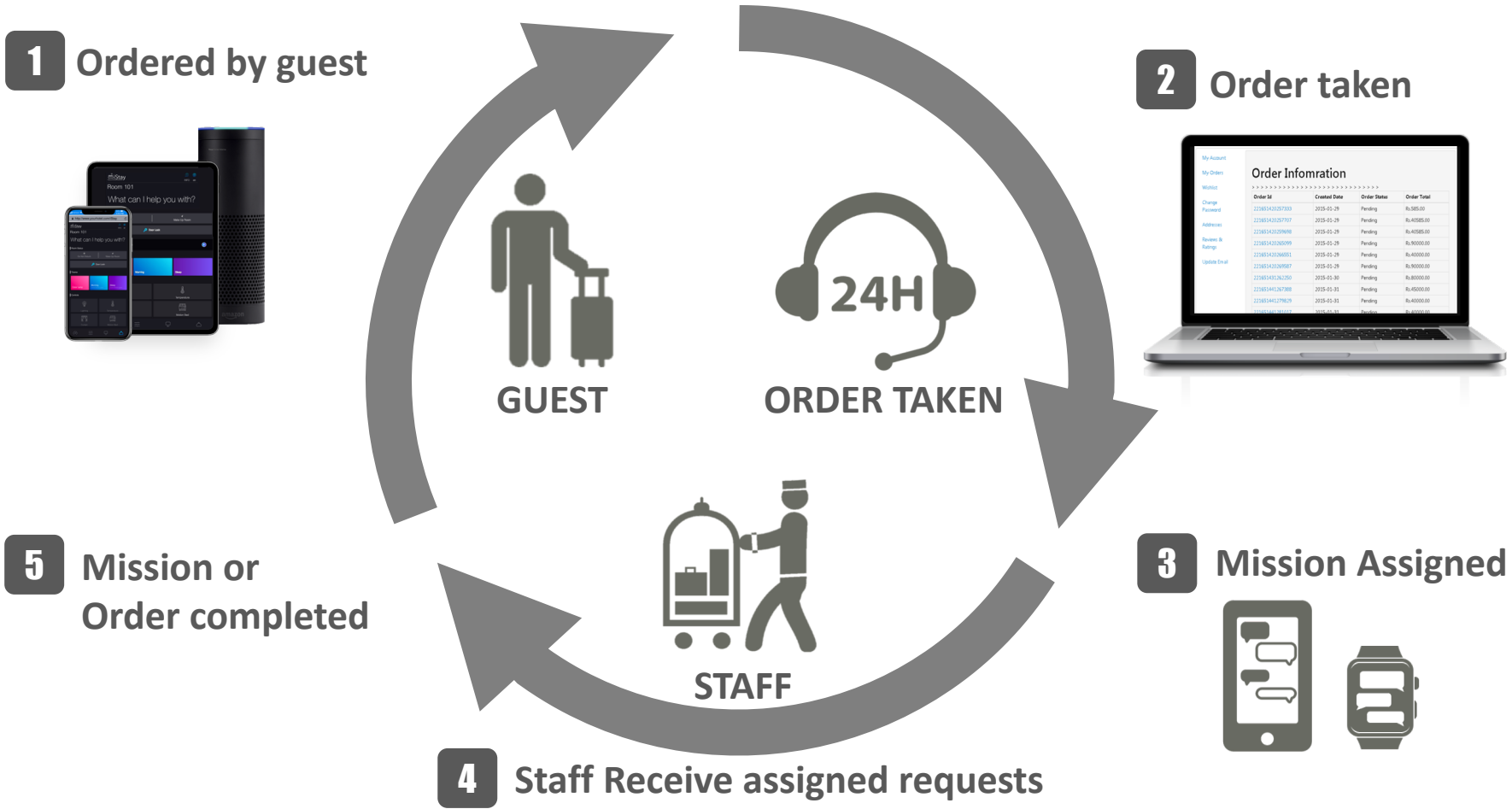
iStay KEY Summary

ENHANCE THE GUEST EXPERIENCE



'iStay' Demonstration Summary

Any mobile guest services implemented without hardware installation.

