

TIGERtms

CRUISE COMMUNICATIONS **SUITE**

TRANSFORMING
GUEST
CONNECTIVITY
AT SEA





ENABLING SUPERIOR COMMUNICATION MANAGEMENT AT THE HEART OF EVERY CRUISE VOYAGE

The TigerTMS Cruise Communications Suite delivers first-class performance in the integration of onboard Property Management Systems, PBX, Voicemail, High Speed Internet Access, IPTV, Cabin Maintenance Operations, Guest Services such as digital concierge, housekeeping requests, and many other systems.

Enhance Guest Satisfaction

- Personalised experiences
- Efficient communication
- On-demand services
- Personalised messages in guest language
- Digital concierge and booking
- DND and housekeeping preferences

Streamline Operations

- Automated billing / fast refunds
- Efficient Housekeeping
- Maintenance fixed in cabins
- High speed Wi-Fi connectivity
- Automatic time-zone adjustment based on ship location

Purpose-built to meet the demands of the global cruise industry, our next-generation maritime communication management solutions ensure seamless connectivity between guest services, crew operations and technical infrastructure, whether at sea or in port.

Subscription licensing enables cruise operators to control operational costs across fleets while reducing capital expenditure. Delivered onboard, in a virtualised ship environment, or via secure shoreside data centres, TigerTMS provides a single platform for connecting front-of-house guest services and back-of-house operational systems, across one vessel or an entire fleet.



Welcome to the TigerTMS Cruise Communications Suite

From working with hospitality leaders worldwide for over 40 years, we understand that delivering a 5★ cruise experience requires more than connectivity, it requires visibility, integration, control and real-time intelligence.

The TigerTMS Cruise Suite encapsulates:



Together, these solutions create a fully integrated onboard communications ecosystem.

Real-time reporting, cabin billing and refunds

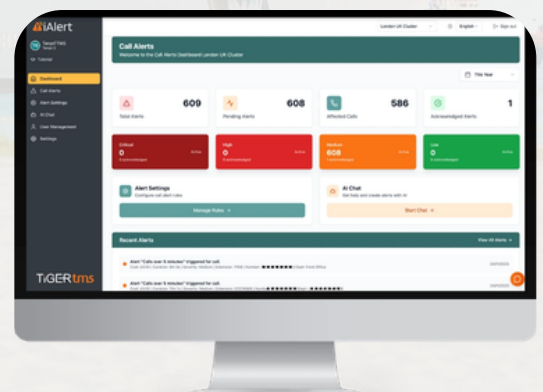
Intelligent Onboard Call Accounting & Billing:

- Automatic billing of passenger call usage
- Cabin-based revenue reporting
- Fast refunds should emergency situations require calls to home
- Crew telephony cost tracking
- Minibar and ancillary charge reporting
- Wake-up scheduling and historic reporting
- Emergency and priority call monitoring
- PMS reconciliation reporting
- Real-time monitoring of onboard interfaces
- Red / Amber / Green status of connectivity
- Automated failure notifications
- **Shore-to-ship technical visibility???**
- Preventative operational alerts



System alerts and monitoring for unusual or unauthorised calls

- Reduce manual investigation into suspicious or unusual call activity
- Detect and prevent unnecessary or unauthorised usage before it becomes costly
- Improve security by identifying unusual patterns instantly, supported by AI-driven recommendations
- Monitor activity from unoccupied cabins





Leading voicemail and call wake-up solution to support travelling time-zones

- Automatically adjusts times zones of new locations of the ship for Call Wakeups
- Multiple languages – supporting the most widely spoken languages
- Voicemail with native language prompts
- Guest Voice Messaging - free up staff time by eliminating the need to deliver messages to cabins
- Wakeup Calls - automatically placed, with reports generated as standard
- Passenger Group Messaging - create and send voicemail messages to groups on an excursion
- Minibar Management – posting to the PMS for billing



Secure High-Speed Internet Access At Sea

- Secure passenger WiFi authentication
- Concurrent login of multiple devices with same passenger login details
- Crew internet management
- Usage reporting and monetisation to purchase Wi-Fi packages
- Intelligent bandwidth distribution
- Calculates usage for billing, or offer Wi-Fi for free
- Multi-lingual recognising preferred language of passenger's device
- **Satellite integration compatibility TBC**



iPortal

Guest Engagement With Latest Onboard Information

- Access ship maps and general ship information
- View daily onboard activities & ship's itinerary
- Click to Chat with staff
- View account credit / spending
- Express check-out for charges to cabin
- Book excursions, spa treatments & shows
- Check restaurant availability and make reservations
- Bookings for any liner facilities such as cinema, gym etc



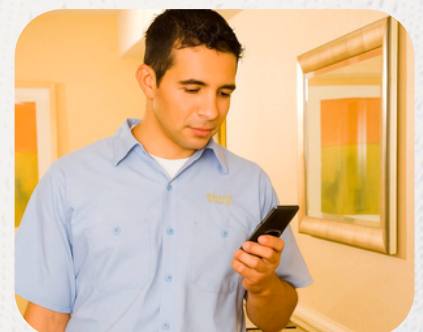
Efficient Real-time Cabin Cleaning Status

- Efficient allocation and monitoring for management
- Easy to use mobile access for housekeeping crew
- Realtime information and messaging flow between crew and management
- Slick "make up my room" or "Do not Disturb" from passenger if used with iPortal
- Priorities VIPs and special requests
- Real-time performance, allowing for data-driven decisions and optimised scheduling



Smart Maintenance for Superior Operations

- Passenger satisfaction with proactive maintenance
- Improved staff efficiency with clear communications and ticket lists
- Assign job types to specific qualified crew members
- Full history and easy to read reporting
- Spot recurring issues with equipment or specific cabins



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