



Intelligent | Innovative | Powerful

**METaverse AND THE FUTURE OF HOSPITALITY**

The Ultimate Smart Hospitality Solution in the NEW NORMAL Era....

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Situation Analysis & Business Transformation  
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# Paradigm Shift

- From Labor intensive to labor optimization
- From Manual to automation
- From Analog to IP
- From CAPEX to OPEX
- From on-premises set-up to hosted Cloud applications
- From guest satisfaction to guest experiences

The outbreak of the Covid-19 pandemic has caused serious disruption to the hospitality industry. The velocity of change coming out of the pandemic is generating a new form of business ecosystem. People are more concern on hygiene and safety more than anything we have ever seen before.....More and more hotels are adopting advance technology to fulfill this new normal requirement.



# The Quest for Optimization

**Guest Satisfaction  
& Guest Loyalty is top priority**

**Increase  
Productivity**

**Generate  
More room night**

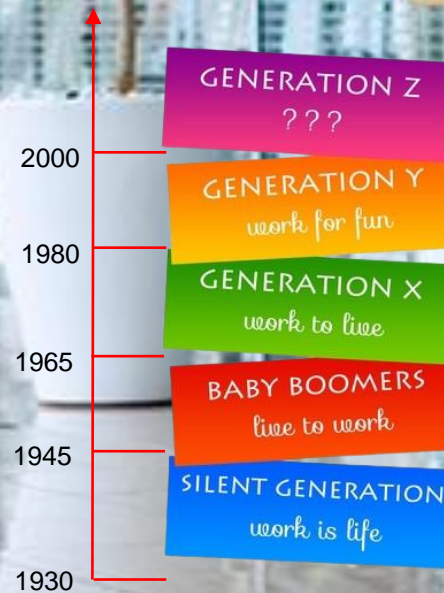
**Reduce  
CAPEX**

**Reduce  
OPEX**



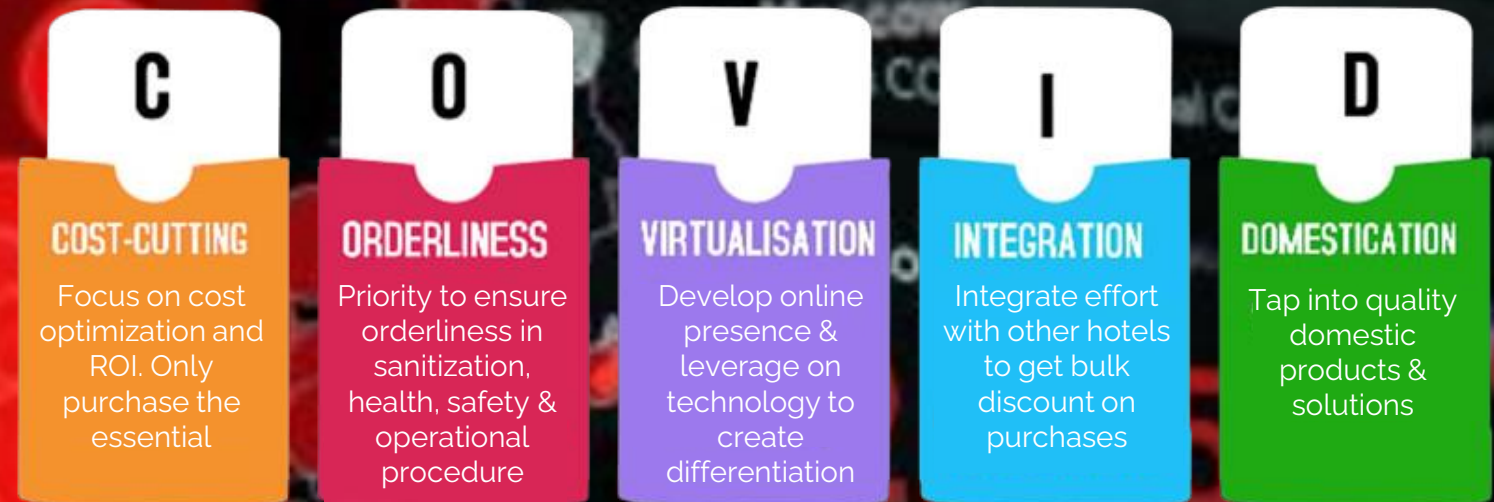
# Social Transformation

The hotel must be equipped with facilities suitable for different generations of guests & nationalities



# New Normal Purchasing Behaviour in Hospitality

Procurement plays a vital role in running a profitable business. With hotels shut due to the ongoing pandemic, 'procurement' will act as a game-changer to get the hotels running from a dead stop.



# Contactless Technology Transforming the Hospitality Industry

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Contactless technology has become a buzzword ever since the COVID-19 pandemic brought us face to face with increased contamination risks. The hospitality industry had to adjust to the changing reality and embrace contactless technology solution. Contactless hospitality services eliminate human contact completely or reduce it to a necessary minimum.

This has accelerated the adoption of the new-generation technology, and contactless hospitality is now the **NEW NORMAL**.



**NORMAL**

**NEW NORMAL**



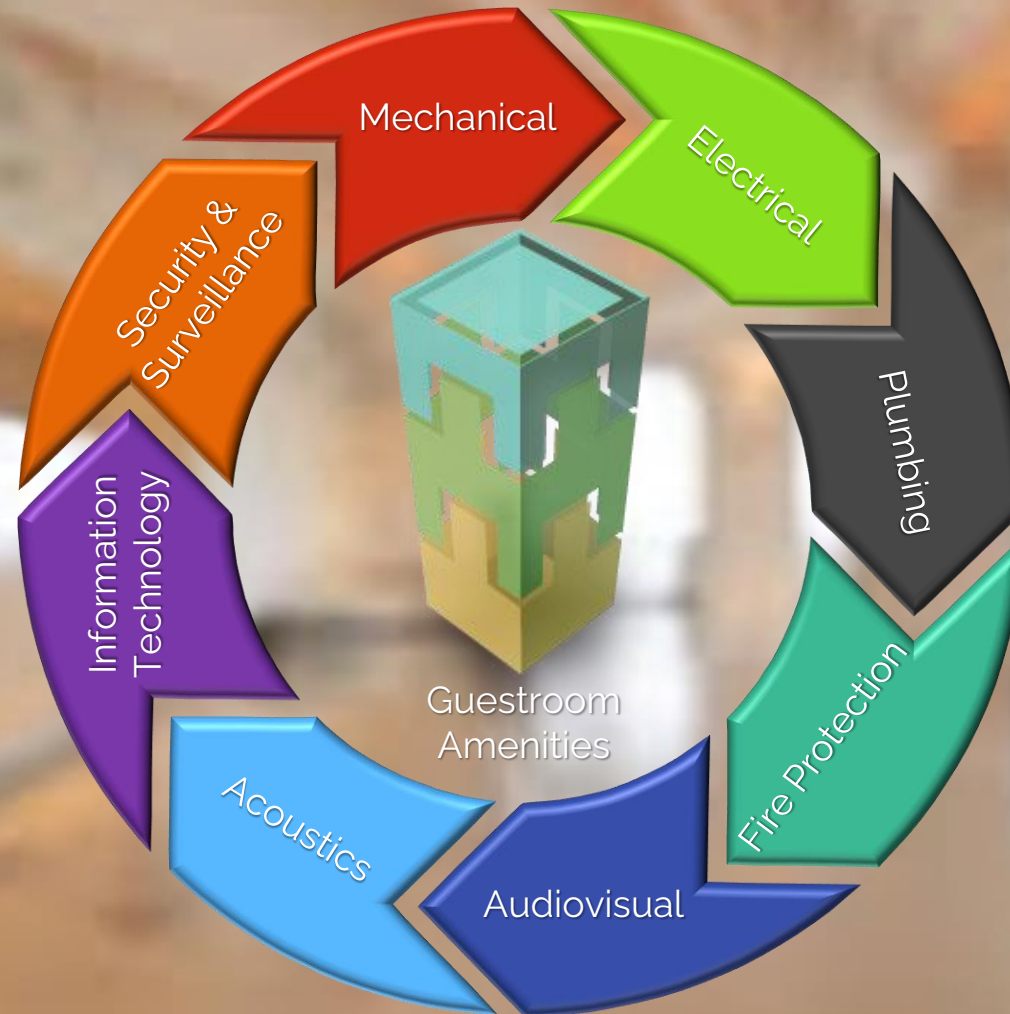
Hotel Infrastructure  
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Everything is Well Connected

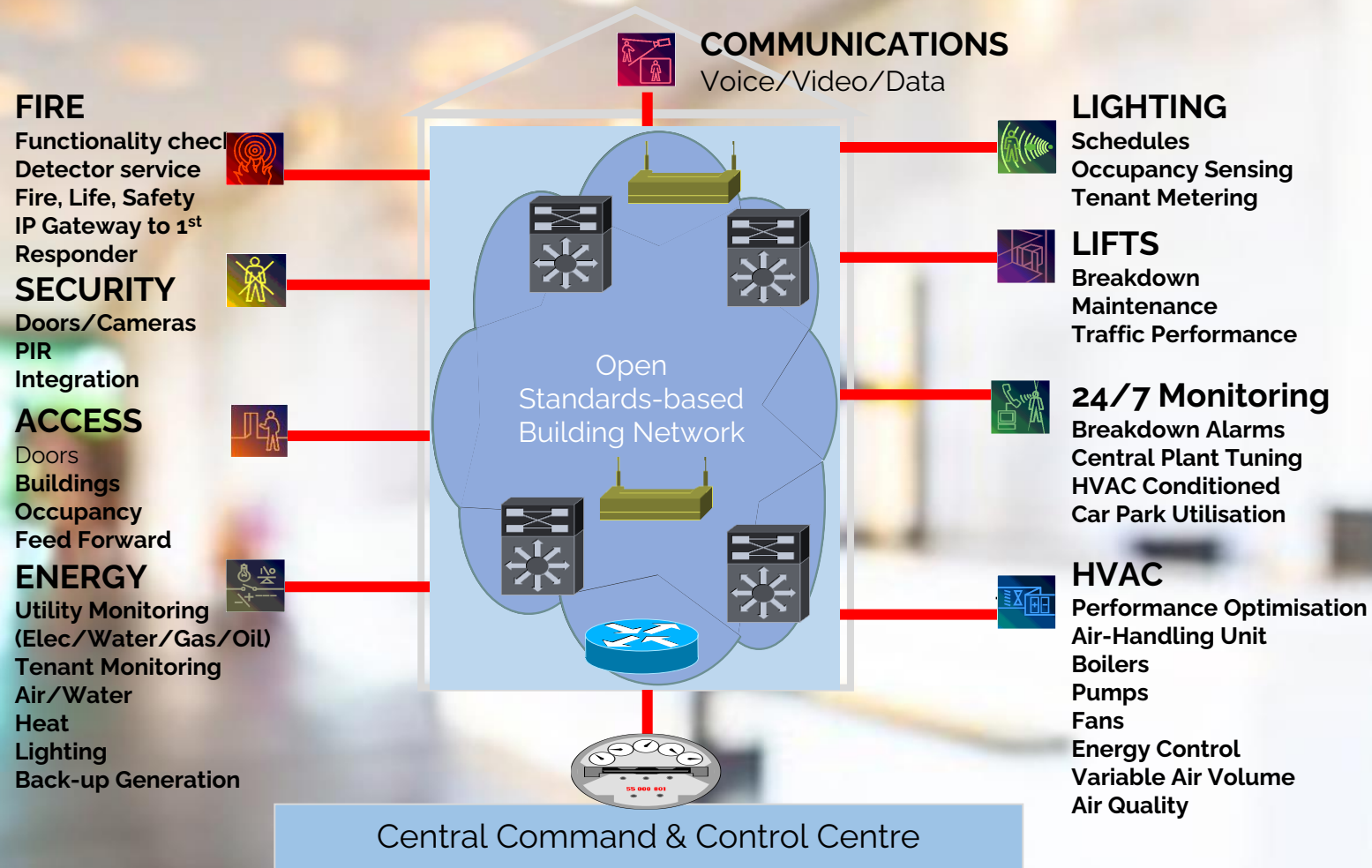
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Intelligence and guest satisfaction is the key to guest loyalty

# Single IP Network Using Fibre - GPON



# Megatrend - Resilient Hotel Wi-Fi Network



A smart phone, a laptop, a tablet...It seems like hospitality guests bring every Internet bandwidth-sucking device they own when they travel. And whether they are travelling for business or pleasure. With technology advances , the quest for bandwidth in hotels going to grow and guest expectation for excellent bandwidth will be even higher.

In order to provide quality Wi-Fi service in a hotel, the following standards should be adopted:

- Dual Band Wave 2
- Wi-Fi 6E

With the rise of the Internet of Things and the increased usage of online tools, cyber-attacks have become more frequent and prevalent. It is imperative that hotels upgrade their data protection processes, or they face the risk of significant cyber attack. Hotels invest in cybersecurity technology must also provide their staff with appropriate training programs.



