



 iLUMIO

## Sell more with iLumio

the best in class guest service technology

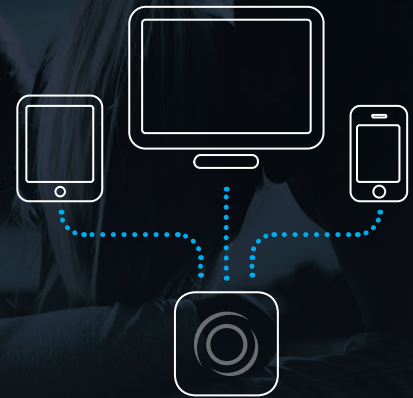
Improve your guests' experience with iLumio – 7 stars Digital Guest Service for hotels.

Make your guests' stay enjoyable: from the moment of booking until check-out. iLumio is an electronic device connected to the room's TV to serve as a multimedia, entertainment and information center for your guests. The system is intuitive - it learns your guests' preferences so that you can create unique and tailored communication for your clients.

The iLumio mobile app is the easiest way to enhance customer experience and save on maintenance costs. Simply put, it provides even more functionality and increases the comfort of guests' stay.

We implement the complete iLumio system – we take care of the hardware, consulting and negotiations with content providers. We accompany our clients from the start to the end of the process, ensuring effectiveness of the offered solution and our clients' satisfaction from our product.

Or to put it simply, we make sure iLumio makes you money.



[www.ilumioapp.com](http://www.ilumioapp.com)

# The best in class quest service technology

to accompany your guest throughout all the stay



## Booking

- Booking In-App System
- Cancellations Market
- Cross-Selling Support



## Welcome

- Personalized welcome service
- Digital key access
- Guest preferences access
- Individual in-hotel offers



## Fast Check-in

- Integration with hotel's systems (PMS/CMS)
- Digital key sharing
- Integration with most hotel's locks
- Self check-in kiosks



## Enjoy your stay

- Virtual concierge
- Multi device synchronization
- Room automation control
- Built-in Digital Signage



## In-room entertainment

- Best TV quality & VOD
- Google Play TV Apps and games
- Fast WiFi
- Targeted notifications & offers
- Weather forecast



## Have a rest

- Mood plans
- Alarm clock control
- Hotel BMS & WAGO integration



## Virtual orders

- Restaurant reservation
- Hotel services and food ordering
- Boutique shopping
- Minibar status
- TV & mobile bill details view



## Time to leave

- Room status
- Fast check-out
- Taxi ordering
- TV & mobile bill payment
- Gathering guest preferences



## See you again

- Personalized offers messaging
- Targeted advertising campaigns
- Surveys

# iLumio means profit. Here's why!



## Effective service

iLumio pays off! Lower your hotel service costs, present your hotel offer in a better way and increase your sale:

**+19%**  
SPA &  
Wellness  
sale

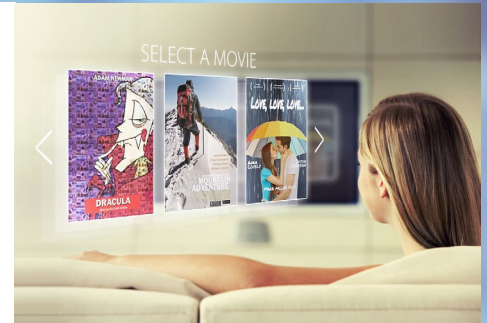
**+27%**  
Restaurant  
orders

**+21%**  
orders of hotel  
services

**+17%**  
VOD  
sale

## Multimedia and hotel offers

Allow your guest to order any service you offer! Show the variety of your services and gain:



## Quick booking


Streamline the booking process so that your guests will never need to check other:

**+3%**  
more  
reservations!

# Here iLumio earns a living



## Contact:

 +48 12 252 34 00

 [info@ilumioapp.com](mailto:info@ilumioapp.com)

## Not a hotel?

iLumio works best where hospitality is king. Be at health centers, conference venues or theaters, iLumio ensures your message gets through without compromising your guests' comfort.



Health Services

It's not about comfort; it's about recuperation iLumio easily adjusts to hospital & care home environments.



Stadiums

Need a system for monitor management? iLumio works outside as well, working as a digital signage management tool.

