

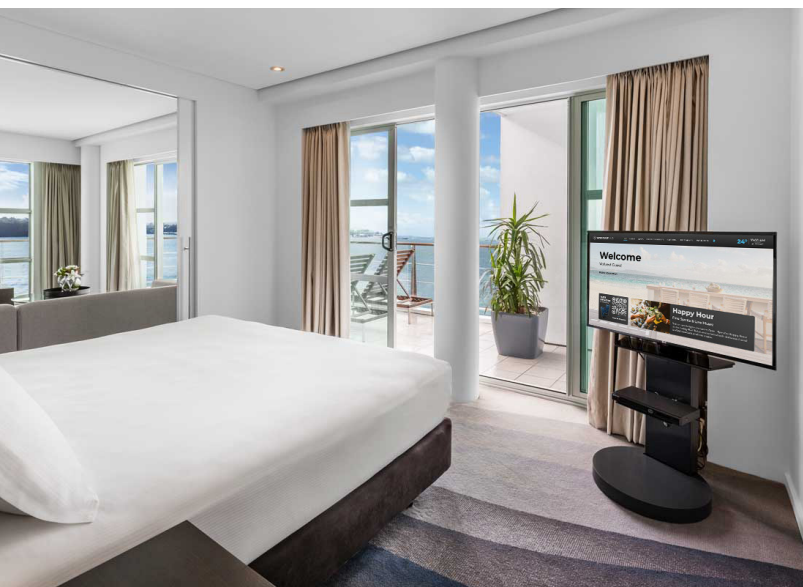
WHAT HOTELS NEED TO KNOW ABOUT GUEST-FACING HOTEL TECHNOLOGY IN OCEANIA



WORLDVUE®

Travellers across Oceania have come to expect more from their hotel stays – including greater personalisation, convenience, and the ability to control more of their experience. From smart rooms and a variety of entertainment options to safety measures and the connectivity to support all these technologies, guests now expect the same tech-driven convenience they enjoy at home. That shift has made guest-facing hotel technology in Oceania a key area of investment, not just to meet or exceed expectations but also to improve operations, increase revenue, and retain loyal customers and staff.

This white paper explores how hotels in Australia, New Zealand, and the broader Oceania region can respond to guest demands in 2025 by deploying the right digital platforms and services. We will discuss trends to guide hoteliers on the solutions properties need to stay ahead of the competition. We will also describe how WorldVue helps hotels offer a better guest experience while streamlining operations.



What Guests Expect from Hotel Technology in Oceania

Oceania's travel and tourism sector is expected to add significantly to the region's economy in the coming years, with record-breaking increases predicted. With such a major impact projected, there will be increased competition in this sector. To remain competitive, hoteliers must consider what travellers are looking for in terms of guest-facing hotel technology in Oceania.

As in other regions globally, Oceania has seen a rise in the number of travellers expecting more than just the basics. Modern guests in places like Australia, New Zealand, and Fiji are seeking more than a place to stay; they want to choose a hotel that is a part of their broader travel experience. They are also seeking greater control over their travel experiences and a simple, functional digital experience when it comes to interacting with a hotel.