# Centralized Network Management & Administrative Dashboard

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With the large number of digital applications in a hotel, it is utmost importance that the hotel must be equipped with a consolidated centralized maintenance administrative center to have an overview of all the application status in real time and to carry out preventive maintenance service.



Hospitality Megatrend

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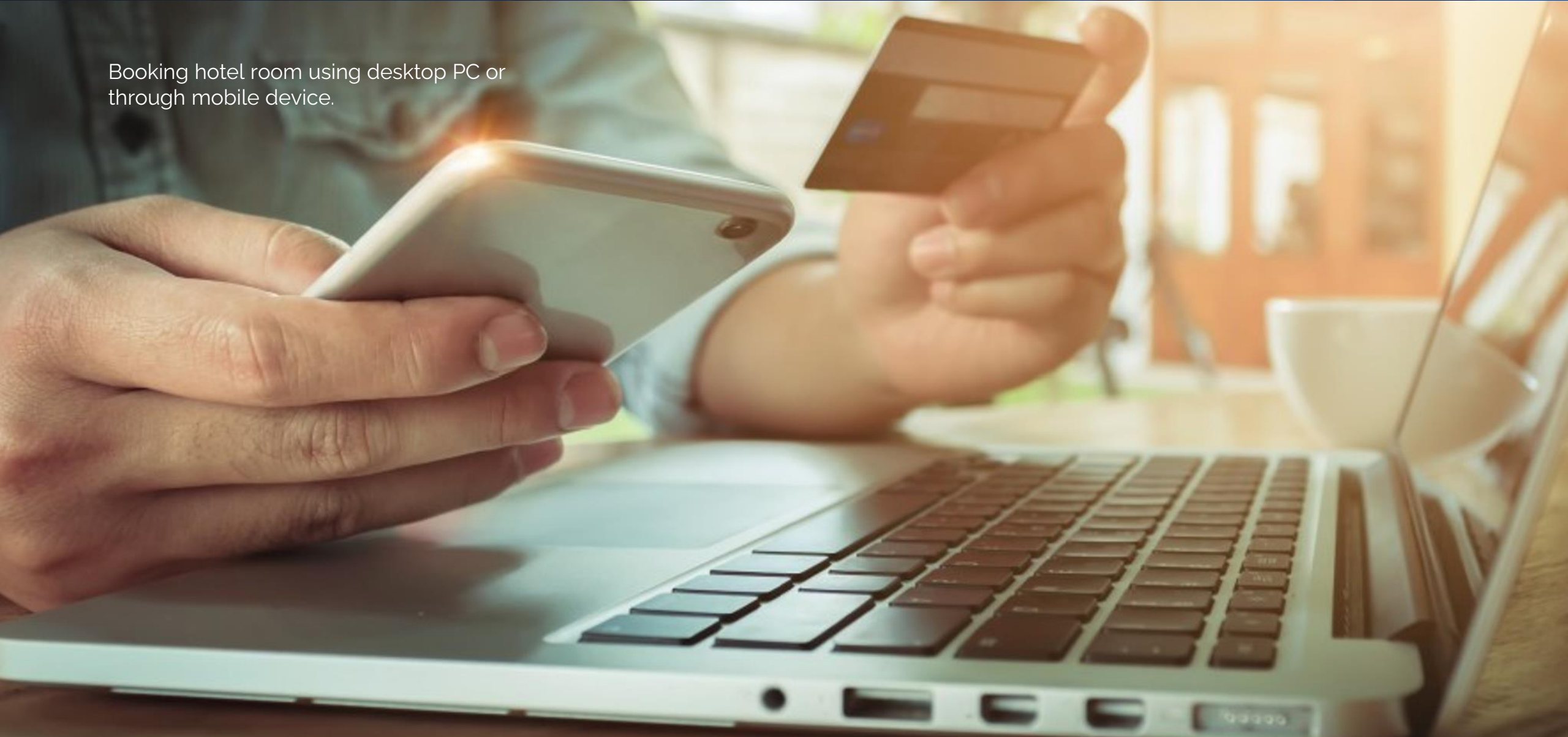


# Megatrend – Online Hotel Booking

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Booking hotel room using desktop PC or through mobile device.



# Megatrend – Digital Concierge



Digital concierge is an all-inclusive platform that aggregates all of the most demanded hotel services – from automatic check-ins to contactless payments, and enables guests to manage their stay by themselves. Such apps provide personalized services, offer 24/7 support and play a major role in boosting the efficiency of hotel operations.



## Megatrend – Contactless Payment Using Credit Card

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Contactless payment technology in hospitality enables guests to pay for services in a secure and hygienic manner, without manual contact with payment processing terminals. Contactless terminals accept and process credit card payments. Guests can also pay using their devices, such as smartphones, watches, and wristbands.

# Megatrend - Contactless Payment Using QR Code



# Megatrend - Smart Luggage Management Systems

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## **Operation Efficiency**

Ease-of-use based on existing Standard Operating Procedures by traceable records in system, luggage overdue warning and generating luggage status report.

## **Productivity Optimization**

Reduce trouble & time to locate and identify luggage checking one by one paper label. Ensure speedy storage and retrieval of luggage.

## **Creative Innovation**

Innovative system design by fully digitization of luggage storage & retrieval management procedure.

## **Scalability**

The system can start off with a small number of electronic luggage tag and increase to more devices when need arises.

## **Maintainability**

The system is robust and reliable. Maintenance is done easily by replacement of parts.



# Megatrend – Smart Digital Signage

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Unlocking your screen potential is more important now than ever. Take control of your displays to provide your guest with all the information and guidance needed during his stay in your hotel.



# Megatrend – Holographic

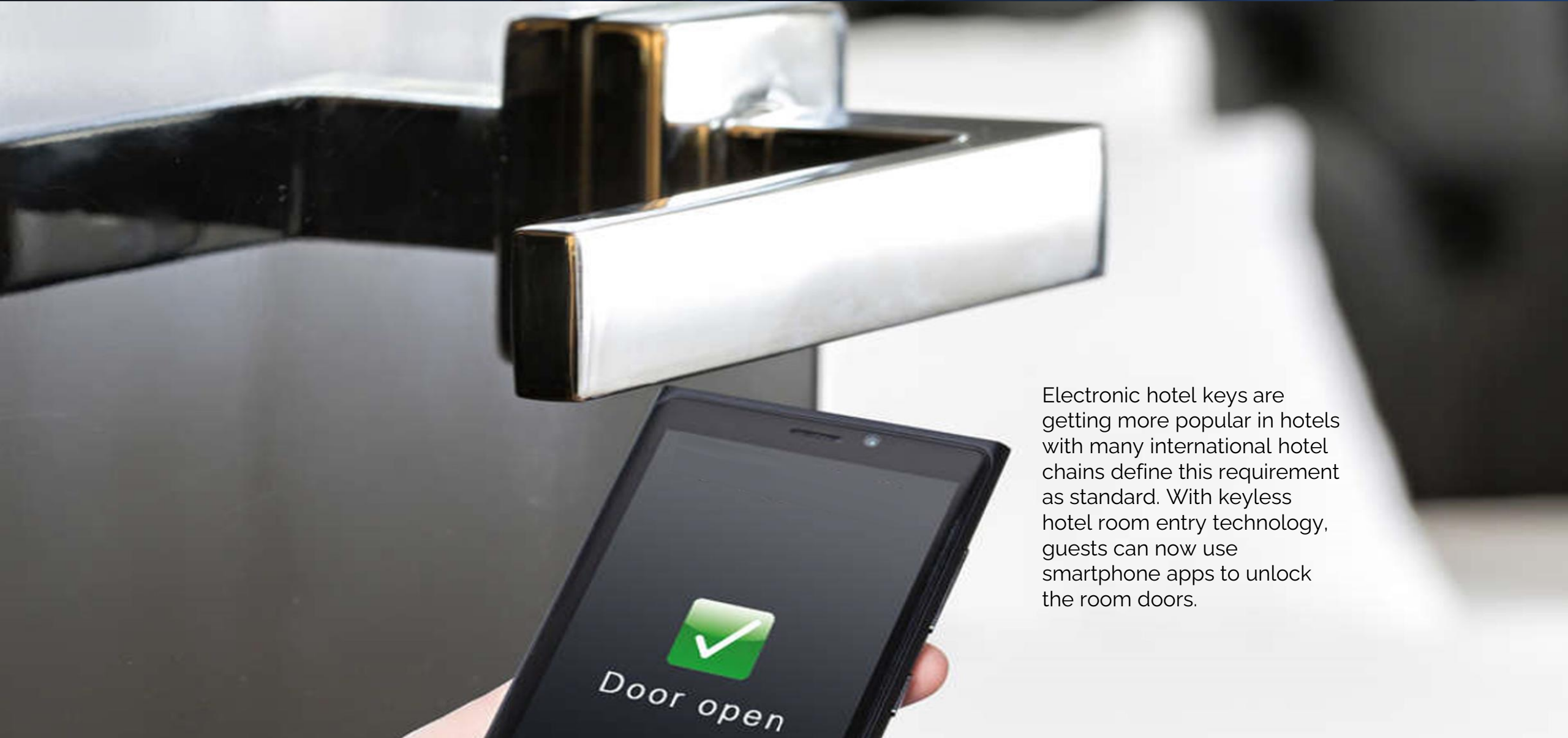
Holographic solution is often used in the hotel door, lobby and front desk to show the image of the hotel and delight the guests. 3D hologram video wall presents a magical sense of space and layering, allowing guests to fully immerse themselves in the atmosphere of the scene. The heavy impression of hotel customers will greatly enhance the image of the hotel. As a result, hotels will get more passenger traffic.



## Megatrend – Keyless Operation

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Electronic hotel keys are getting more popular in hotels with many international hotel chains define this requirement as standard. With keyless hotel room entry technology, guests can now use smartphone apps to unlock the room doors.

# Megatrend - Facial Recognition

Facial recognition enable guest to unlock room door contactless



# Megatrend - Smart Guestroom

Smart guestroom allows the guest to control the room temperature, lighting, curtain, music, TV and the guest personal mobile or the room voice assistant device.


## Megatrend – Adjusting Room Temperature with Mobile Apps

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For most hotels, energy is among the top three largest costs, so efficiency efforts are an attractive proposition in order to yield financial savings. Intelligent technologies are helping hotels monitor and report on energy consumption. Smart IoT hotel room enable temperature setting in the room using guest own mobile devices



# Megatrend - Turning On/Off Lights with Mobile Apps

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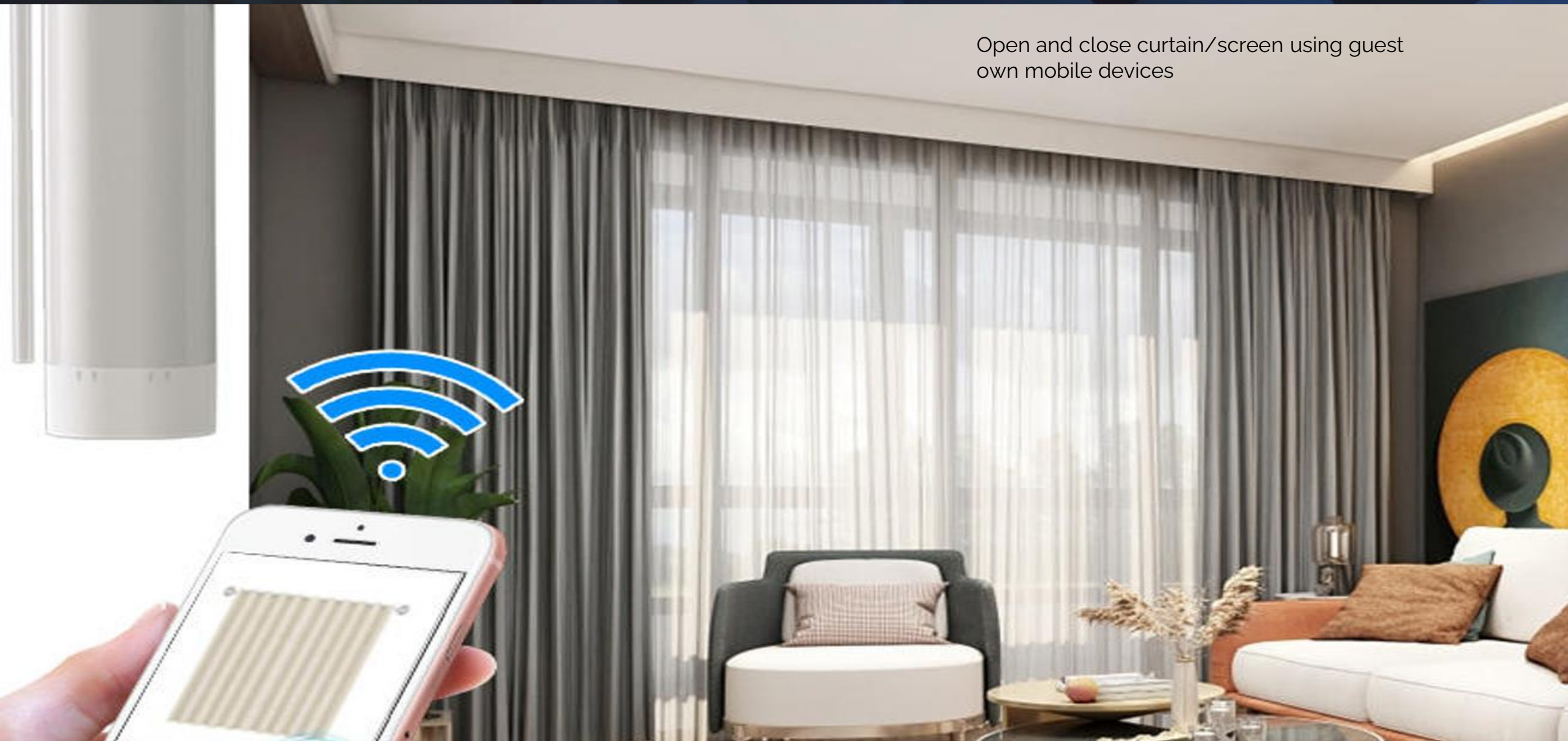
Turning on and off room lights using guest own mobile devices