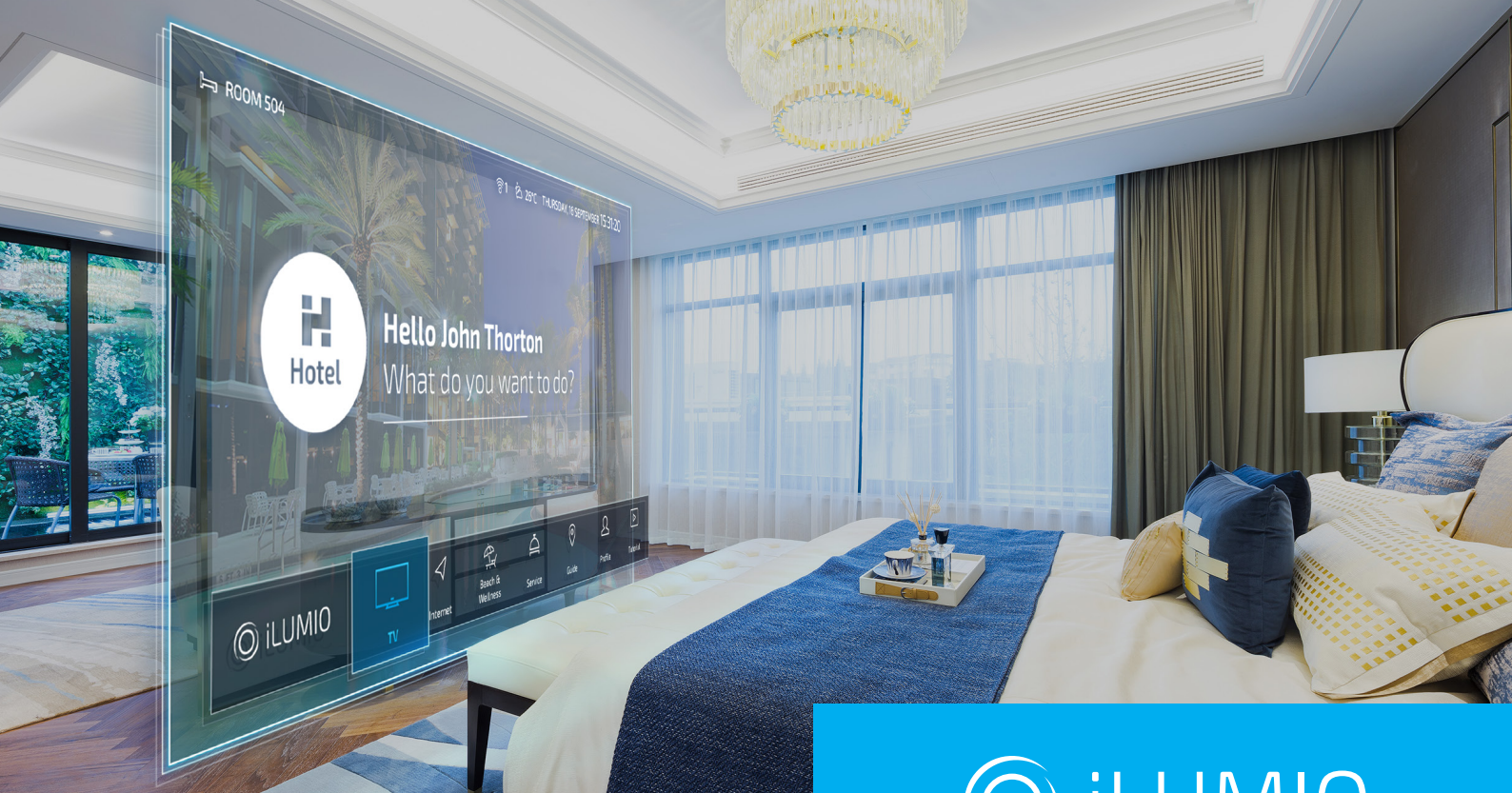


Were else can we help?

iLumio adapts. Just contact us and we'll gladly help you out with a custom iLumio version.

## All you need to enjoy is the mobile app





 iLUMIO

## Interactive hotel TV systems

### iLumio TV and iLumio TV webOS

The **iLumio** solutions offer a new generation of hotel TV systems based on a central platform available in the Cloud. Hotel TV is not only an efficient way for hoteliers to promote their services but also a great source of additional income.

**iLumio TV**, based on STB is an advanced multimedia entertainment centre as well as a source of information for hotel Guests.

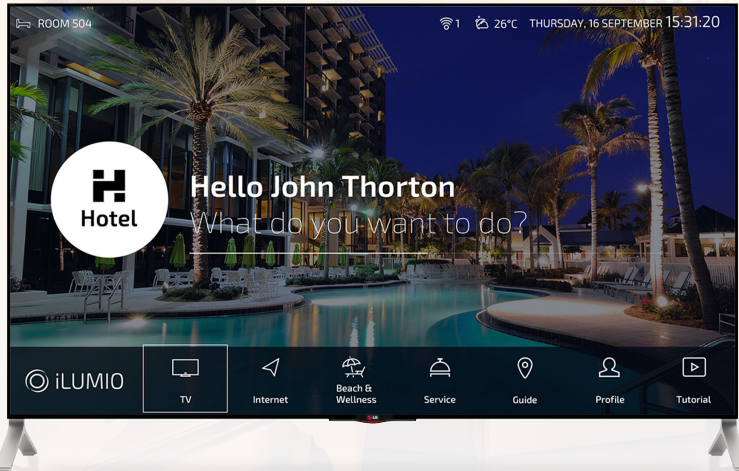
**iLumio TV webOS**, dedicated to Web OS 3.0 LG TVs does not require the installation of an external STB. It provides a high video quality and acts as a multimedia, entertainment and information centre.



[www.ilumioapp.com](http://www.ilumioapp.com)

# iLumio TV

State-of-the-art interactive hotel TV



The Internet, videos-on-demand, HD TV - iLumio TV incorporates all of these options, making the hotel stay enjoyable for your Guests. Being the vital part of iLumio TV, Set-Top-Box is an electronic device connected to the TV acting as a multimedia, entertainment and information centre. It allows the Guests to interact with the hotel. The system is based on the IPTV technology and is therefore dedicated to all hotels with the IP solutions in every room.

This product is recommended for all hotels which aim for a state-of-the-art interactive TV system compatible with all types of TVs (LG, Samsung, Philips).

Customising is one of the solution's biggest asset:

- splash screen with the Guest's name, automatic selection of the language system
- possibility for the Guest to check their bill
- booking additional hotel services and giving full information about available entertainment
- marketing automation - possibility to easily prepare a marketing campaigns and deliver its content automatically to every Guest
- a selection of surveys allows for getting the hotel Guests' feedback about their stay

# iLumio TV WebOS

Hotel TV in the Cloud



iLumio TV webOS is a system acting as a multimedia and digital entertainment centre for a hotel Guest. Created especially for selected LG TV models with the webOS system- versions 3.0 and up.

Does not require the installation of any additional external STB. Optional channel sources including: IPTV network or TV channels delivered via the coaxial cable.



This product is recommended for hotels seeking for a fully interactive TV system without the an external Set-Top-Box.