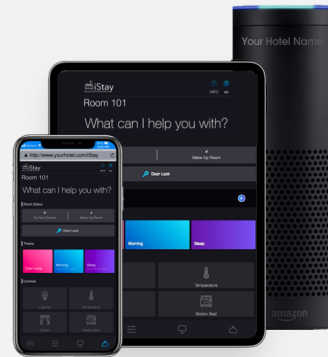


'iStay' Service 1 – Smart Phones / AI Speakers / Smart Pads



Anything or any service can start from AI Speaker likely home, which can make real-time service without intolerable waiting. iStay supports from Alexa, Google to any brand AI speaker like hotel brand AI Speaker.

Dedicated Tablet in Room is pre-set up in each room for no brain entertainment UX






amazon alexa

alexia OEM
for your own brand




Google HOME

Anything or any service can start from AI Speaker likely home, which can make real-time service without intolerable waiting. 'iStay®' supports from Alexa, Google to any brand AI speaker like hotel brand AI Speaker.

Room control

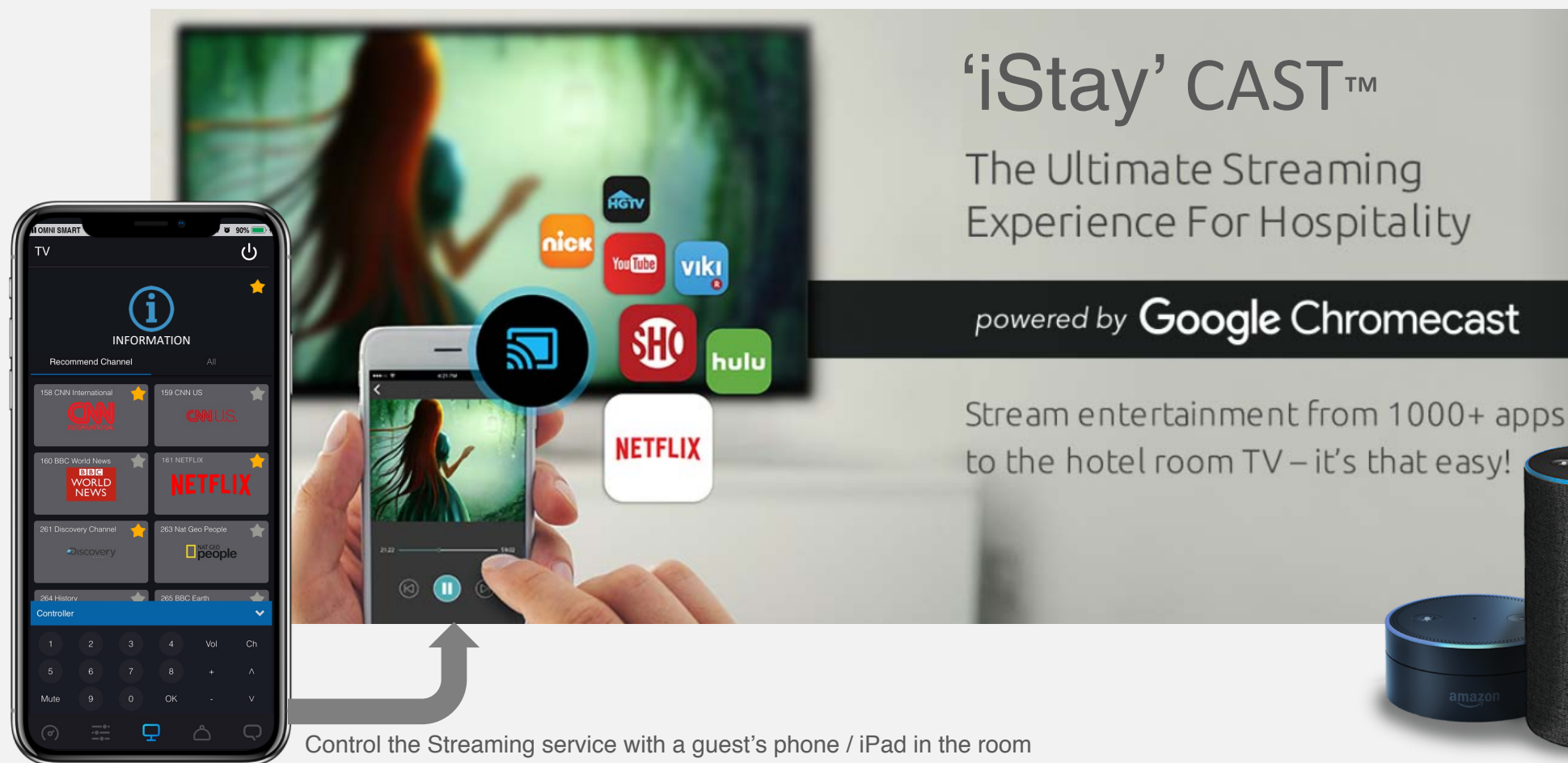
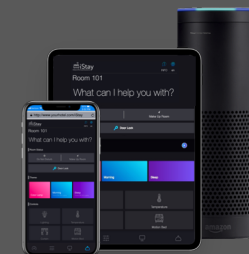