# Megatrend - Open & Close Curtain with Mobile Apps

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Open and close curtain/screen using guest own mobile devices



# Megatrend - Voice Activated Guestrooms

Maintenance 

Trends 

Entertainment 

Calling 

With smart hotel technology, hoteliers are equipping their guest rooms with voice assistant device. Smart speakers with access to digital assistants like Alexa and Google Home are the new standard for modern digitized hotels. Controlling room temperature, turning on and off lights, open and close curtains, reserving tables, requesting room service or booking excursions are among options that guests can request via voice commands.



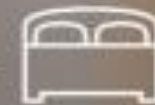
Room Service



Weather

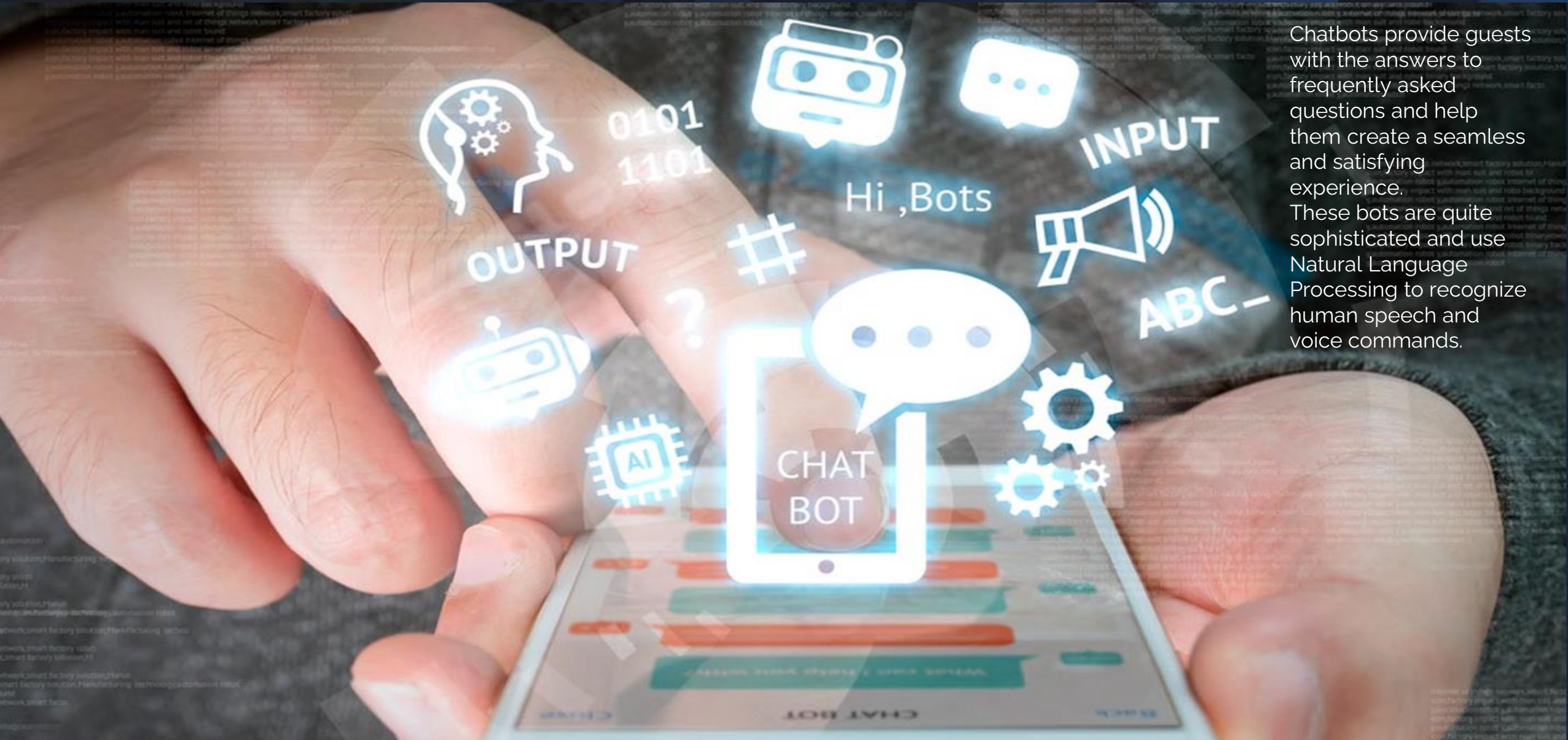


Requested Items



Cleaning

# Megatrend - Chatbot



Chatbots provide guests with the answers to frequently asked questions and help them create a seamless and satisfying experience. These bots are quite sophisticated and use Natural Language Processing to recognize human speech and voice commands.

# Megatrend – Interactive Smart TV

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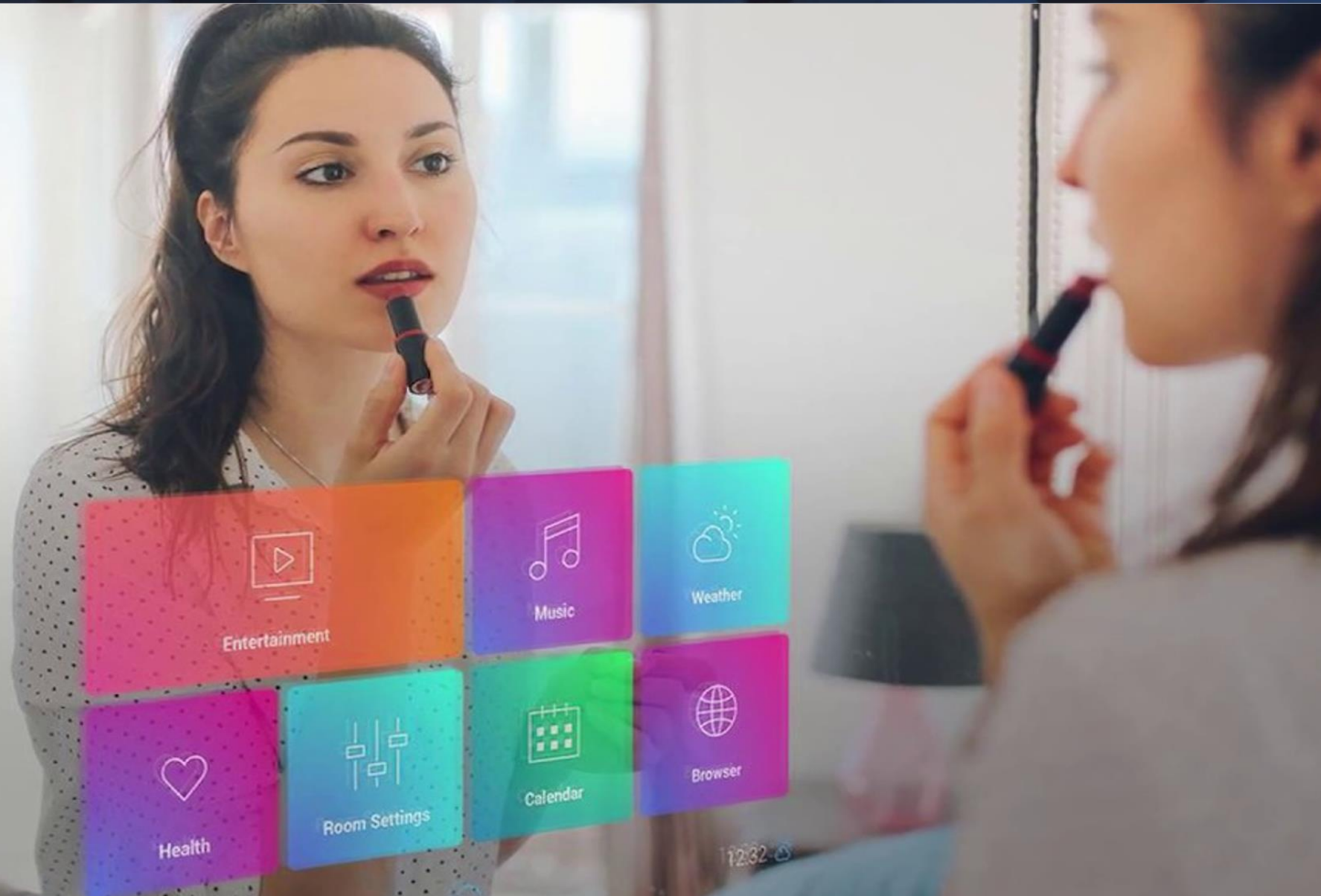


Smart TV allows hoteliers to personalize the guest experience, allowing guests to feel right at home. This service allows guests to stream music, movies, TV shows and more from the comfort of their hotel room, as well as informs them about in-room dining options, spa offerings, events and promotions.

# Megatrend - Smart Mirror

Smart mirror enable the guest in the room to contact the concierge for dinner reservations, ask the valet to retrieve their car, set a lighting scene for their room, lock the door and open the curtains, plus much more. The Savvy mirror itself will provide hotel information, play the guest's favorite music, broadcast their favorite TV show, stream real-time news, sports and stocks, and even change colors to adjust the room ambiance.

By integrating with voice assistant, the guest can command the mirror to perform the required function contactless.



## Megatrend – Wireless Charging

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**Wireless charging** pads will be a standard amenity at major **hotels**. The next generation is longer-range wireless charging such as, which uses resonant electromagnetic fields to charge multiple phones with special cases up to 17 feet away.



## Megatrend – Smart Bed

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Smart bed technology measures, learns, tests, and applies what each sleeper needs to optimize their restorative sleep through real-time control of temperature, pressure points, and room environment. It demonstrates the capability of the platform to improve restorative sleep by increasing total sleep time, improving sleep efficiency (reducing night-time wake events) and optimizing the balance of Light, Deep and REM sleep for each individual sleeper.



## Megatrend – Smart Bathroom

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Bathrooms now include heated toilet seats and towel rails, directional water jets, automatic temperature controls for children and sensitive bathers, water massage functions, dryers, deodorizers, voice assistant capabilities and entertainment sets. These additional features can give the hotel a competitive edge, whilst providing guests with an innovatively comfortable experience.

## Megatrend – New Normal In-room Fitness Centre

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In a Covid-era world, in-room workout options are quickly becoming **de rigueur** at many high-end hotels. Effective exercise can be done on any 2 M<sup>2</sup> of space which is available in most medium sized hotel rooms. The "equipment" can be limited and does not need to be costly. It can be made available in every room as it hardly takes any space or provided upon request.

## Megatrend – Air Filtration System

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In the midst of a pandemic, bettering indoor air quality (IAQ) has never been more important. Not only is cleanliness a big component of meeting guest expectations, but it also is something that guests now demand as a result of the COVID-19 pandemic. Hotels are turning to air purification technology to help keep guests healthy and to mitigate concerns. Advance air filter systems will become a modern in-room hospitality tech feature that no one will be able to live without.



## Megatrend - Emergency Alert During Duress

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Protect Hotel Staff and Housekeepers with a Hotel Wireless Panic Button Alarm System. An essential security notification and communication system that is effortless and easily accessible, the Wireless Hotel Panic Button Alarm System is as simple as a push of a button.