Opting for this solution brings numerous advantages, including quick and easy installation, access to the most useful functions of the hotel TV system like:

- the highest quality TV channels
- informative sites about the hotel, integrated with the PMS system
- the Internet browser, TV games and applications, TV as a mobile screen
- successful marketing (automation campaigns)

## iLumio TV

## iLumio TV

Features	STB Standard 	STB Premium 	LG WebOS
TV channels from IPTV Head-end	✓	✓	✓
TV channels from any source (Coax cable)			✓
Hotel Info pages	✓	✓	✓
Internet browser	✓	✓	✓
Local weather	✓	✓	✓
Marketing campaigns (automated messaging system)	✓	✓	✓
Internet TV (e.g. Netflix, HBO Go)	✓	✓	
Maps	✓	✓	✓
Games and applications	✓	✓	✓
Internet Radio	✓	✓	✓
Screenshare (Miracast)		✓	✓
Reservations of hotel services (restaurant, SPA)		✓	
Interactive Guide - attractions nearby (offers from local restaurants, car rentals, excursions)		✓	
Local flight schedule		✓	



## iLumio TV

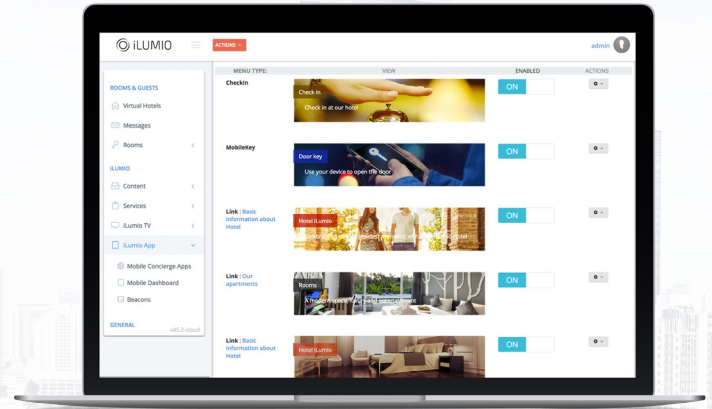
## iLumio TV

Features	STB Standard 	STB Premium 	LG WebOS
Surveys - feedback		✓	
Bluetooth Audio Playback		✓	✓
Social (Twitter wall with pictures)		✓	
Access point - WIFI in the room		✓	✓
Mobile Remote Control – mobile device as a remote control		✓	✓
VOD without payment		✓	
PMS integration		✓	✓
○ Welcome dashboard with guest name		✓	✓
○ Automatic set language of iLumio to Guest language		✓	✓
○ Bill		✓	✓
○ Messages to the Guest		✓	✓
○ VOD with payment		✓	
○ PayTV (extra paid premium channels)		✓	
○ Hotel Stores		✓	
○ Minibar (module for housekeeping)		✓	
○ Room orders		✓	

# iLumio TV CMS

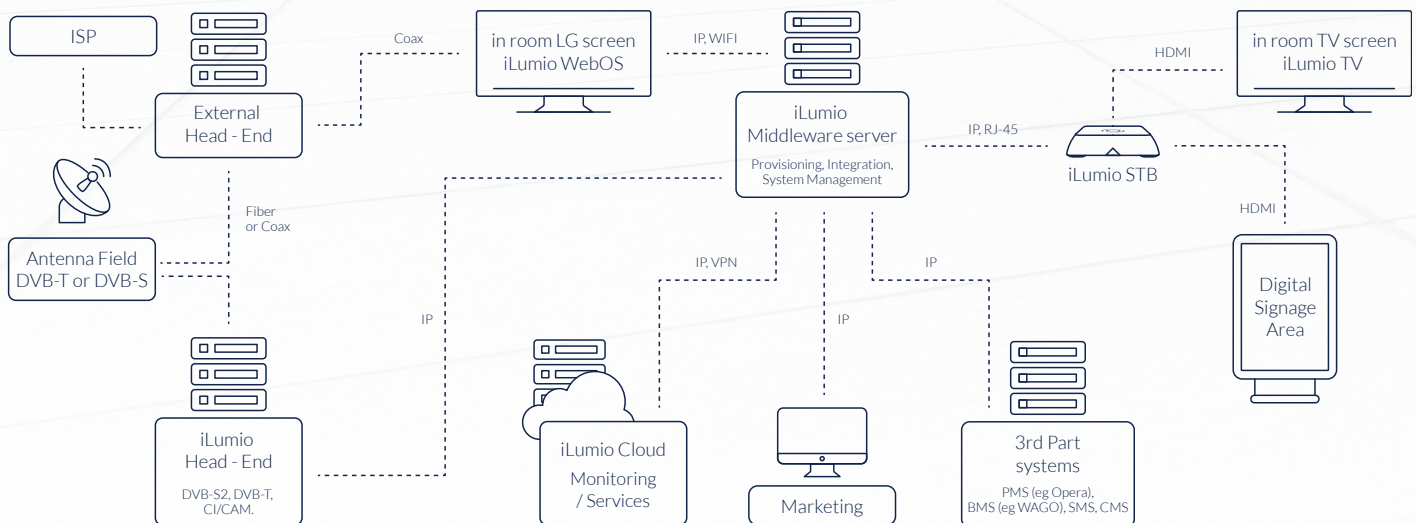
Easy-to-use managing panel

Intuitive and efficient tool for managing the hotel TV system and the marketing content displayed on TV screens in hotel rooms. The system allows for the surveillance of all TVs, providing reports and analysis of system applications. Features a convenient and easy-to-use module for entering the marketing content, while marketing automation functions allow for implementing a customised marketing campaign for a given Guest.



## Architecture

iLumio TV in a hotel IT architecture



# References

iLumio provides entertainment for more than 10 000 rooms

**PURO**

**ARŁAMÓW**  
HOTEL  
★★★★

**ZDROJOWA**  
INVEST®

REZYDENCJA  
*Nasadowy Dworek*  
★★★★★

**AIRPORT**  
HOTEL OKECIE  
★★★★

**BW**  
Best  
Western

**H**  
**Holiday Inn®**

**Metropolis**  
design hotel

**mikołajki**  
HOTEL  
★★★★★

**DOUBLE TREE**  
BY HILTON™

**Q**  
**HOTEL**

**Hilton**  
Garden Inn  
Kraków Airport

## Technological partners

We work with hospitality leaders

**SALTO**  
inspired access

**ADRIA**  
ELECTRONIC

**Opera**  
Certified Partner

**LG**

**ASSA ABLOY**

**WAGO®**

**MICROS® FIDELIO**

**TOSHIBA**

**dialock**  
**HÄFELE**

**mais**  
INFORMACIJSKI SISTEMI

**protel**  
hotel software®

**PHILIPS**

**SIHOT.**  
hotel management software

**SHARP**

**SAMSUNG**

# About Ailleron

iLumio is powered by Ailleron, worldwide provider of innovative technologies

400+

An experienced team of the best IT experts

1000+

Products and IT projects implementations



4 offices in Poland

HQ in Kraków, branches in Warsaw, Rzeszów and Bielsko

Partners

Saudi Arabia, Australia, Croatia, Dubai, Greece, Germany, Slovakia, Slovenia



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## Not only for hotels

iLumio works best where hospitality is king. Be at health centers, conference venues or theaters, iLumio ensures your message gets through without compromising your guests' comfort.