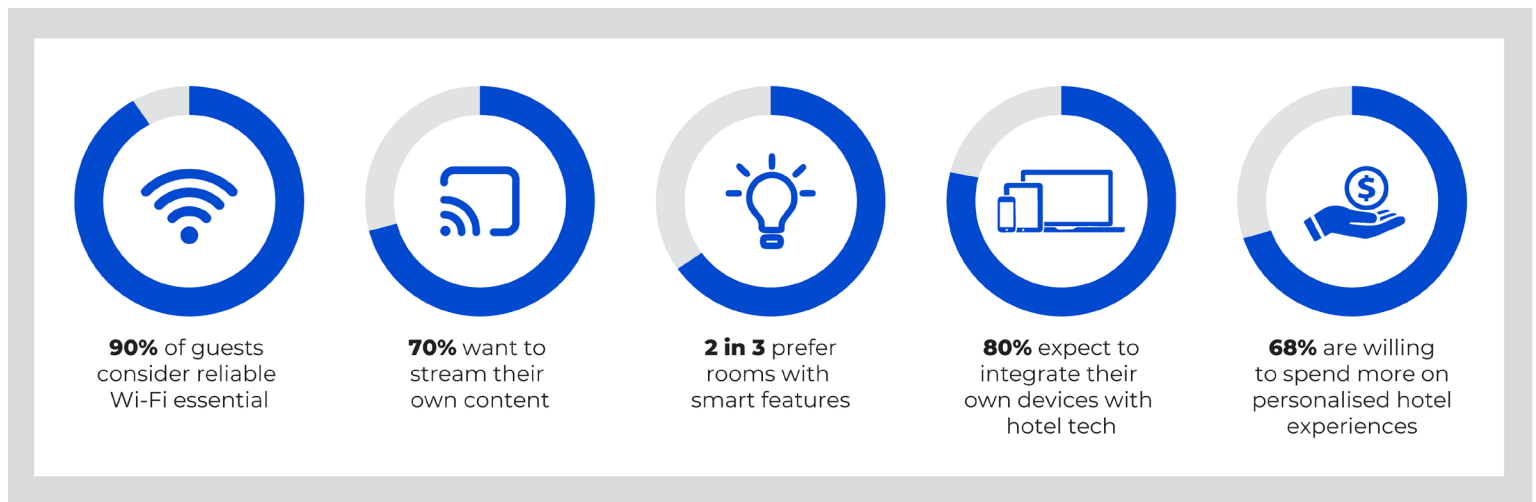
An increase in remote work and “bleisure” travel has led guests to expect improved connectivity and greater personalisation during their stay. Surveys also show that guests are seeking a wider variety of entertainment options, especially post-pandemic. Bleisure travellers in particular want to be able to shift seamlessly from work to play. While streaming and casting are gaining in popularity as more people gain access to a wider variety of content choices, it is important to offer free-to-guest (FTG) programming to serve guests who are not yet comfortable with methods for watching their own content on hotel TVs.



Many travellers report a desire for contactless options such as automated check-in/check-out, AI-powered chatbots for simple requests, and mobile room keys. These options can not only improve the guest experience but can also free staff to focus on interpersonal interactions that can surprise and delight guests.

Hotels are seeing increased interest in smart room controls for personalisation; guests want an experience that is more like home, including room temperature and lighting. Smart technology also supports the trend towards guests seeking more sustainable travel options by managing energy consumption and decreasing waste.

With a greater demand for guest-facing technology as an integral part of any traveller's accommodations, it is vital that hotels and resorts incorporate a variety of modern technology options supported by seamless connectivity throughout the property.



How WorldVue Helps Hotels Exceed Expectations

Fast, Reliable Connectivity

Guests want great WiFi - over 90% of hotel guests say that is the most important amenity when they stay at a hotel. Thus, it is vital to choose a provider experiences in meeting the connectivity needs of hospitality properties.

WorldVue has been providing guest WiFi and related services to hotels for over 20 years, and we are now the #1 choice of multiple major hotel flags for HSIA. With the goal of delivering a better guest experience, we design, install, and support wired and wireless networks, including site surveys, equipment selection, installation, and ongoing maintenance and management. Our converged networks enable simplified management and an improved guest experience.

To ensure that your solution will provide fast, reliable performance, we perform site surveys that include a property walk-through to determine building layout and construction and identify potential installation difficulties. We also perform a heatmap survey of the property so we can design your solution to achieve adequate signal coverage, no matter where your guests may be on your property. We focus on expert design and installation for fast, clean installation with minimal disruption.

We provide your hotel with the latest equipment, monitor and manage your network, and deliver 24/7/365 technical support for Tier One guest support calls.