# Megatrend - Intelligent Health & Lifestyle Management System

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Intelligent Health & Lifestyle Management Station is a perfect solution to engage your guests to lead an active and healthy life during their busy traveling schedule or working late at night and are still keen to manage their own health and wellbeing. It provides your hotel with a baseline measurement of your active guests' health and wellbeing leading to a more productive lifestyle and enjoy a new experience, an important milestone to a new found guest loyalty attraction.



## Megatrend - Robot

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As fancy and futuristic as they may seem, robots are actually extremely efficient during the pandemic. Robots perform a range of functions in hotels. There are welcoming robot, guiding robot, front desk concierge robots, luggage carriers, room service delivery robots, cleaning robots spraying sanitizer in the rooms and hallways, etc.

# Megatrend - Virus Prevention & Health Monitoring Robot

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Mobile indoor body temperature measurement, mask detection & alerts, automatic spraying & disinfection, anti-epidemic voice broadcast.

## Advantage:

- Reduce human to human direct contact.
- Automatic mass measurement of body temperature, alert broadcast and historical detection.
- Automatic anti-virus spraying and disinfection.
- Support manpower shortage.

## Megatrend – Ambassador Robot



“ Guest Ambassador” Welcome guest into the hotel and accompany guest to the reception.

### Advantage:

- Create market differentiation.
- Create “PULL” factor for children to influence adult to return to the hotel.
- Create awareness by displaying hotel promotional event on the big screen.
- Serve as Chatbot
- Provide information directory assistance on the big screen.
- Create “Wow factor” with new guest experience

# Megatrend -Luggage Delivery Robot

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**Deliver guest luggage to the room.**

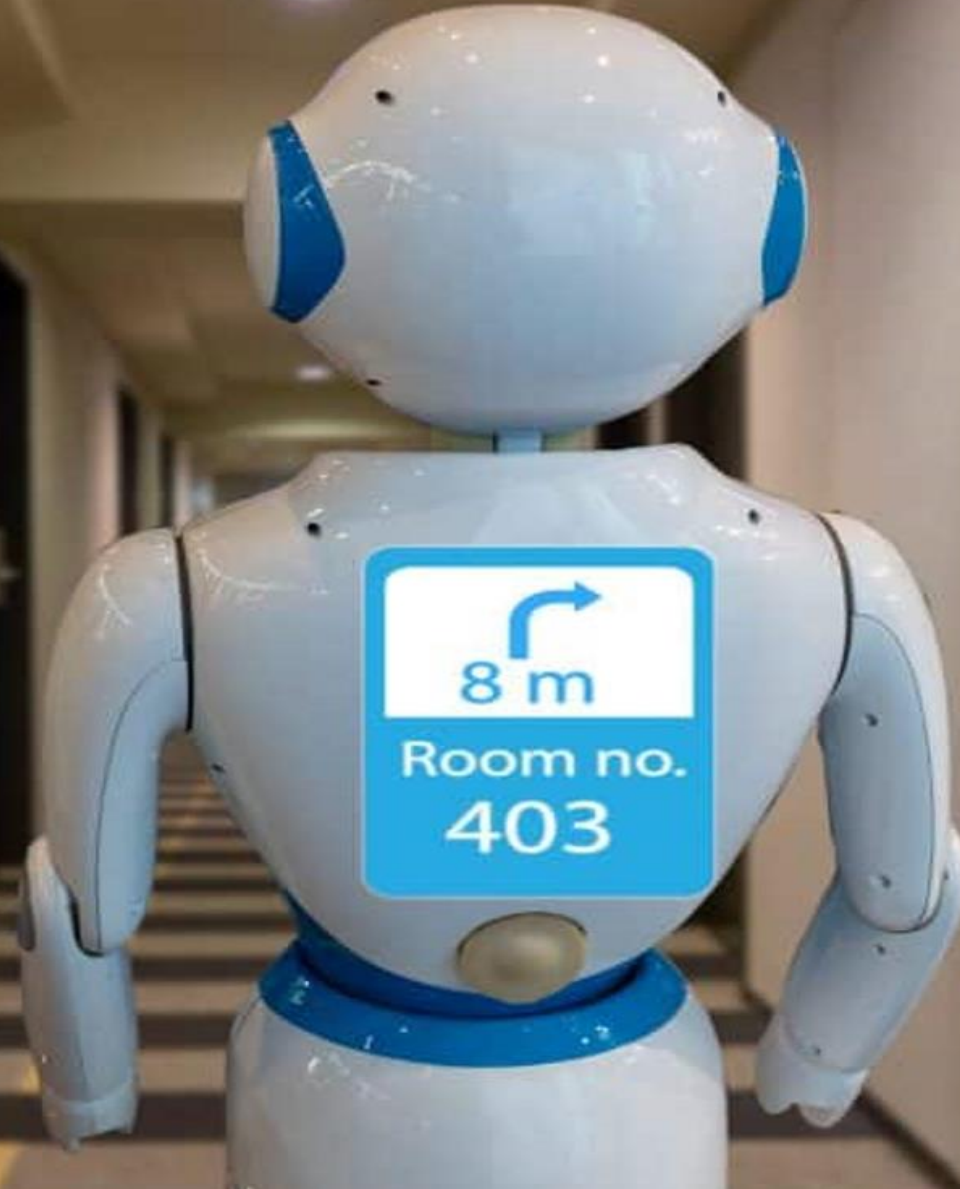
**Advantage:**

- Create market differentiation.
- Reduce labor work
- Improve efficiency
- Create "Wow factor" with new guest experience

## Guiding hotel guest to their room

### Advantage:

- Create market differentiation.
- Create "PULL" factor for children to influence adult to return to the hotel.
- Serve as Chatbot
- Create "Wow factor" with new guest experience



# Megatrend - Room Service Delivery Robot

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**Guest service request delivery to the room.**

**Advantage:**

- Create market differentiation.
- Create "PULL" factor for children to influence adult to return to the hotel.
- Reduce labor work
- Improve efficiency
- Create "Wow factor" with new guest experience

# Megatrend - Restaurant Waiter Robot

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## Advantage:

- Create market differentiation.
- Create "PULL" factor for children to influence adult to return to the hotel.
- Reduce labor work
- Improve efficiency
- Create "Wow factor" with new customer's experience

## Features:

- Intelligent Multi-function
- Greeting Mode
- Cruise Mode
- Dish-return Mode
- Delivery Mode
- Birthday Mode
- Direct Mode



## COMPANION ROBOT WITH INTEGRATED CONTROL

Revolutionizing hospitality services through integrated robots control with smart room control system, PMS, room service optimization system other hospitality applications.

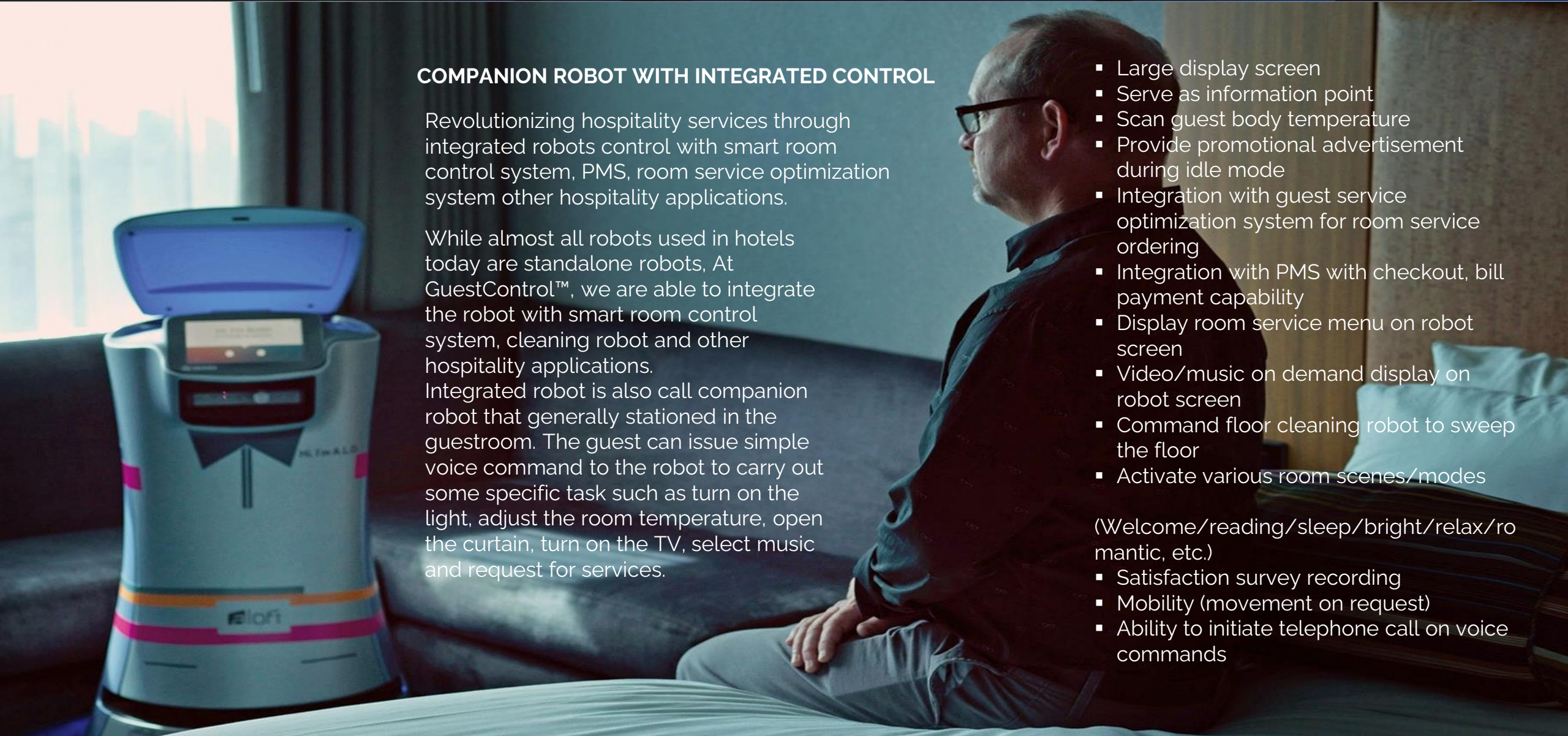
While almost all robots used in hotels today are standalone robots, At GuestControl™, we are able to integrate the robot with smart room control system, cleaning robot and other hospitality applications.

Integrated robot is also call companion robot that generally stationed in the guestroom. The guest can issue simple voice command to the robot to carry out some specific task such as turn on the light, adjust the room temperature, open the curtain, turn on the TV, select music and request for services.

- Large display screen
- Serve as information point
- Scan guest body temperature
- Provide promotional advertisement during idle mode
- Integration with guest service optimization system for room service ordering
- Integration with PMS with checkout, bill payment capability
- Display room service menu on robot screen
- Video/music on demand display on robot screen
- Command floor cleaning robot to sweep the floor
- Activate various room scenes/modes

(Welcome/reading/sleep/bright/relax/romantic, etc.)

- Satisfaction survey recording
- Mobility (movement on request)
- Ability to initiate telephone call on voice commands



## Megatrend - Linens Collection Robot

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**Collect dirty linens on each floor at pre-set time per day and deliver to the laundry room or specific area to be collected by linen cleaner.**

**Advantage:**

- Create market differentiation.
- Reduce repetitive labor work
- Improve efficiency



# Megatrend - Security Robot

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The emergence of security robots is a new milestone in the evolution of security systems— an emerging stage of technological development that brings the entire hospitality industry up to new standards of best practices expected in the profession of securing people and property. Autonomous mobile robots designed for hotel use can reduce, and over time, completely eliminate the need for human workers to ensure the safety of large facilities. Security robots are able to provide the highest level of security at a modest cost that is much lower than the wages of hired employees.



# Megatrend -Floor Sweeping Robot

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## Advantage:

- Cleaner Floors Compared to Manual Vacuuming.
- Boost to Team Efficiency Through Automation of Repetitive Tasks.
- Less Airborne Dust and Allergens Kicked Up
- Kill virus and pathogen
- Compared to Manual Vacuuming.
- An Increase in Guest Cleanliness Scores.

# Megatrend - UV Disinfection Robot

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Hotel guests expect a more thorough clean than ever before. They want to know what the hotel is doing to create a safe, healthy environment. But housekeeping teams struggle to keep up with increased cleaning demand and additional responsibilities like disinfecting and deep cleaning. Robot can help the hotel housekeeping team do more by offloading time-consuming tasks like vacuuming hallways and common areas. With cleaning robot, the hotel team can spend more time focusing on the detailed cleaning that guests now demand. Plus, seeing robot in action gives your guests visual proof of your commitment to health and safety.