Health Services

It's not about comfort; it's about recuperation iLumio easily adjusts to hospital & care home environments.



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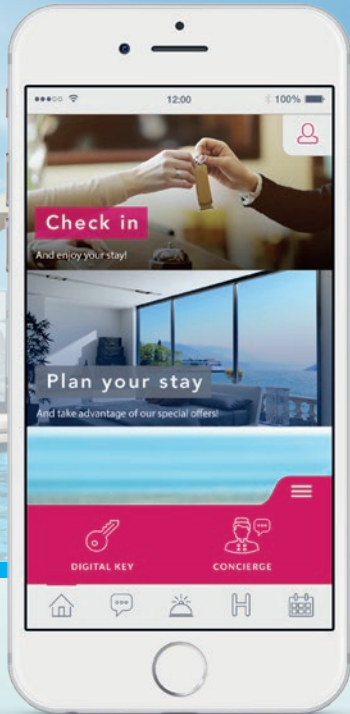
Need a system for monitor management? iLumio works outside as well, working as a digital signage management tool.



Where else can we help?

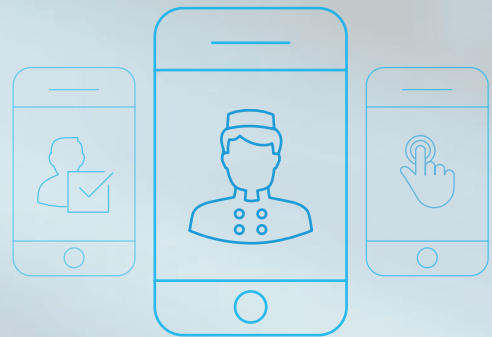
iLumio adapts. Just contact us and we'll gladly help you out with a custom iLumio version.

powered by  
**ailleron**



 iLUMIO

iLumio Mobile Concierge  
Mobile application  
for your hotel



[www.ilumioapp.com](http://www.ilumioapp.com)



# A unique experience for guests during their visit to your hotel

The mobile application allows you to manage relations with hotel guests at every stage of interaction, from the moment of booking, during check-in and the entire stay, until check-out and their return journey.

