

HOSPITALITY SIMPLIFIED

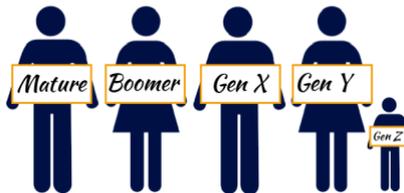
Zendelity Command Center

Improve communications, safety and operational efficiency, deliver a superior guest experience.

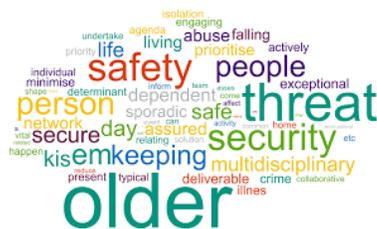
The hospitality market is undergoing a dramatic transformation, the competition is fierce. Those that take a leadership position will outperform their competition and take market share.

Market Trends Transforming Hospitality, Creating Opportunity

Generations – how are we different...

**Machines have a Voice**

Big Data and IoT devices provide, real-time access to operational events. The faster we can action that data the more valuable it is.

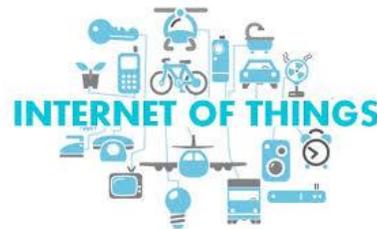
**Social media is Impacting revenue**

Online travel sites and social media has changed the rules on what is communicated about our brand, impacting the average daily rate and occupancy! A negative guest experience cannot be erased.

With so much at risk, we must embrace the change.

Communication has Evolved

The demographics of today's guest is different, these younger generations are changing the preferences of how guests and staff communicate. They are internet driven, mobile, text based and prefer self-service.

**Safety & Security is A Top Priority**

The potential for an accident, violent act, theft, risk of a terrorist attack, or natural disaster always lingers on the horizon, ready to disrupt and ruin our reputation. Failing to plan is planning to fail.

Increase your Average Daily Rate by an estimated 39%

with an increase in your TripAdvisor score of one star.

[Cornell University, School of Hotel Administration, April 2016](http://www.cornell.edu/hospitality)

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Zendelity Command Center

Improve communications, safety, security and operational efficiency, deliver a superior guest experience.

A modular solution built on a single management platform that can evolve with your priorities.

MESSANGER	PATROL	OPERATIONS HUB
<ul style="list-style-type: none"> • Staff and Guest Messaging • Broadcast Messaging • Campaign Messaging • Operational Alerts 	<ul style="list-style-type: none"> • Create and Assign Tasks/Routes • iOS Mobile Patrol Application • Incident Management 	<ul style="list-style-type: none"> • Automate the assignment and communication of tasks <p>COMING SOON</p>
<p align="center">MANAGEMENT</p> <ul style="list-style-type: none"> • Historical Reporting • Monitoring Dashboard • Alerts (email, SMS, Voice, DECT) • Voice Prompts in 7 Languages • PMS Integration • API for Application Integration • Quality Assurance Program • Custom Development 		

Messenger

Automates the communication of everything from wake-up calls (scheduled and missed), staff reminders, event or staff communications, the promotion of available services, equipment issues, or fire alarms, etc.



Patrol

Create, monitor and report on detailed work plans across all aspects of safety and security from routes, to after hours, shut down procedures, emergency action plans, equipment quality checks, special events, etc.

Operations Hub

Coming in 2018, Operations Hub will extend the powers of Messenger and Patrol into the day to day operational teams. Enabling the assignment, communication and monitoring of operational tasks to ensure team perform as cohesive unit delivering consistent and efficient performance day-to-day. Interested in becoming a trial customer, contact us at info@zendelity.com.



Messenger

A flexible approach to how and what is communicated between guests and staff.

How and when a message is received can make all the difference, in achieving the desired results. For many guest and staff interactions, communication is still handled manually and is unreliable, creating lots of opportunities for dissatisfaction and inefficiency.

Messenger, provides increased flexibility and reliability in how and what is communicated between guests and staff. It works to help ensure that the right information, is in the right hands, in the right format to improve execution.

Staff and Guest Messaging

Schedule and automate the delivery of messages and wake-up calls to ensure flights, reservations, events, meetings or tasks are not missed.