## **Provide disinfection services.**

### **Advantage:**

- Sanitize large area with less time
- Reduce labor work
- Improve efficiency



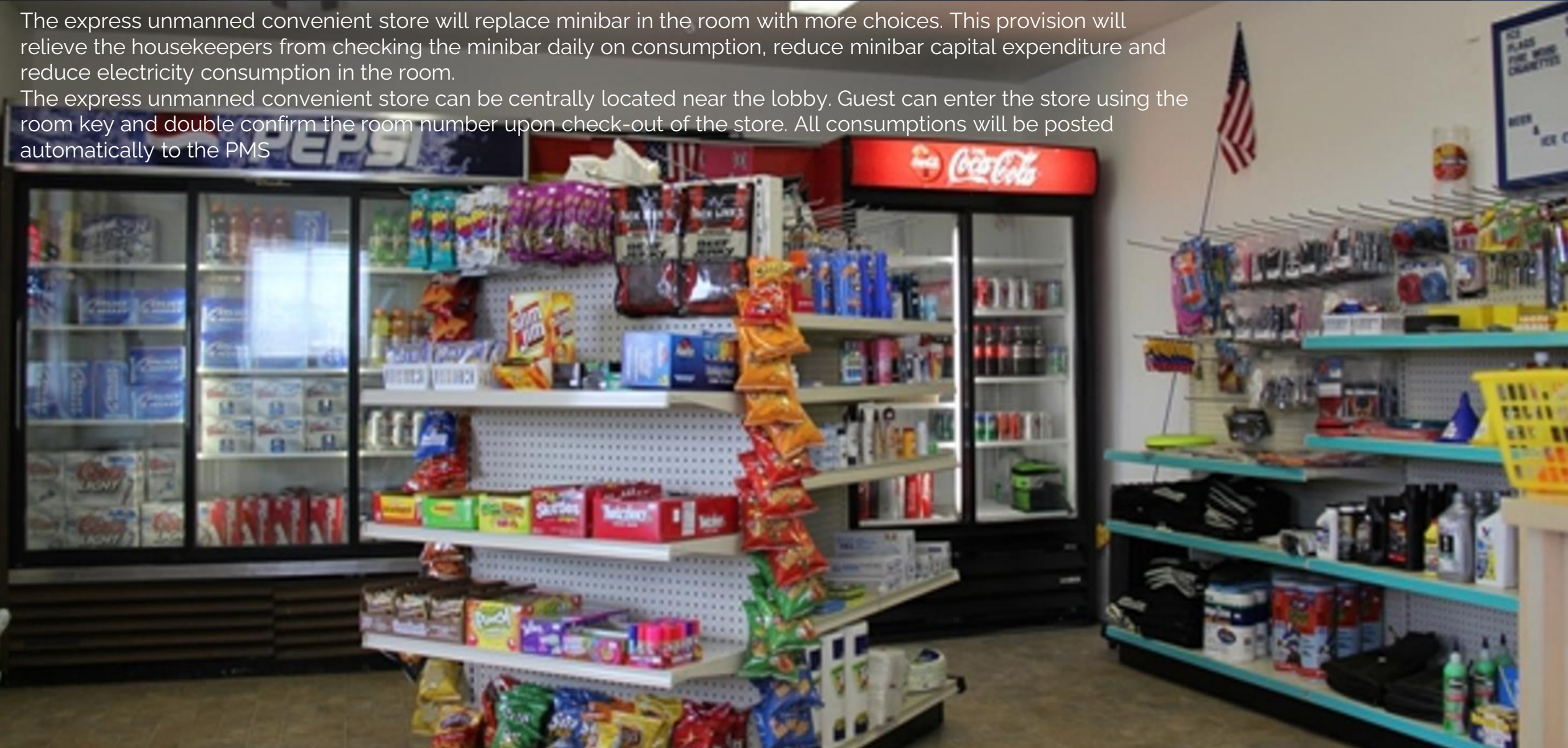
## Megatrend - Express Unmanned Convenient Store

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The express unmanned convenient store will replace minibar in the room with more choices. This provision will relieve the housekeepers from checking the minibar daily on consumption, reduce minibar capital expenditure and reduce electricity consumption in the room.

The express unmanned convenient store can be centrally located near the lobby. Guest can enter the store using the room key and double confirm the room number upon check-out of the store. All consumptions will be posted automatically to the PMS

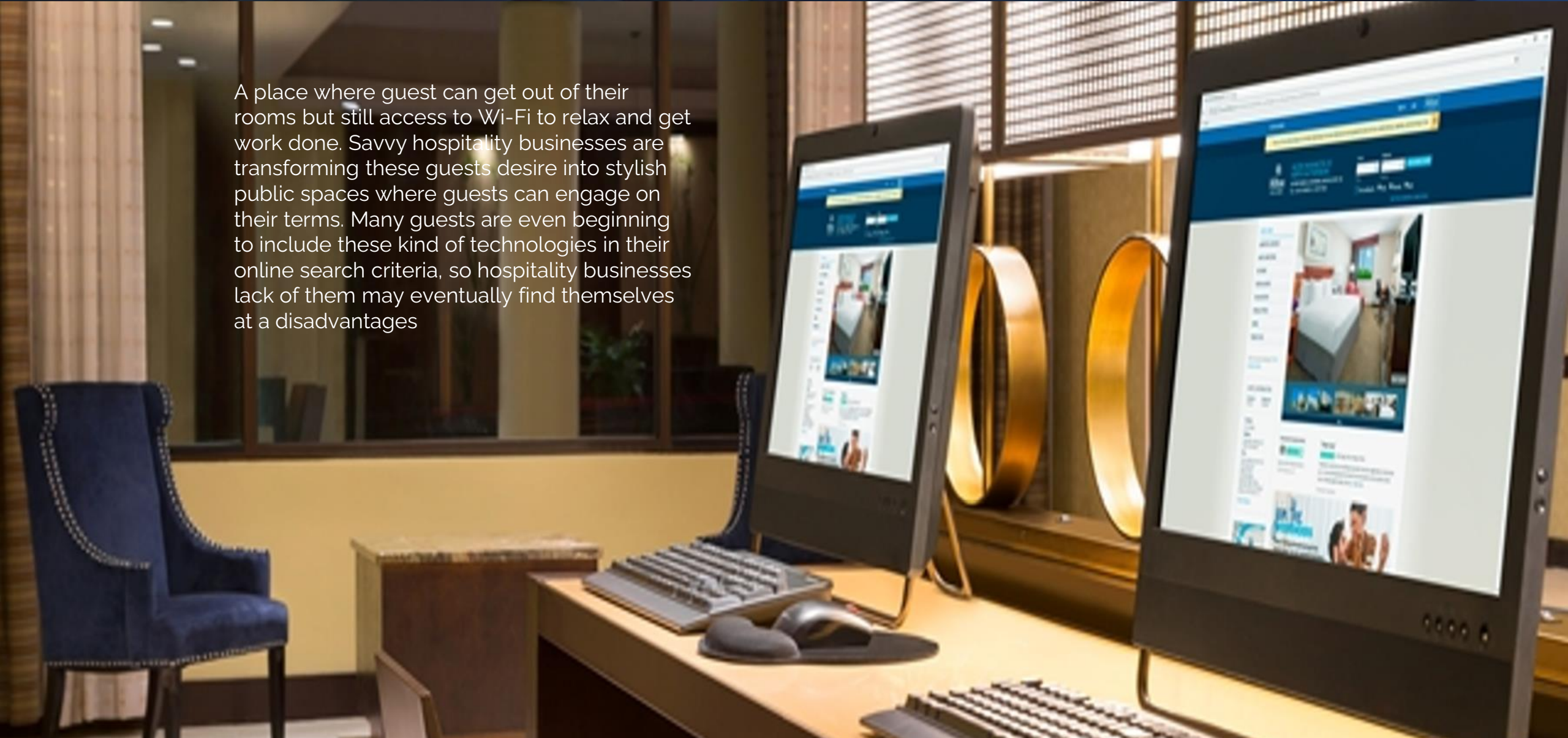


## Megatrend - Technology Lounge

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A place where guest can get out of their rooms but still access to Wi-Fi to relax and get work done. Savvy hospitality businesses are transforming these guests desire into stylish public spaces where guests can engage on their terms. Many guests are even beginning to include these kind of technologies in their online search criteria, so hospitality businesses lack of them may eventually find themselves at a disadvantages





Hospitality Digital Journey  
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# Hospitality Digital Journey

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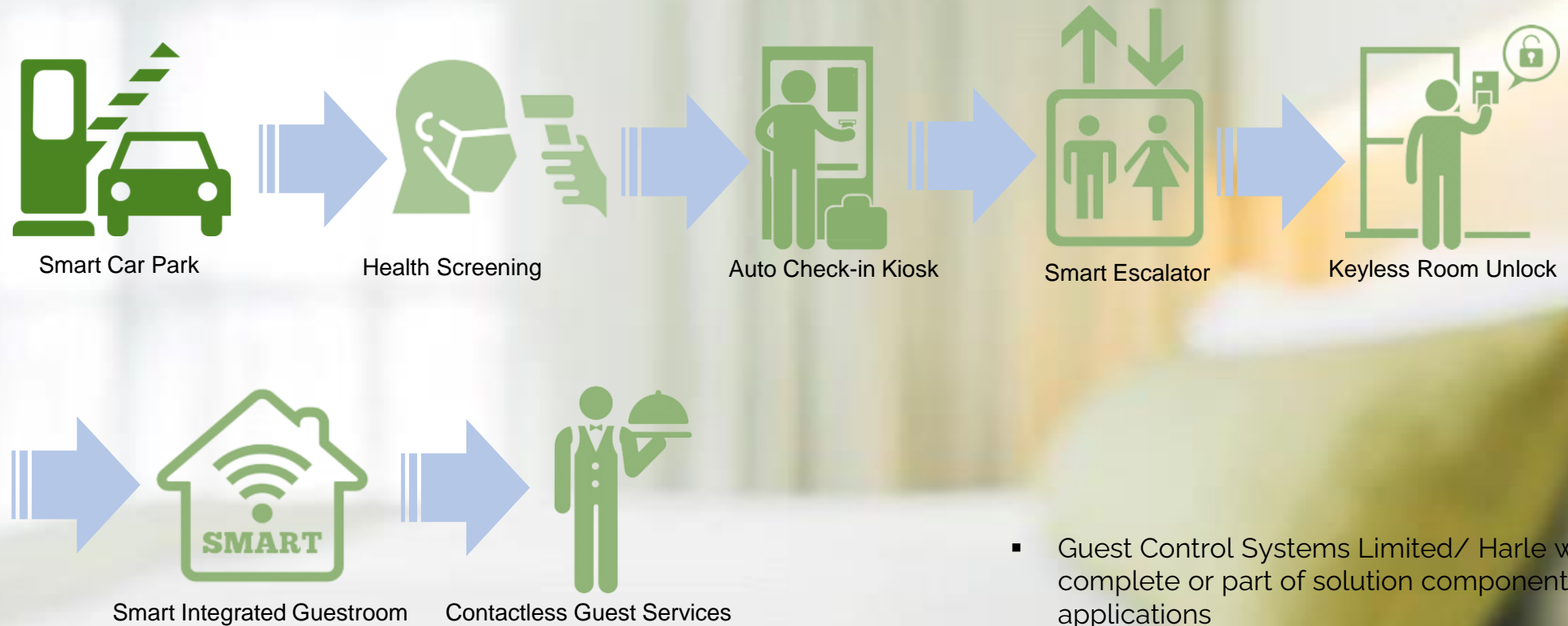
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For the past few years, one of the biggest buzzwords in travel has been “seamless,” envisioned as a guest experience in which every moment of a journey - before, during and after a trip - happens effortlessly and yet is customized to the needs and interests of the traveler.

Now that the coronavirus has made the world aware of the potential invisible risks associated with physical touch points, the goal of a hands-free experience has become paramount for both travelers and brands.



# Contactless Digital Journey Process Flow



- Guest Control Systems Limited/ Harle will supply complete or part of solution components and applications
- Guest Control Systems Limited will provide interfacing components and integration applications for existing system undergoing retrofitting.