# The full guest journey cycle is handled by a mobile app

Before stay



Mobile booking



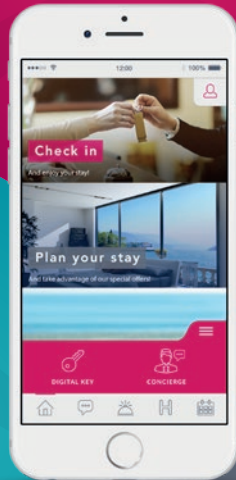
Check-in



Preferences



Digital Key



Upsell



Survey



Bill



Check-out



Calendar



Hotel info



Digital map

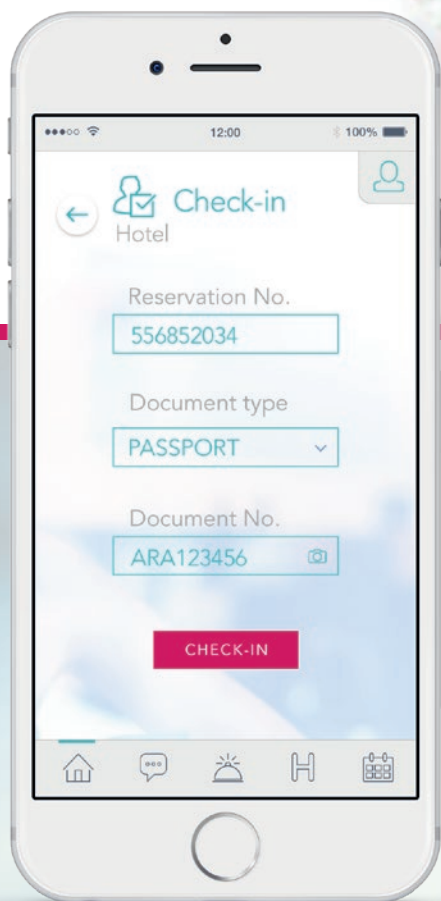


Video chat

Post stay

During stay

# iLumio Mobile Concierge Guest App



## App

Find out about the hotel and download the app



## Mobile booking

Select and book your room or a package



## Check-in

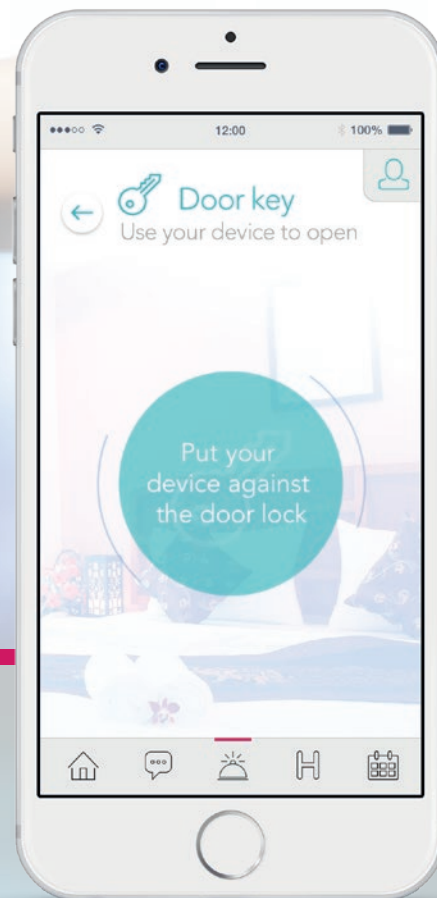
Fast check-in with the mobile app



## Ask

Easily connect with hotel personnel





## Preferences

Adjust your stay to your preferences



## Digital Key

Open the door with your smartphone



## Wish list

Add to your wish list the hotels or services



## Itinerary

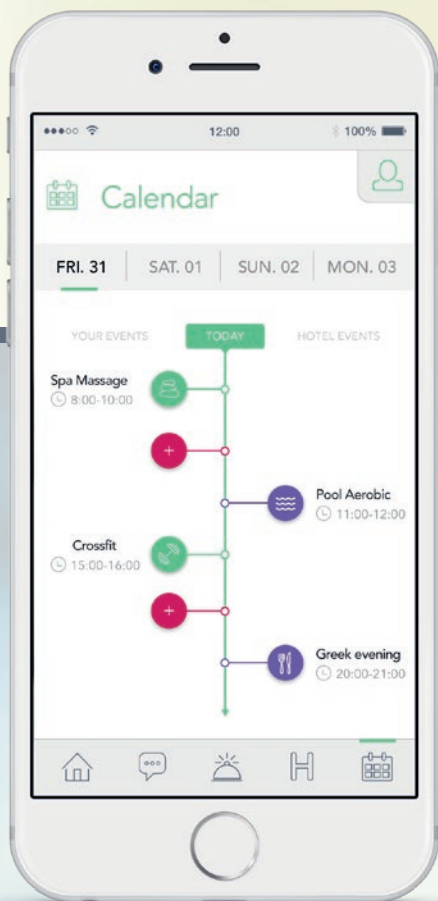
Plan your vacation with the handy in-app calendar



## Loyalty

Find out about and register with the loyalty programme

# iLumio Mobile Concierge Guest App



## Profile

Guest data



## Recommendation

The best hotel deals, promotions and happy hours



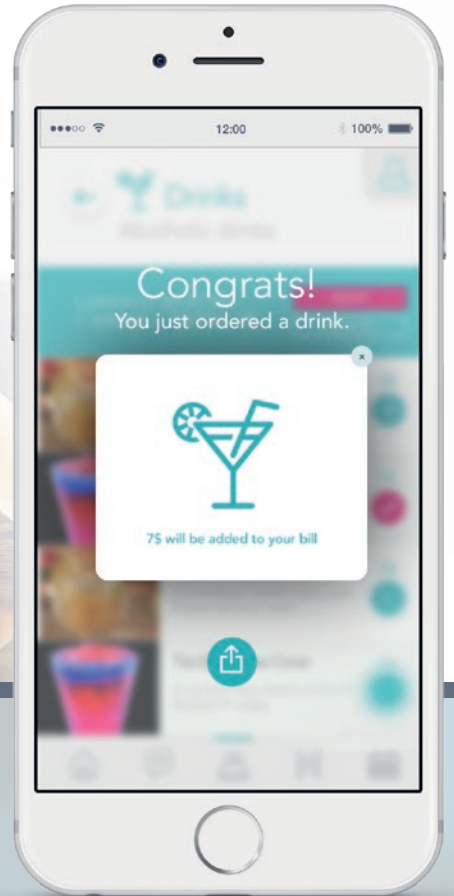
## Calendar

Events planning and notifications



## Room service

Cleaning, food ordering, "Do Not Disturb"



## Restaurants & Bar

Overview and reservation



## Hotel info

Check hotel offers and information



## Reedem

Loyalty points, vouchers



## Flights

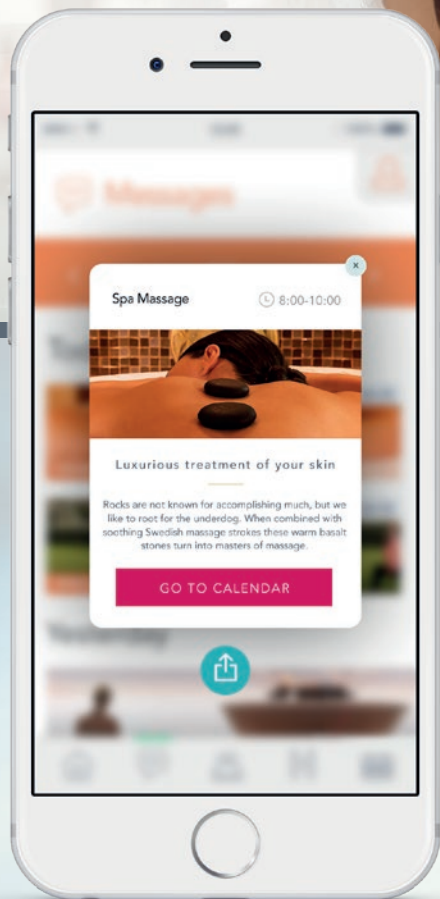
Flight schedules from local airports



## Video chat

Video chat with personnel

# iLumio Mobile Concierge Guest App



## SPA

Wellness and fitness  
reservations



## Navigation

Indoor navigation, “how  
to get there” (beacons)



