

TiGERtms



Mobile Guest Services Solution

Enabling Superior
Guest Engagement
at the Heart of
Every Hotel





Our world-class leading Hospitality Applications Suite is transforming hotel operations and enhancing the guest experience. As more and more guests seek hotel information and access to services via their own mobile device, **TigerTMS** has developed the ultimate sustainable solution that combines simplicity with an abundance of features, and can be created by the Hotelier without any development costs.

Businesses in the hospitality sector are having to react to topical and burning issues. The Covid pandemic placed an untold strain on the industry, which accelerated the shift towards guests using their mobile phones to reduce interaction and keep to distancing guidelines. At the same time, organisations the world over are taking responsibility and committing to a sustainable future. Dovetailing these two aspects, it is no longer necessary - or relevant - to have traditional printed directories containing dozens of pages of information sheets, pamphlets promoting hotel services, and printed menus in rooms. Guests are happy

to contribute to a sustainable future, and are embracing the use of technologies to support the cause.

Mobile Apps attempted to meet this need, unfortunately research has shown guests are frustrated and reluctant to download an app, just to access hotel information.

From the hotelier's perspective, the need for software development and the hefty costs associated with providing an App is prohibitive. In some instances, hotels find they are tied into ongoing development fees to make simple changes.



Welcome to the solution!

iPortal fills the chasm for both the guest and the hotelier, in a green and sustainable way by:

- Enabling guests to scan a QR-code from their phones to gain access to a rich set of features, including secure messaging, speed-dials to hotel departments, automatic checkout, hotel directory and a range of other services.
- Facilitating Hoteliers to deliver all of the information a guest needs, in a sustainable way, direct to their mobile device, providing a superior guest experience, without the need to develop an app, and at a fraction of the cost.

Key Features

- Easy access to hotel information & services
- Dashboard Analytics for Reporting
- Multi-site Management, create once use many
- No downloads
- Revenue enhancing
- Speed dials
- Social Media links
- F&B Ordering
- Custom branding
- Messaging
- Mobile Check-Out
- Guest Feedback

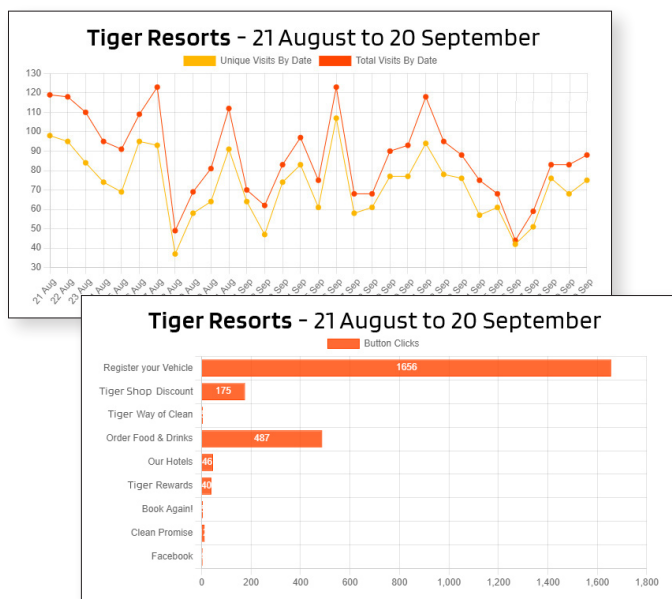
Essential for the Hotelier

No Development Costs

At the heart of iPortal is an online Configurator that enables hoteliers to build their own custom mobile guest services solution.

The system provides ultimate flexibility - Choose a design from the templates available, brand it to your colour scheme, upload logos, content and images. Features include Social Media buttons that link directly to social media channels. Attract valuable feedback from guests' about their experiences with a pre-configured rating feedback button. For multi-site properties, replicate one design for all your hotels to save time, whilst reinforcing brand guidelines.

The Dashboard functionality for reporting and analytics - see at a glance how many guests are using iPortal and which buttons are the most popular. Analytics can be viewed by hour, day, week and month.



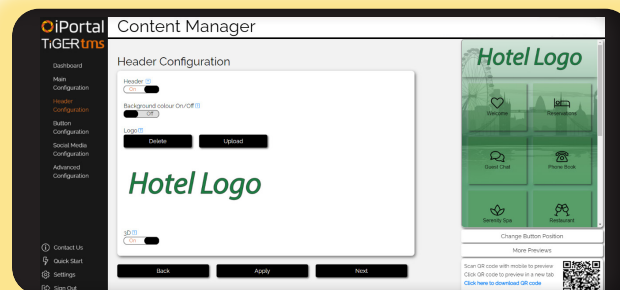
iPortal as a Sales Tool



iPortal can be used as an additional sales and marketing tool for any hotel, simply by

inserting the QR-code into magazine advertising, billboards and digital display units. The options are limitless to inform potential customers of the hotel's attractions and to enable them to communicate directly via messaging and voice.

No Apps, No Downloads - Just Better Guest Service.



The Configurator is split into 5 sections:

- 1. Main Configuration:** Choose from a range of standard templates, introduce your colour scheme, and your language preferences
- 2. Header Configuration:** Keep on brand by using your logos and images
- 3. Button Configuration:** Select the buttons you want to use, insert content and icons
- 4. Social Media Configuration:** Integrate your social media channels with industry platforms
- 5. Advanced Configuration:** Import fonts and set-up WebRTC telephony parameters

The Configurator has been designed to be used without technical training, with useful tips and help features throughout. There is also a Quick Start Guide incorporated in the Tools section and live help is available by calling any of the published regional support numbers. Dashboard Reporting allows you to analyse how guests are using iPortal.

Easy for guests

iPortal as a Guest Services Solution

Guests simply scan a QR-code to access iPortal that is the gateway to all of the services a guest will ever need during their stay. Upon checking in, iPortal becomes their mobile digital assistant for the duration of their stay.

When iPortal is integrated with iLink, that's when the real power of the solution is augmented. iLink provides connectivity to the hotel PMS so additional features such as View Bill and Express Check-Out are enabled, adding to the overall solution and enhancing the overall Guest experience.

On departure, there is no residual App on the smartphone - users need only close the iPortal!

No Downloads

iPortal is a Progressive Web Application. This means there is nothing to download from the App Stores. Access to iPortal is instantaneous via scanning a QR-code and closing iPortal is as easy as closing any other web-page.

Social Media Links

Industry standard Social Media platforms can be linked from iPortal.



QR Code

One of the key advantages of our QR code-based solution is the simplicity and immediacy it offers. Unlike app-based platforms that require guests to download and install an app - often a barrier to engagement - iPortal allows instant access to services by simply scanning a QR code. This frictionless entry point significantly improves adoption and usage, especially for short-stay guests or those with limited phone storage.

iPortal can regenerate QR codes so the same license can be reused for different instances or events.

Another major benefit is the seamless delivery of services across all mobile devices and operating systems, without compatibility concerns. It's a truly universal solution that guests use on their own devices, with no learning curve.

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For over 40 years TigerTMS has helped hotels around the world improve their communications.

From small hotels, to some of the world's most prestigious properties, hoteliers rely on TigerTMS solutions for exceptional guest service, operational efficiency and deployment options.

TigerTMS hospitality solutions are used by over 10,000 hotels worldwide and fully integrate with hundreds of property management systems and applications.

For more information, visit
www.tigertms.com