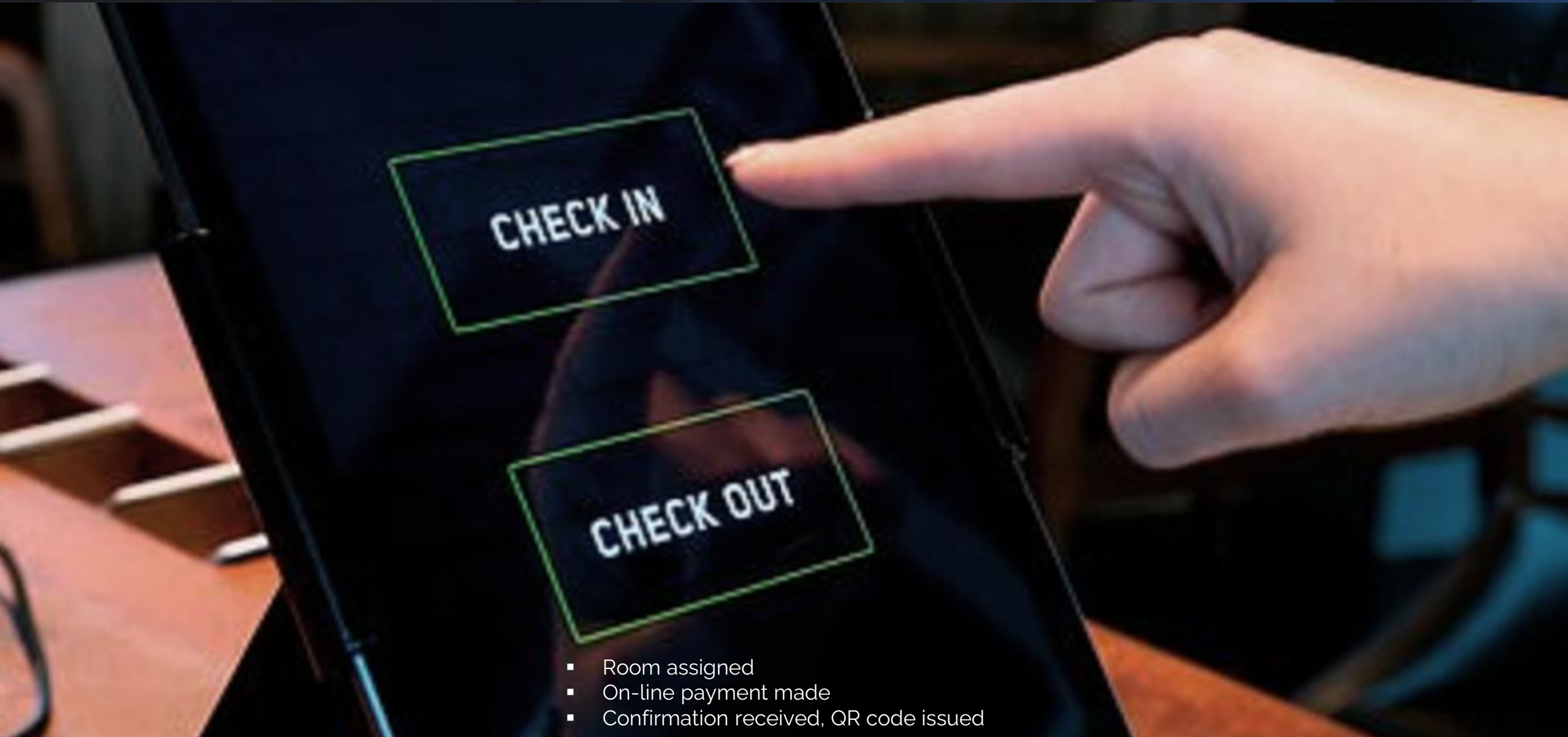
# Hospitality Digital Journey Process Flow



## Remote Check-in on Mobile Device

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- Room assigned
- On-line payment made
- Confirmation received, QR code issued



- Upon check-in a hotel, the guest will be issued a digital key on the mobile device that enable the guest to use for car park entry, elevator ride and room door opening. For residential complex, the permanent occupant will be issued a digital key for the same purpose.
- For security reason, all activities will be time stamped and activities data automatically tunnel online to an administrative dashboard for control and management purpose.

# Contactless Car Park Barrier Opening

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Contactless car park barrier opening with PMS integration and car number plate optical recognition system.

Pre-assigned parking bay for VIP guests upon check-in until checkout

RESERVED  
BAQ1288G

Hotels now can use mobile application to allow guests to reserve parking spots in advance of their visit and to have their space assigned upon arrival. This avoid guests looking for a parking space in a crowded car park and it will give guests a smoother experience from the moment they pull in.



Different color indicator light provide guidance to driver on empty parking bay, parking for the disable or lady parking lot. In the event that the driver forget where he park his car, he can search for his car location on the touch screen signage located at the car park nearest to his location

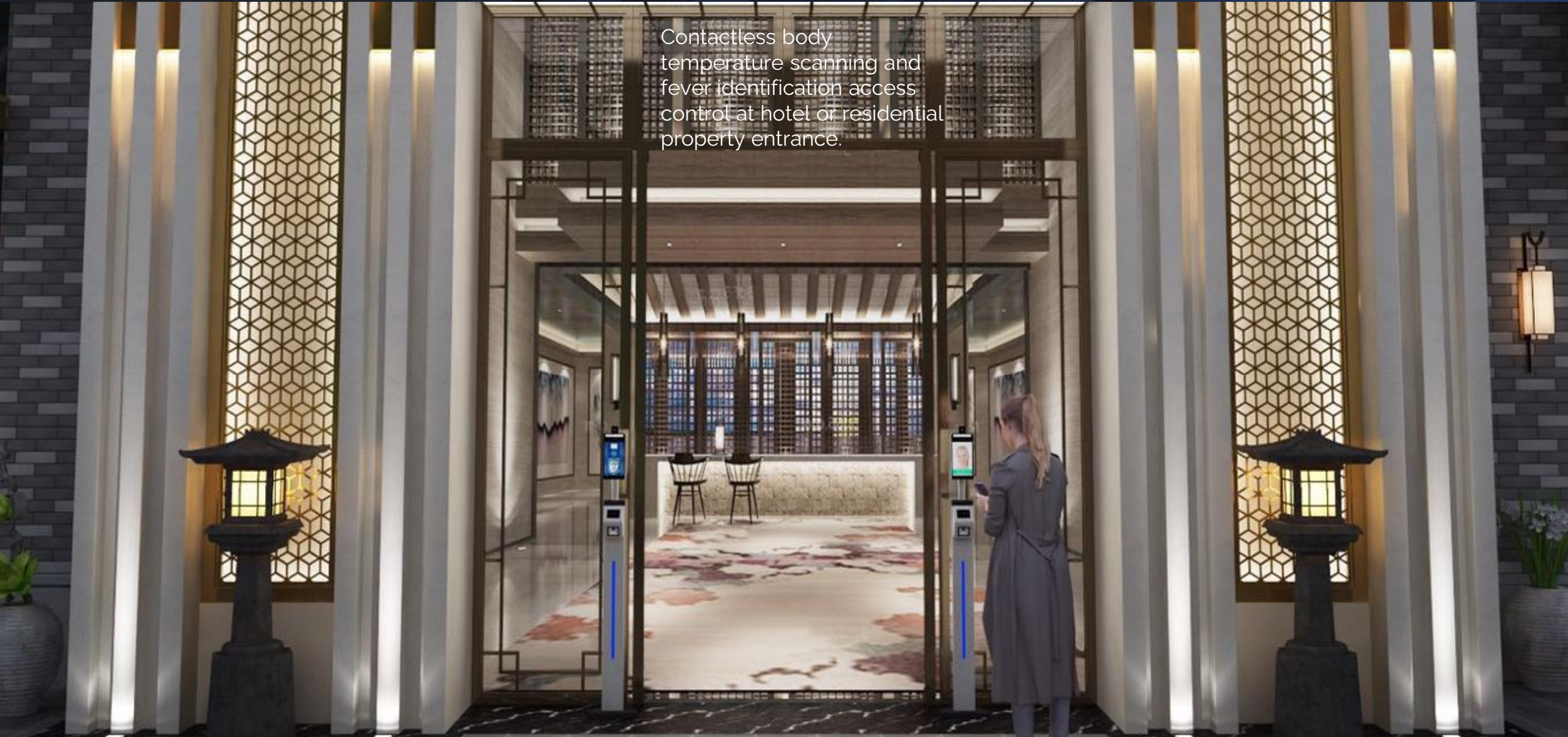


# Contactless Temperature Scanning Access Control

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Contactless body temperature scanning and fever identification access control at hotel or residential property entrance.



# Passport/ID Scanning On Auto Reception At Hotel Premises

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- Scan QR code provided
- Scan passport or ID
- Take photo
- Digital room key issued



# Contactless Elevator

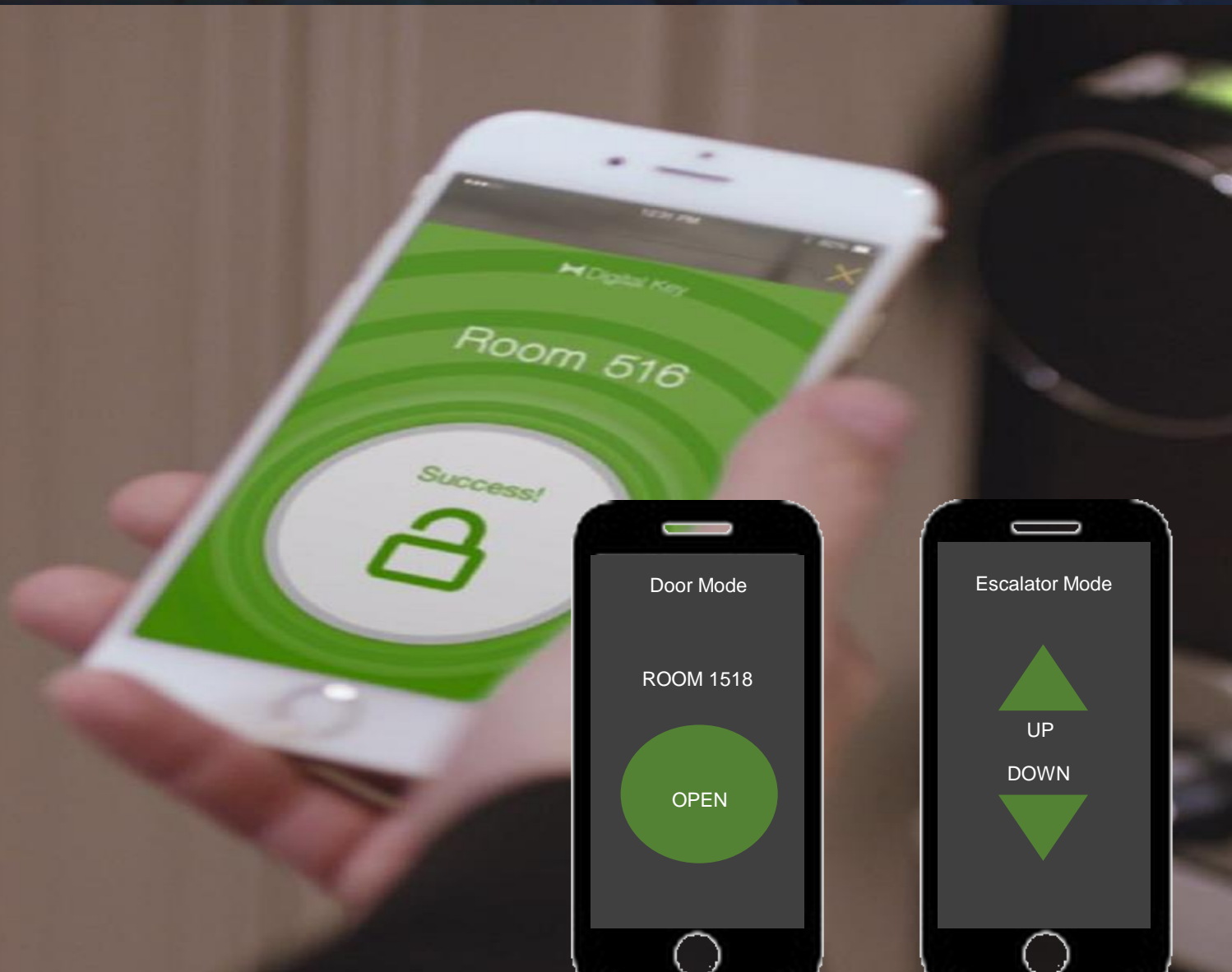
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Contactless call the elevator and automatically light up the destination floor with mobile application.

# Keyless Room Door Opening



**Keyless room door opening using mobile application or through face recognition .**

More and more hotels are offering guests room access via their smartphone app. This saves costs on printing environmentally harmful plastic keycards and also eliminates the hassle of managing keycard inventory that is prone to loss and demagnetization. In the aftermath of Coronavirus pandemic, keyless room door opening become a “must” rather than a luxury.