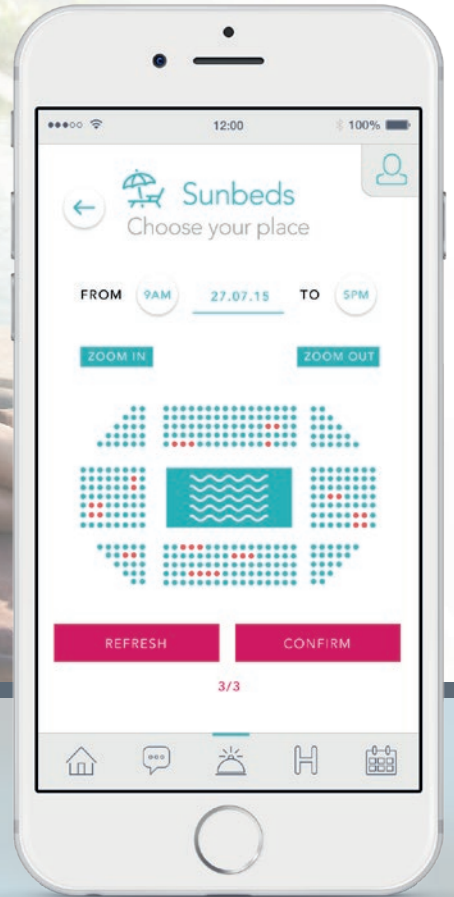
## Kids

Child friendly  
attractions



## Gadgets

Wake up, weather,  
currency rates



## Recreations & sports

Information and subscription



## Ride

Easy TAXI ordering (Uber, Mytaxi)



## Pools and beaches

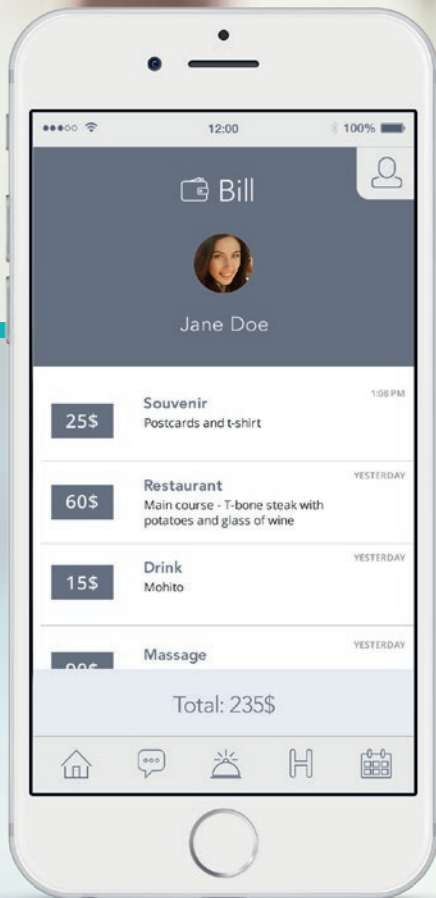
Sunbed reservation



## Digital map

Integrated online and offline maps

# iLumio Mobile Concierge Guest App



## Like it

Recommend to  
your friends!



## Upsell

Book your next  
vacation directly



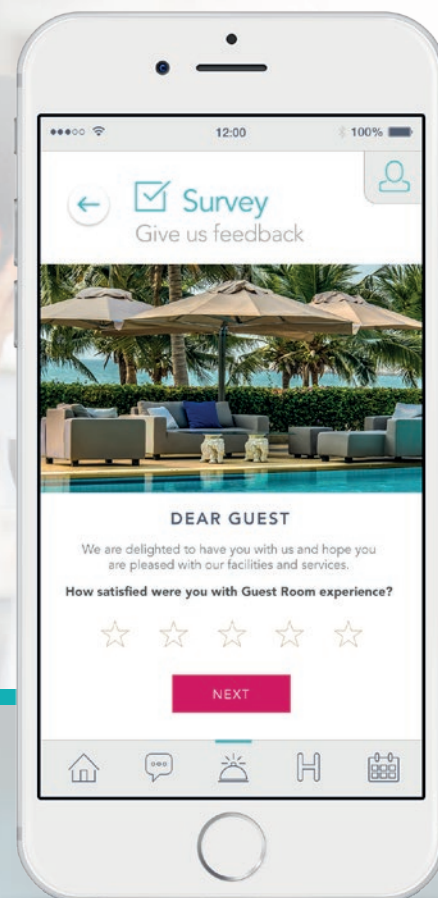
## Bill

Receive and  
view the bill



## Check-out

Mobile check-out  
and payments



## Survey

Guest suggestions and satisfaction questionnaires



## History

See your previous bookings and bills



## Change resort

The multi-tenanted app links all properties and enables guests to search for a different hotel in the same hotel group

# iLumio Mobile Concierge Hotel Staff Application

The mobile technology enables hotel staff to serve guests better, ensure maximum comfort, and guarantee the best service satisfaction.

The application can be installed on every device, creating a single platform to connect the concierge, front desk, housekeeping and maintenance.



## Reception

Chat with the hotel guests



## Management

Personnel can share information about housekeeping and maintenance issues online



## Housekeeping

Room status updates e.g. free-clean, busy-dirty, during cleaning



## Reports

The possibility to measure the time of completing guests' requests



## Hotel shop

Manage orders for hotel souvenirs or products and room deliveries

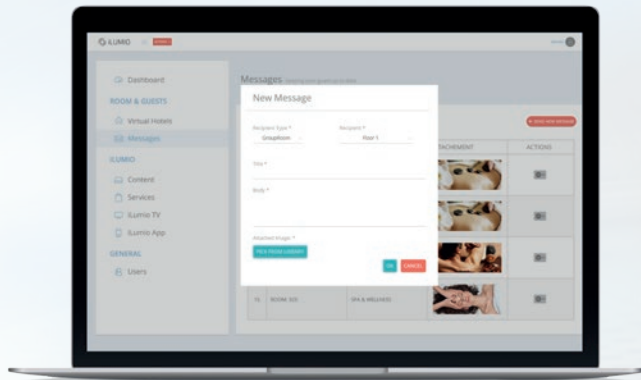


## Notifications

Messages from guests, new tasks from managers



# iLumio Mobile Concierge Manager App



An easy and convenient tool to manage the content of the mobile app. An efficient and convenient way to present the hotel's offer.

All content can be input into multiple languages. CMS is available for remote control from different locations and devices.