Key features of our HSIA solutions include:

- **24/7/365 cloud-managed WiFi** for ease of use and peace of mind:
 - Monitor the ongoing health of your network.
 - Watch for down equipment so we can fix issues quickly.
 - Perform network optimisation so your guest network can function at its best.
- **Cloud-based dashboard** - monitor and manage your network from anywhere with an internet connection; see how your guests are using bandwidth to help you determine when network upgrades are needed.
- **High-density access points** - Enterprise-grade equipment for the fast, reliable performance your guests expect.
- **Global coverage** - Ensure guests can access the network throughout your property.
- **Centralised authentication** - Repeat guests only need to sign in once, offering greater convenience for increased guest satisfaction.
- **Custom splash page** - Personalise your property's login page to match your property's branding.
- **Bandwidth management** - Implement bandwidth usage policies to ensure a better experience for all guests.



The Latest Technology for Improved Security

WorldVue's Connected Security solution can also help you implement data and network security as a fundamental aspect of your technology ecosystem. This solution enhances data protection by integrating global threat intelligence and advanced security controls. It also supports edge computing while safeguarding against evolving cyber threats.

A Wide Variety of In-Room Entertainment and Messaging Options

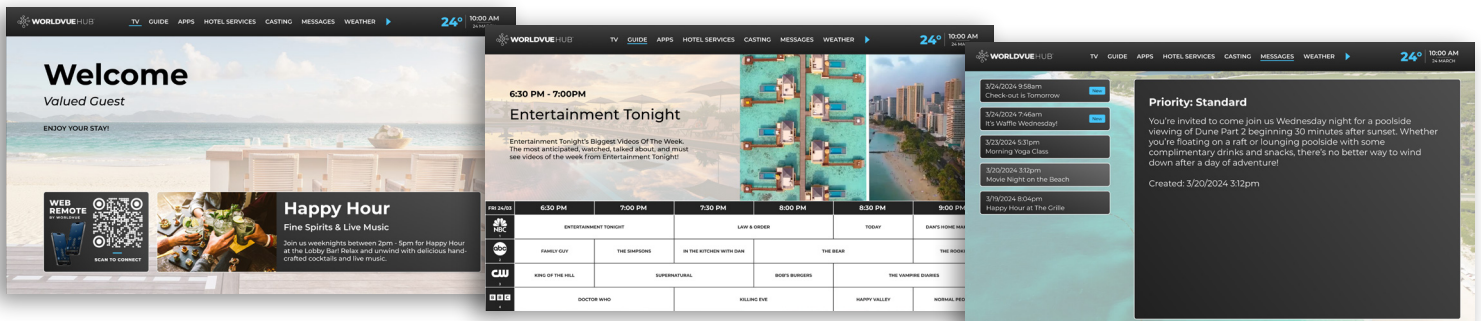
The flagship offering of WorldVue, the WorldVue Entertainment HUB™, aka "The HUB™", is a fully customisable in-room entertainment solution to meet and exceed your brand's expectations and your guests' desires. The HUB can use many different paths to the room, including Ethernet, Wi-Fi, or cable – upgrade your in-room experience, often without rewiring your property!



The HUB is the hotel room's managed gateway to digital transformation. It includes a customised interface for your property and a full range of features to help you create and maintain the best experience and keep them coming back repeatedly.

- **Integration** - The ultimate in-room entertainment solution, the HUB integrates third-party devices with TV services, allowing guests to access FTG content, including streaming apps. The HUB can also integrate with your PMS for personalised messaging.
- **Casting** - For a better experience that meets guest demands, using a simple two-step process, the HUB lets your guests cast the content they want from their own devices to their guest room TVs.
- **Communicate with guests digitally** - The HUB can integrate with your PMS to offer personalised welcome messages and display your amenities and offers through text, photos, and looping videos played on each in-room television screen.
- **WorldVue® Mobile Remote** - Scan and Connect! The touchless solution keeps hands off the in-room TV remotes and puts your guests' personal devices in control, with no app downloads and no storage needed.
- **Relax** - Relaxation videos and sounds for a better night's sleep - just like home.
- **Other popular features** include Interactive Guide, In-Room Concierge, Real-Time Weather, Bluetooth, and more.
- **Live stream directly from your event centre to your guest room televisions**
- **Property operations through the WorldVue® Customer Portal** - Empowering the ability to manage your hotel in real-time and provide valuable stats to drive ROI, the Portal enables you to access the current state of each room, reboot and edit boxes with no guest interruption, view real-time and historical analytics such as channels and streaming applications watched and number of hours viewed, and control in-room features such as the events calendar and guest messaging.