# Smart IoT Room Control

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Automated (IoT) room control using sensor activation, mobile application or voice control:

- Temperature
- Lighting
- Drapery
- TV
- Music



# Voice Activated Smart Hotel Room

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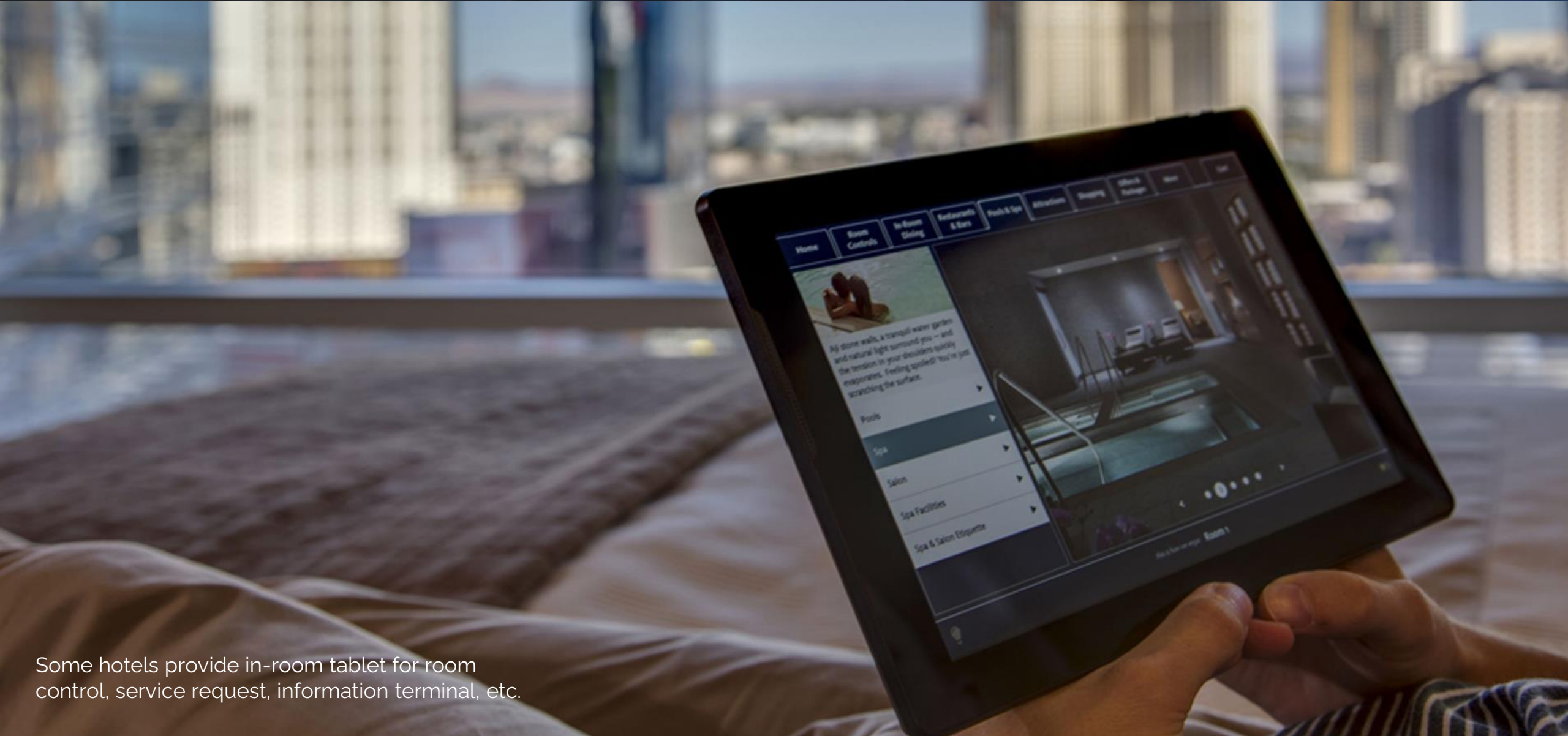
Control room temperature, turning on/off lights, open and close curtain, enable service request, communication with front office reception and provide Chabot services



## Using In-Room Tablet

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Some hotels provide in-room tablet for room control, service request, information terminal, etc.

# Guest Service Tracking Optimization

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A close-up photograph of a person's hand holding a smartphone. The phone screen displays a mobile application interface for a restaurant or hotel service. The app shows a list of food items, including 'SMOKING CHICKEN BURGERS' and 'SMOKED CHICKEN BURGERS', each with a circular image of the food and a price tag. The background is slightly blurred, showing a wooden table and a calendar with the number '10' visible.

Software solution engineered specifically to enhance guest service tracking optimization, streamline hotel service staff workflows and reduce guest service response times—all with the help of automation, data analysis, and enhanced connectivity between all departments.

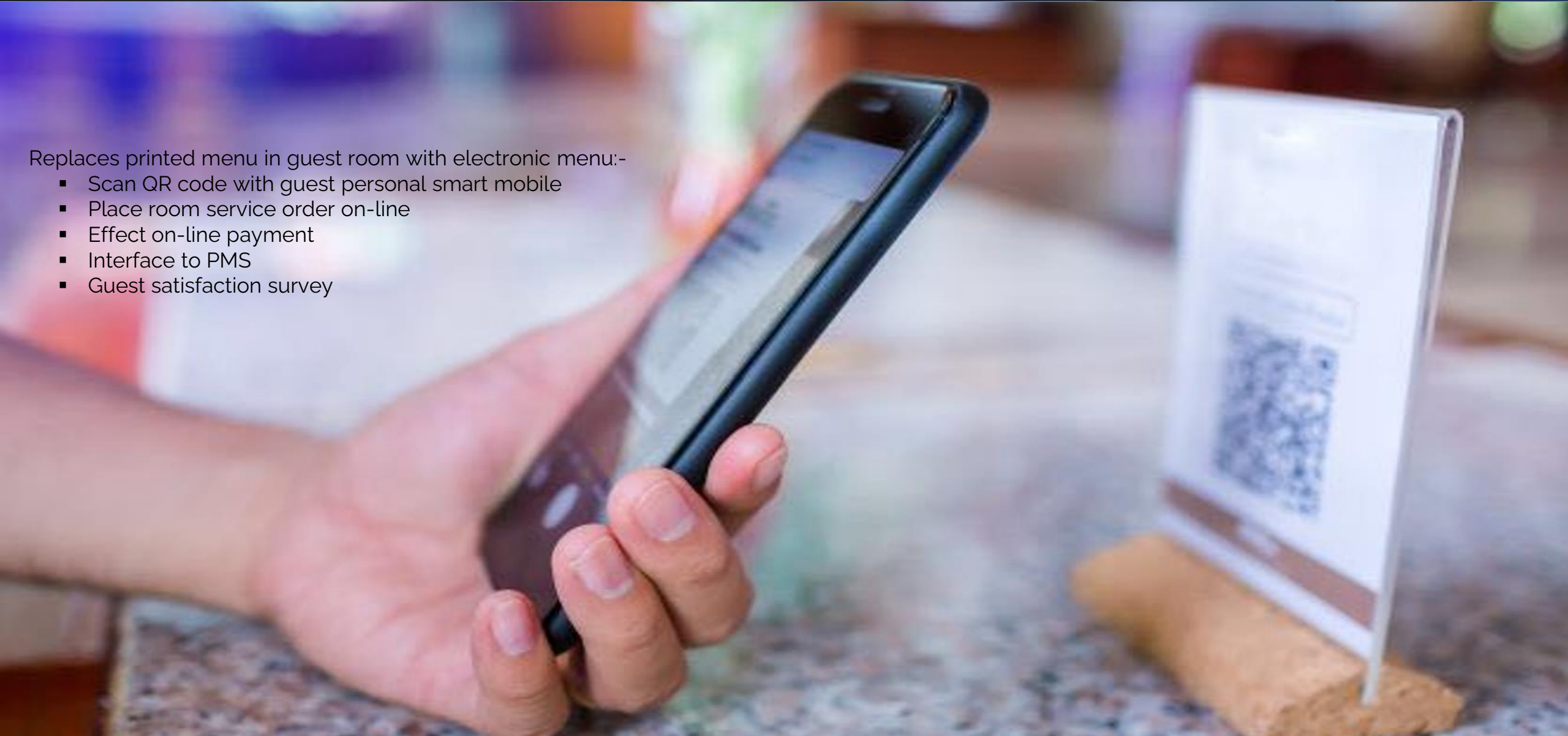
## QR Code Room Service Electronic Menu

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Replaces printed menu in guest room with electronic menu:-

- Scan QR code with guest personal smart mobile
- Place room service order on-line
- Effect on-line payment
- Interface to PMS
- Guest satisfaction survey



## QR Contactless Guestroom Telephone

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By scanning a QR code in the guestroom, the telephone information on the existing guestroom telephone will be reflected on the guest personal mobile telephone screen. The guest can dial the required destination as per existing desktop telephone without touching it.

# All-In-One™ Mobile Application

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One mobile application  
for the entire process

# Digital Journey Solution Highlights

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- Reduce direct contact with surfaces and risk of contamination
- Single mobile application for all related services
- Consolidated Administrative dashboard
- Interface to PMS
- Open interface to other software applications
- Fully automated
- Environmental friendly
- Continuous industry innovation, enhancing user experience
- Increase brand visibility





## Benefits of Contactless Technology

Intelligent | Innovative | Powerful



# Benefits of Contactless Guest Experience

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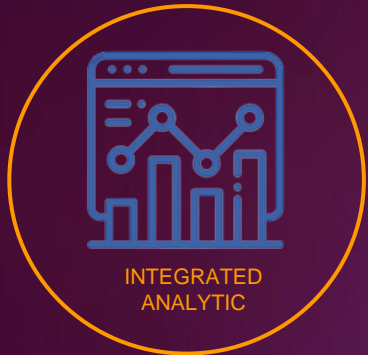
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Contactless hospitality services enable travelers across the world to enjoy their experiences with less pandemic-related anxiety. When all the interactions are handled through an app, or a voice solution offering a hands-free experience, contamination risks are considerably reduced.



Contactless hospitality is also especially attractive to those who find communicating with hotel personnel tedious and stressful. Admittedly, many customers find miscommunications that happen due to language and cultural differences daunting. Contactless solutions take the stress out of human contact and enable customers to enjoy the untainted contactless guest experience.

# Benefits of Contactless Guest Experience



Hotels leveraging contactless digital solutions can also benefit from analytics and insights. Digital hospitality tools collect client-related data at every stage of the customer's stay – from booking the accommodations to leaving testimonials.



Contactless hospitality solutions operate using the clients' personal data, which enables hoteliers to cater to visitors' individual tastes. In a post-industrial society, the personalization of services is a major selling point, as it helps take customer experience to an entirely new level.

# Benefits of Contactless Guest Experience



Contactless tech solutions are not only safer from a health perspective – they also eliminate human error while processing documents, credit card details, registrations, etc. They help streamline and automate the routines that normally require the work of several employees.



Hospitality digitization is imminent, and hotels who are pioneering the implementation of contactless hotel technology will have a distinct competitive edge. With the growing number of young travelers and travelers with pandemic anxiety, the demand for digital hospitality solutions is set to increase, and its early adopters will surely gain a competitive edge.



Hospitality Future

Intelligent | Innovative | Powerful

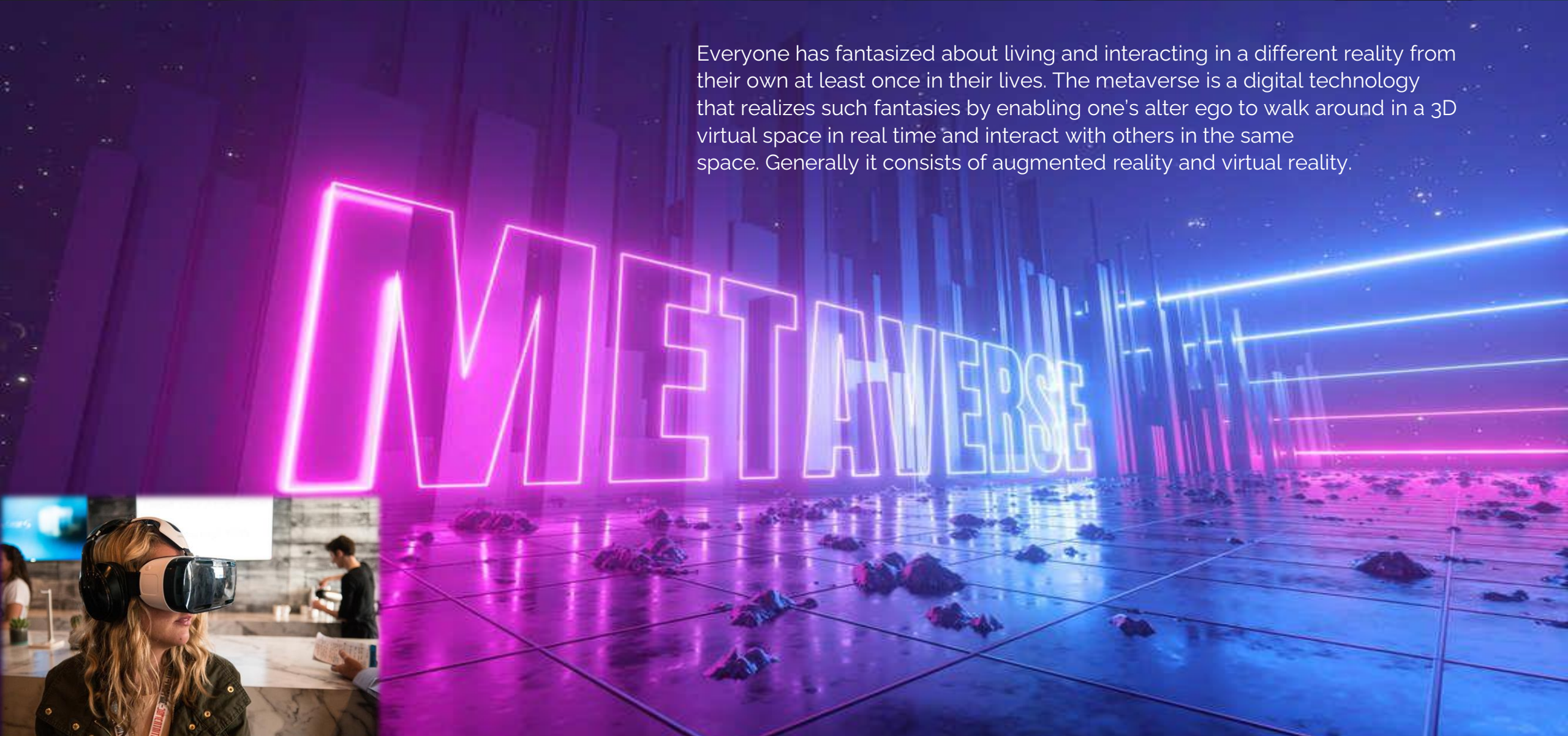


# Cloud Based Next Generation Integrated Smart Hospitality Platform

Cloud Based Next Generation Integrated Smart Hospitality Platform is a multimedia digital fabric that consist of various hospitality focus application components enabling cross layers digital collaboration and information sharing, providing sensational guest experience and improving back office performance efficiency