## Services

Let the hotel service be available with a click



## Messages

Keep your guests informed. Send messages to a group of guests on their mobile device



## Content

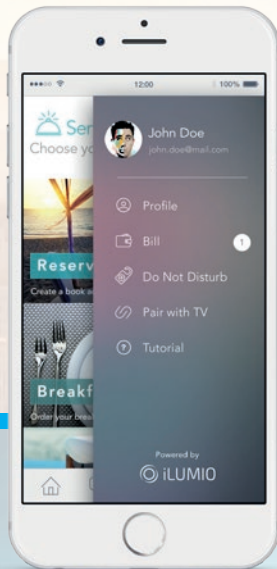
Manage and update the app content: maps, info pages and attractions. Create marketing campaigns and promote your services



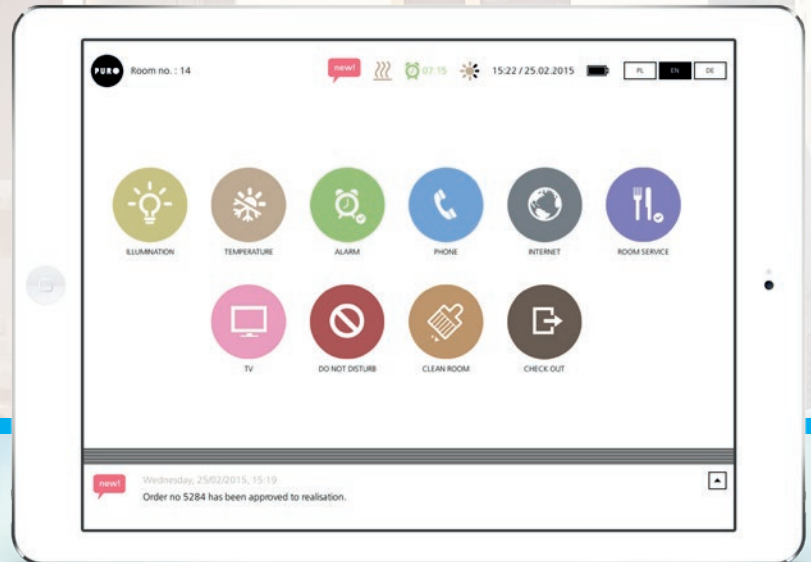
## Advertising campaigns

Planning and sending ads to your guests. Possibility to automate campaigns or set up triggers based on guest behaviour in the app

# Case studies

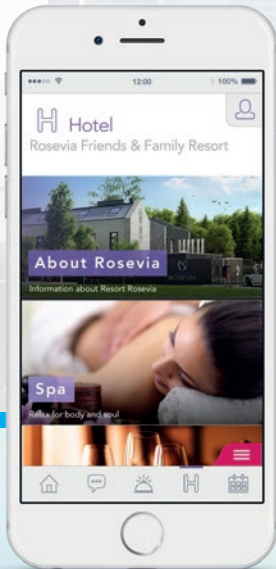


200 ha of Mountain Resort  
The biggest and the most  
luxurious in CEE  
[www.arlamow.pl](http://www.arlamow.pl)



Lifestyle, modern  
hotel chain for  
tech-demanding travellers  
[www.purohotels.de](http://www.purohotels.de)

# References



# Partners

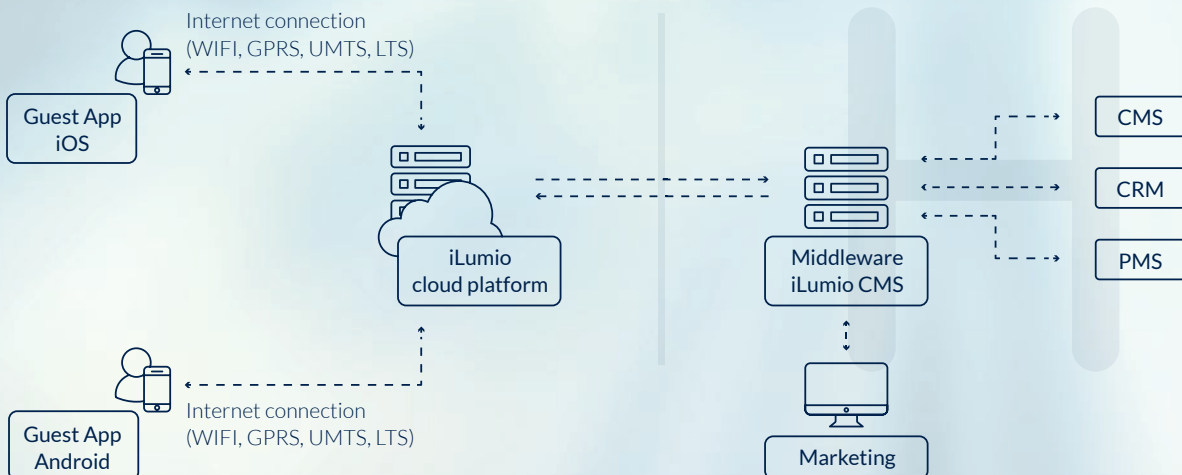


Family & SPA resort  
on the beautiful  
Baltic coast  
[www.rosevia.pl](http://www.rosevia.pl)



# iLumio architecture overview

iLumio was designed with the smallest details in mind to serve both guests and hotel staff, ensuring efficient and dependable implementation. The solution is based on the iLumio cloud platform. The guest application runs on iOS and Android devices (smartphones and tablets). The staff application runs on iOS and the Manager App (CMS) can be operated from any device with the web browser.



# Benefits of the system



## Reduce costs and OTA commission

Reduce printing cost with digital in-room hotel directory and OTA commissions thanks to mobile booking



## Strengthening brand loyalty

Integrated loyalty programmes allow guests to collect points for their bookings and exchange them into rewards



## Promote services and upsell

The app's upselling ability allows guests to customize their stay e.g. request car parking, extra pillows, etc.