Group notifications

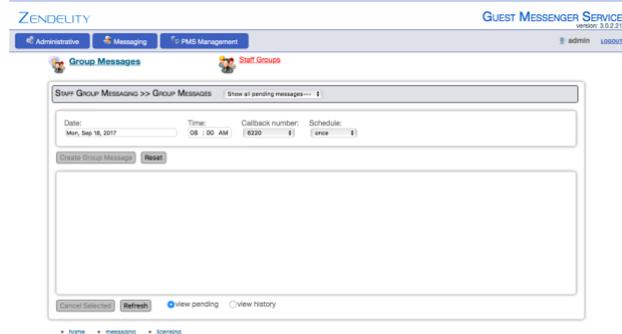
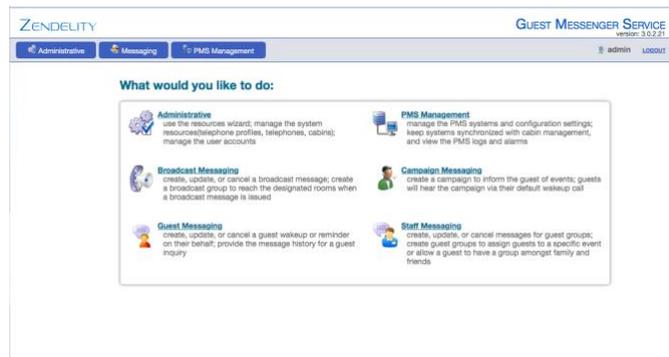
Communicate custom messages to targeted groups such as excursion participants, event attendees, teams or departments to ensure everyone has the information they need in a timely fashion.

Marketing Campaigns

Create custom messages for targeted guests to promote services, excursions or promotions.

Operational Alerts

Automatically alert maintenance and staff of system issues before they impact the guest experience and operational cost with IoT data integration



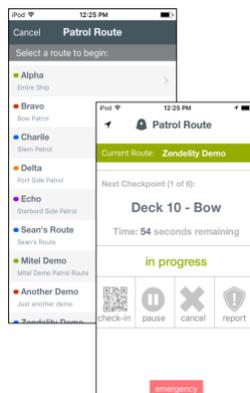
Patrol

A Proactive Approach to Safety and Security

Guests and staff have an expectation for their safety and assume that all measures are being taken to keep them out of harm's way. Today, simply having security cameras and patrol people is not enough. A safety, or security issue can destroy your brand and everything you have done to establish it.

Patrol enables the creation and management of security plans, covering day to day responsibilities and emergency action planning.

- Create patrol routes to monitor all points of interest: High or low traffic areas, crime or hazard prevention, task verification or functional performance, etc.
- Create emergency actions plans to ensure team members know exactly what to do in the event of an emergency.
- Monitor adherence to plan in real-time to ensure execution.
- Alert management in real-time to incidents or issues that need to be addressed.
- Monitor compliance and support investigations with detailed historical reports.



Create and Assign Tasks/Routes:

- On the Fly or In Advance.
- Locate check-points with RFID or QR Codes.

iOS Mobile Application:

- Check In, Monitor Status, Capture. Incidents with pictures and notes.

Incident Management:

- Identify, Document, Alert and Report on incidents in real-time.

Monitoring Dashboard:

- Monitor routes currently in progress from the web based dashboard.
- Alerts: Receive Automated Notifications Based on flexible parameters and average time to execute.

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Command Center Management Platform

Messenger, Patrol and Operations Hub (available in 2018) are built upon a flexible management platform with the capabilities required to leverage Command Center to its full potential.

Simplified Management Tools

Ensure compliance and identify trends with flexible reporting parameters and monitoring dashboard.

**Flexible Communication Options**

Pick the message delivery method best suited to the specific circumstances: Voice, Email, SMS, DECT.

Language Support

All standard voice prompts are available in English, French, Spanish, German, Italian, Portuguese, Mandarin Chinese and Japanese.

**Frictionless Guest Experience**

Includes embedded Integration with PMS and call control to ensure systems are synchronized and staff can access guest details on demand.

Application integration

Extend the capabilities of Command Center into other applications with an integrated API: Ex. mobile applications, PMS or Customer experience solutions, front desk applications, etc.

**Quality Assurance Program**

All solutions include one year of access to the Zendelity QAP Program which includes, 1st line support, free upgrades, one health check, and development support. Additional years can be purchased in 1, 3 or 5 year increments.

Deployment Options

Zendelity Command Center is available in multiple deployment options to ensure the solution is best suited to each environment.

Premise

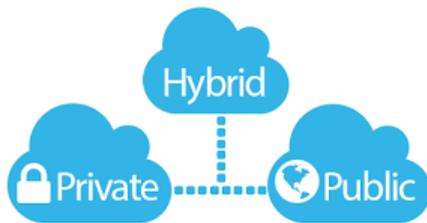
Zendelity Command Center a Microsoft Windows, virtualized solution designed to reduce the cost and complexity of deployment.



On Premise

Cloud

Coming in 2018, Zendelity will be announcing Command Center in the Cloud, available as a private, public or hybrid solution. This offering will be designed to get users up and running quickly, reduce the infrastructure investment and minimize ongoing administrative requirements. Interested in becoming a trial customer, contact us at Info@zendelity.com



Professional Services

Custom development and support is available to ensure Command Center is positioned to meet a customer's specific requirements.

- Application integration: Safety Management System, PMS, PBX, CRM, POS, handsets.
- Data integration: sensory data source, IoT device, alarm button/contact closure.
- Content presentation: Phones, Mobile applications.
- Deployment services: deployment, set-up, upgrades etc.
- Not listed, let's talk!



To learn more about Zendelity Command Center:

Visit www.zendelity.com

Email info@zendelity.com

Call (613)369-4330.