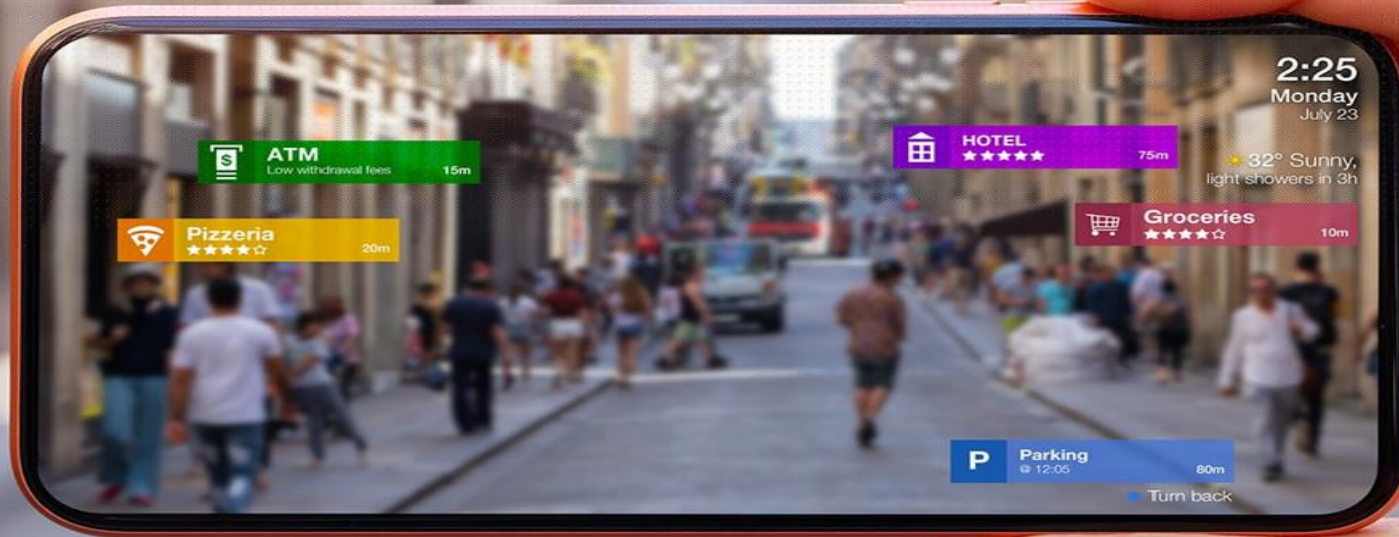
Everyone has fantasized about living and interacting in a different reality from their own at least once in their lives. The metaverse is a digital technology that realizes such fantasies by enabling one's alter ego to walk around in a 3D virtual space in real time and interact with others in the same space. Generally it consists of augmented reality and virtual reality.



# Augmented Reality

 **HOTEL**  
★★★★★ 75m

 **ATM**  
Low withdrawal fees 15m



Augmented reality serves to alter a person's perception of their physical surroundings, through the use of computer technology. The technology itself can be deployed in a number of ways, including through smartphones, tablet devices or headsets. Essentially, augmented reality introduces digital components into reality, rather than replacing the reality itself. This often occurs by overlaying information over a live picture of a physical environment. Augmented reality is often compared to virtual reality (VR), but while VR replaces the real-world environment with a completely virtual one, augmented reality enhances the real-world environment in real-time.

 **Pizzeria**  
★★★★★ 20m

 **Groceries**  
★★★★★ 10m

**P** **Parking**  
@ 12:05 80m

● Turn back

# HOTEL SEARCH

More hotels now offer virtual reality to preview their property. Virtual reality provides an immersive experience that inspires real-world action which translates into real revenue. Virtual reality is rising in popularity, so hotels looking to attract millennials and younger generations in the years to come need to get on board sooner rather than later.

Virtual reality is a computer technology, which utilizes images, sounds and physical sensations to make users feel as though they are physically present in a virtual world. Virtual reality technology typically makes use of VR headsets and this equipment enables users to look around and immerse themselves in a digital environment. Virtual reality digitally transport potential customers to a hotel or travel destination.

# Smart Guestroom Devices Interaction

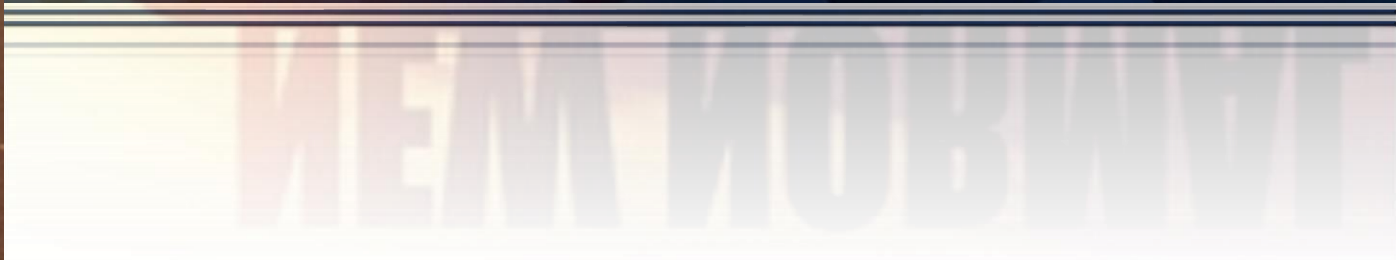
All guestroom smart devices are interconnected with on-line real-time audit trial information uploaded to centralized management dashboard





# NEW NORMAL

Hygiene & Sanitization  
Intelligent | Innovative | Powerful



# UV Sanitization In Guestrooms


- Mobile UV sensitizing machine move into each room by housekeeper
- Sensitizing machine turn on via mobile application from outside the room. The mobile application also can display the status of the machine in the room
- Sensor detect human presence within its vicinity and switch off the UV machine in the event of accidental entry into the room during sensitizing process
- UV machine integrated with RCU to activate DND signage outside hotel room and activate door lock mechanism to prevent entry during the sensitizing process.



# Luggage Sanitization

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A photograph showing the lower half of a person in light blue trousers and white sneakers pulling a blue, ribbed suitcase on a carpeted hallway. The background is a wooden-paneled wall with warm lighting.

All luggage brought in by the guests need to be sanitized in the luggage room prior to delivery to the guestroom by concierge

# Handheld Electrostatic Sprayer

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electrostatic sprayer is a new technology for spraying disinfectant. The high pressure air flow from the electrostatic sprayer breaks solutions into tiny uniform droplets. The droplets are then electrostatically charged and create an electric field that allows the droplets to adhere to the surface of any object within a certain distance by electrostatic force. The charged droplets fully wrap the target surface due to the electrostatic effect. Its power is so great that the droplets will reverse to cover the back of the target, even on hidden, difficult-to-reach surfaces, which are usually cannot be done with traditional disinfection method.



# Backpack Electrostatic Sprayer

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Backpack electrostatic sprayer is a for spraying disinfectant in large area. The high pressure air flow from the electrostatic sprayer breaks solutions into tiny uniform droplets. The droplets are then electrostatically charged and create an electric field that allows the droplets to adhere to the surface of any object within a certain distance by electrostatic force. The charged droplets fully wrap the target surface due to the electrostatic effect. Its power is so great that the droplets will reverse to cover the back of the target, even on hidden, difficult-to-reach surfaces, which are usually cannot be done with traditional disinfection method.



# Floor Cleaning Robot

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A circular, grey floor cleaning robot is positioned on a highly reflective, light-colored tiled floor in a modern lobby. In the background, there is a long, curved reception desk with a light wood and white facade. A person is partially visible behind the desk. To the right, there is a large potted plant with green leaves and red flowers. The lighting is warm and ambient.

Floor cleaning robot automatically performs mopping tasks through unmanned driving technology. It has many advantages such as mopping, sweeping, and vacuuming on **HARD FLOORS**. It breaks through the wet drag barrier that traditional sweepers not able to overcome.

# Other Sanitization Application Areas

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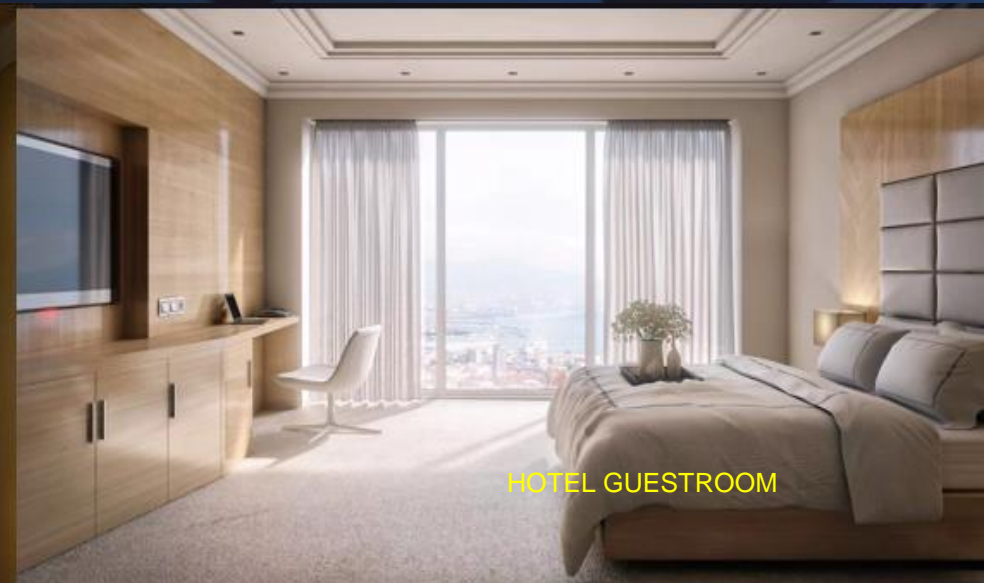
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HOTEL LOBBY



HOTEL CORRIDOR



HOTEL GUESTROOM



CASINO



CRUISE SHIP



HOSPITAL



Guestrooms of the Future  
Intelligent | Innovative | Powerful



# New Normal Guestrooms of the Future

## PANDEMIC CONTROL

- Temperature monitoring and management

## HYGIENE

- UV sanitization (no chemical residue & odorless)
- Electrostatic spraying (use less chemical, spray large area, saves time)

## ACCESS

- Digital key (door opening control via guest personal mobile device)
- Door lock status information sent to centralized administrative dashboard

## CONTACTLESS CONTROL (Using guest personal mobile device or through voice assistant)

- Drapes
- Temperature
- Lighting
- Scene
- TV
- Music

## CONTACTLESS ROOM SERVICE (using guest personal mobile device)

- QR code electronic menu
- QR code guest service request
- QR code voice communication to guest service center



# HOTEL



## ROBOTIC

- Welcoming
- Guidance
- Service delivery
- Luggage delivery
- Restaurant service
- Linen delivery
- Security monitoring
- Cleaning & sanitization

## CHATBOT

- Frequently asked questions
- Translation Service

## METVERSE

- Augmented reality
- Virtual reality



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