## Improve the guest experience

With a more intuitive user interface and new features, hotels can additionally use two-way messaging



## Get ready for the future

Location-based technology, mobile payment, mobile key and room control from own device are the latest trends in hospitality



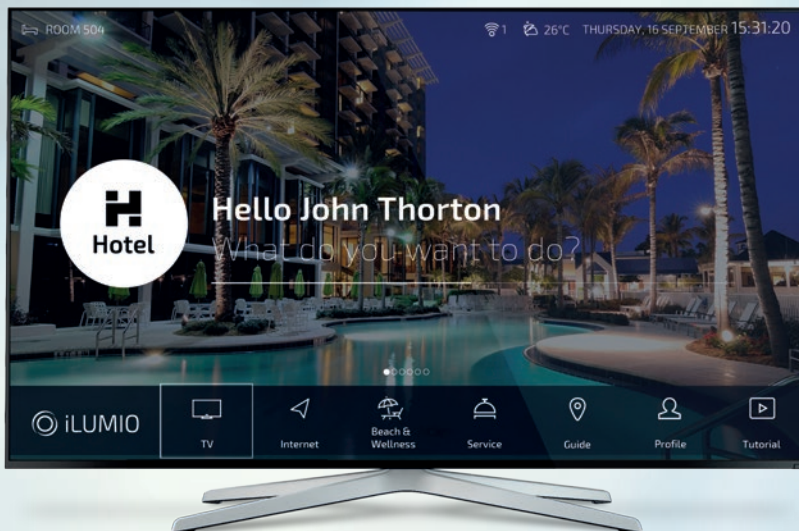
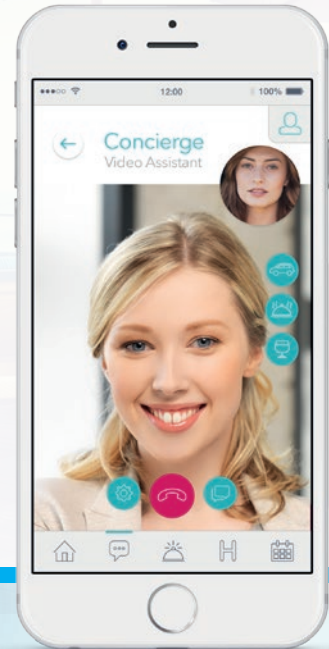
## Multi-tenancy functionality

With one app for your entire network you can push corporate content across all or individual brands

# iLumio platform products portfolio

## iLumio Video Concierge

A modern and unique service which gives you direct video contact with hotel personnel. Secure encrypted connection enables real-time collaboration and screen sharing.

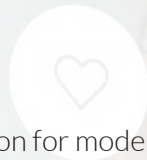


## iLumio TV

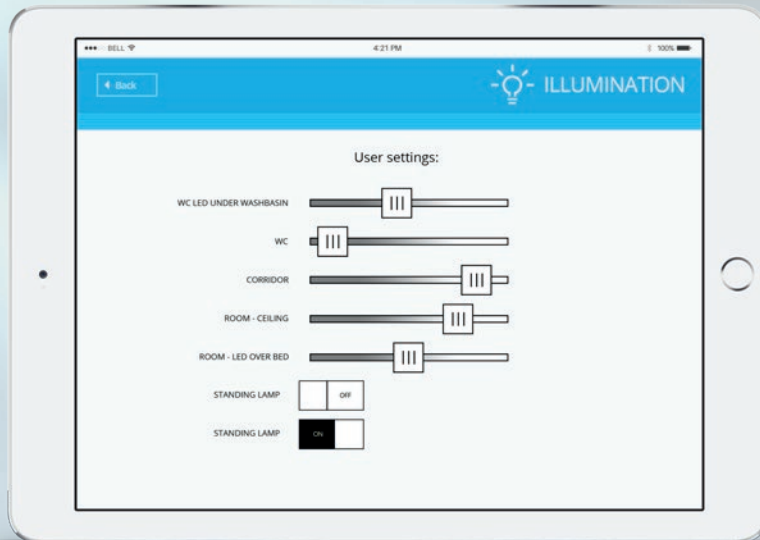
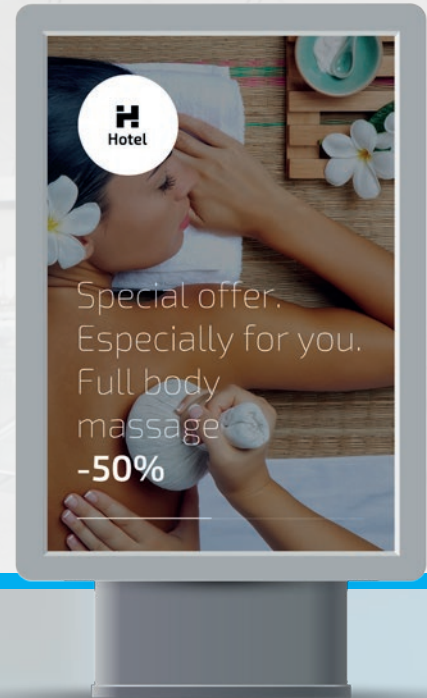
Offers your guests a great TV experience with access to live and Internet TV channels and applications. Ensures a new level of quality services and multimedia entertainment available on hotel TV and mobile screens.

## iLumio Digital Signage

An innovative and proven solution for modern public areas such as stadiums, sports halls, customer service offices, cinemas and theatres, chain stores, hospitals and conference centres. iLumio Digital Signage is a multimedia communication channel whose main objective is to deliver personalized content in an attractive, modern way.



Valentine's Day  
Unique atmosphere



## iLumio Valet

An innovative and easy to use application to create full room automation. All devices are connected in one tablet for easy control of all amenities in the room.

# About Ailleron

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Certificates

Oracle, Microsoft, IBM, Tibco, Philips

Branches

USA, Great Britain and Australia

 iLUMIO



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info@ilumioapp.com



www.ilumioapp.com

## Try out the app now!


Install the app demo and check out its intuitive user experience and unique design.



[ilumioapp.com/android](http://ilumioapp.com/android)



[ilumioapp.com/ios](http://ilumioapp.com/ios)

Find us on 



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