

Beyondtv® in-room entertainment system

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BeyondTV



The BeyondTV in-room entertainment solution is the first product of its kind to incorporate app Streaming, Casting, Voice TV controls, and hotel amenity access in one system resulting in enhanced guest satisfaction by bringing an at home experience to the hotel guestroom. With BeyondTV, guests can now watch what they want when they want through their favorite applications like Netflix®, HBO Go®, Showtime®, Hulu®, YouTube®, Spotify®, Pandora®, NBC Sports®, ESPN®, etc.

Additionally, guests have complete access to hotel services and amenities, such as in-room dining, housekeeping, hotel services, Hollywood movie library, ability to view their bill, web access and more.

GuestCast®

Casting is what your guests are asking for! The BeyondTV GuestCast® solution will boost guest convenience and in-room entertainment satisfaction. As the vast majority of guests increasingly look to video streaming services as the main source of television entertainment, hotels around the world are under pressure to deliver the advanced functionality that is increasingly expected by today's travelers. HIS' BeyondTV GuestCast® platform caters to this need by allowing users to directly cast content from thousands of Apps. Leveraging a guest room's existing Wi-Fi connection, guests equipped with an iPhone®, iPad®, Android phone and tablet, Mac® and Windows® laptop can effortlessly and instantly make use of a larger screen.

GuestCast® was designed around three core concepts: guest security, ease of use, and simplicity to deploy and manage. We designed GuestCast® with device isolation so that there was no possibility of cross-room communication, where the guest was accidentally sending their content to the wrong room, or where someone with malicious intent could take over another's TV, yet that was quick and simple for guests to pair their device with, and which we could install in virtually any hospitality network environment with minimal requirements.



BeyondTV with Amazon Alexa integration

BeyondTV's Digital Assistant with Amazon Alexa® integration provides a voice-based guest engagement software running on Amazon's Echo® and Dot. This service is customized to your property with a proprietary business software tool, and installed with a natural language processing platform. Adding Alexa to your rooms will provide high utilization rates and an optimal guest experiences. BeyondTV's Digital Assistant enables you to serve your guests more efficiently and subtly influence their behavior while leaving them with a warm feeling toward your brand.



CONTROL THE TV – Guests can now control the TV by voice commands such as:

“Alexa open Facebook”, “Alexa, I want to watch a movie”, “Alexa, go to the TV Guide”, “Alexa, change the channel to ABC”, “Alexa, I want to order in-room dining”, “Alexa, check me out of my room” and much more.

REQUESTS - Guests simply ask their BeyondTV Digital Concierge for things like:

“Alexa, I'd like coffee brought to my room”, “Alexa, I'd like to have more towels”, “Alexa, I'd like to have my room cleaned” and much more.

RECOMMENDATIONS - Provide top-quality local recommendations to your guests - dinner recommendations from your property's chef, drink recommendations from the resident mixologist or favorite attractions shared by a local celebrity. Sample commands such as:

“Alexa, where can I get a drink around here?”, “Alexa, can you recommend somewhere for dinner?”, “Alexa, what is there to do this morning?”

GREETINGS - Make guests feel instantly welcome with custom greetings for VIPs, wedding guests, conference attendees, or any other group.

“Alexa, I'm here for a wedding”, “Alexa, I'm here for the conference”, “Alexa, I'm here for a meeting”, and many more.

INFORMATION - By sharing information in a fun and interactive way you can stop the guest service phones from ringing with the same questions over and over again and even redirect your guests toward high margin offerings. Provide quick answers to the most common questions such as:

“Alexa, what's the Wi-Fi password?”, “Alexa, where is the pool?”, “Alexa, what time is checkout?” and much more.

INTEGRATIONS – BeyondTV's Digital Assistant is integrated with other hotel software platforms such as HotSOS, SynergyMMS, Salesforce, GoMoment, Kipsu, Zingle, TrustYou, ReactMobile, and more.

ADMINISTRATIVE TOOLS - Your Admin Panel allows you to fully-manage the software platform, enabling you to change answers in real-time. Monitor every interaction in real time, so you know what your guests are saying and can meet there every need.

REPORTING & METRICS -

- Data-driven Insights - We give you the most relevant metrics at a glance - actionable insights that allow your management team to make better decisions.
- Custom Reporting - Create custom reports for your departments that will help them better prepare for and meet guest demands.
- Cross-Property Benchmarking - See how the questions being asked on your property compare to those being asked on properties across the globe

BeyondTV Guestroom Entertainment System Dashboard

The BeyondTV Dashboard provides your property with the unmatched ability to maintain direct control over every aspect of your guestroom entertainment system. With the BeyondTV Dashboard, properties can customize their guestroom entertainment screen as they desire. And with the ability to create tailored reports, the BeyondTV Guestroom Entertainment Dashboard can provide instant insight into vital data including revenue summaries, usages, and health statistics on the network such as:

- Number of Devices online/offline
- All Usages Daily, Weekly, Monthly and by Custom Date
- Applications Used Daily, Weekly, Monthly and by Custom Date
- Breakdown of Movies Purchased
- Revenue Reports
- Breakdown of Applications Used
- Breakdown of Property Services Viewed
- Breakdown of free-to-guest Channels viewed



Whether managing a single property or an array of properties, the BeyondTV Guestroom Entertainment Dashboard allows for effortlessly switching between locations in order to view the status of each property with a simple click of a mouse.

BeyondTV Security

BeyondTV was awarded a patent by the USPTO for the Guest Data Security protocol it uses for the BeyondTV solution, an industry leading platform that allows hotel guests to access content from online streaming subscriptions or wirelessly cast from personal devices onto guestroom televisions. Issued with patent No. 10,097,864 and officially named 'Guest Personal Data Protection,' the technology provides guests with the assurance that all online browsing or app usage history and any personal account information, such as usernames or passwords, is completely erased to ensure against identity theft or otherwise unauthorized use.



While catering to growing guest preferences for personalized content, BeyondTV has always prioritized the need to protect sensitive guest data. The newly awarded patent includes several security-enhancing features, including BeyondTV's ability to automatically delete all guest user information upon check-out. Using the television remote control, guests can also manually erase all of their data and usage history at any time by simply pushing a button. Further, BeyondTV requires guest device registration to begin wirelessly casting to their in-room television.



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