Temperature | Light | TV | Curtain | Motion Bed



'iStay' Service 2 – TV / Video Streaming Service

Video Streaming Service integrated with 3rd party solution



'iStay' CAST™

The Ultimate Streaming Experience For Hospitality

powered by **Google Chromecast**

Stream entertainment from 1000+ apps to the hotel room TV – it's that easy!

Control the Streaming service with a guest's phone / iPad in the room



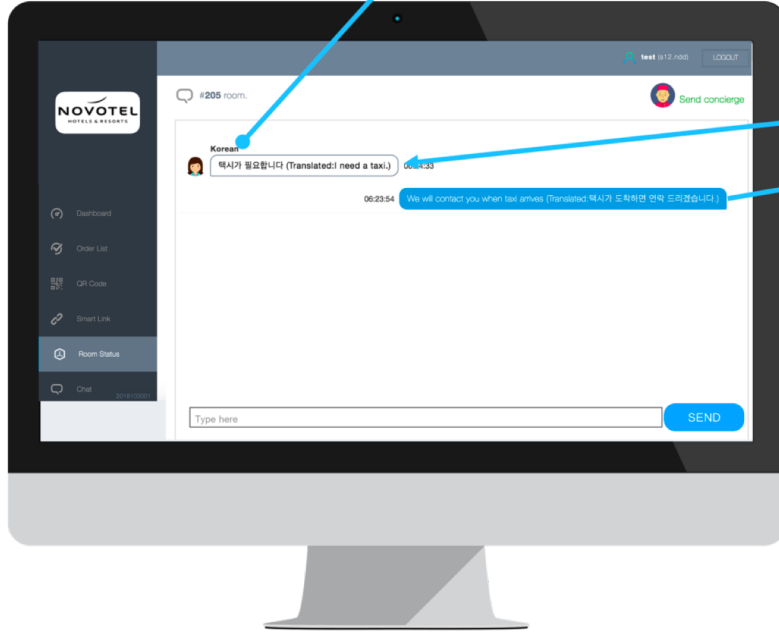
'iStay' Service 3 – Chatting: Concierge

Concierge / Chatting



No Language Barrier with iStay makes international guests impressed and delighted.

From a Korean guest
Source: 택시가 필요합니다.
Translated: I need a taxi



+100
Languages



AUTO
Translation

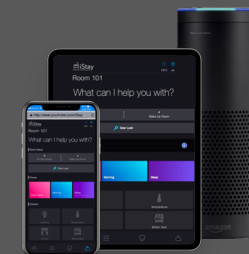
From the front desk
Source: We will contact you when taxi arrives
Translated: 택시가 도착하면 연락 드리겠습니다.



Guest can use native language to get service, and Hotelier can deliver service with Guest language by Auto-translation for concierge service.

TEST 'iStay' WITH SAMPLE QR CODE

Scan this QRC code with your smart phone



Try to scan this 'iStay®' QR code





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