The HUB also offers numerous opportunities for hotels to market their property to their guests. From the moment of guest check-in, when the TV is turned on in the room in anticipation of the guest's arrival, to the time the guest checks out using the convenient in-room checkout feature, WorldVue provides the hotel with the ability to upsell, build brand loyalty, and increase guest satisfaction scores every step of the way.



Keeping Guests and Staff Safe

To offer a better experience, hoteliers need to consider the safety of their guests and their staff. WorldVue provides solutions to help you protect your brand reputation while creating a safe and comfortable environment for all who visit or work at your property:

- **WorldVue Surveillance** provides reliable remote monitoring, so your staff can stop a problem before it even occurs. View your property in real time from any cloud-connected device or use AI-based remote monitoring to receive alerts if a camera is blocked or someone is in an unauthorised area or loiters for an unusually long time. Advanced camera analytics can even help you spot ways to improve guest visits.
- **ProSafe powered by WorldVue** offers a simple, easy-to-use way to connect and protect your entire team. ProSafe's mobile app simplifies team communication, enhances the safety and security of guests and associates, and improved operational efficiency. When staff are under duress, ProSafe assists with single-key incident reporting that includes messaging and media regarding the incident. It also offers real-time translation in over 50 languages, multimedia incident documentation, and precise geo-location mapping for improved incident coordination and response. ProSafe simplifies the process for hotels to ensure their team's safety, allowing them to focus on their daily tasks.

How Using One Expert Vendor Results in a Better Experience

For the best long-term, cost-effective solution, property owners must consider more than the up-front cost. Sometimes, the “cheaper” solution can end up costing more because it is harder to manage, and costs can increase even more over time when things need to be changed, updated, added to, repaired, etc.

Rather than choosing the “least expensive” vendor, it is often more cost-effective eventually to select a single expert vendor like WorldVue. We can provide and manage multiple technology solutions for better performance, easier maintenance, and greater accountability.

WorldVue recommends, designs, and installs total solutions to meet a particular property's needs, wants, budget, and specifics. The considerations we describe in this white paper are meant to provide general guidance. This will help you improve management, maintenance, cost-effectiveness, and future usefulness to start your hotel on the right foot. Our goal is to help you provide the best possible guest experience that is easier and more cost-effective to manage and maintain.

Seamless Technology is Crucial, But So Is Local Service and Support

The WorldVue promise is “*We Deliver, Every Time, No Exceptions.*” We achieve this in part through our local installation, service, and support teams.

To support our hotels through design, implementation, and operation, we provide properties with a dedicated client success manager, proactive monitoring, and a 24/7/365 multilingual support desk. We maintain a global smart-hands network, including WorldVue engineers and partners who are ready to serve properties in every one of our service regions. Our team of technology engineers, systems designers, and project managers are dedicated to your development and success.



We Are Your Trusted Partner for a Great Guest Experience

WorldVue offers a complete range of solutions to ensure the best possible experience with guest-facing hotel technology in Oceania and beyond. We provide a strategic advantage through our deep understanding of the hospitality industry, a commitment to customisation, and a dedication to service that ensures your investment in technology enhances both guest satisfaction and operational efficiency.

WorldVue's "Power of One" yields a Total Cost of Ownership (TCO) that is highly competitive against other vendors. From managed services to digital transformation, WorldVue is a single point of contact for all your property's technology needs. By providing multiple solutions with one point of contact for installation, service, and support, WorldVue can offer the best possible service to our customers while simplifying their technology. Our team of technology engineers, systems designers, project managers, and support professionals continues to help design, install, and support solutions that enhance your property's value.

WorldVue designs HSIA and IPTV solutions to meet the needs of today's travellers while providing the flexibility and support that hotels require. With decades of experience in the hospitality market, we can help you create a hotel experience that is not only modern but truly memorable for your guests.

For more information about how we can help you create a better experience at your Oceania hotel property, contact our team at global@worldvue.com

**We Deliver.
Every Time.
No Exceptions.™**



Contact us today!
global@worldvue.com