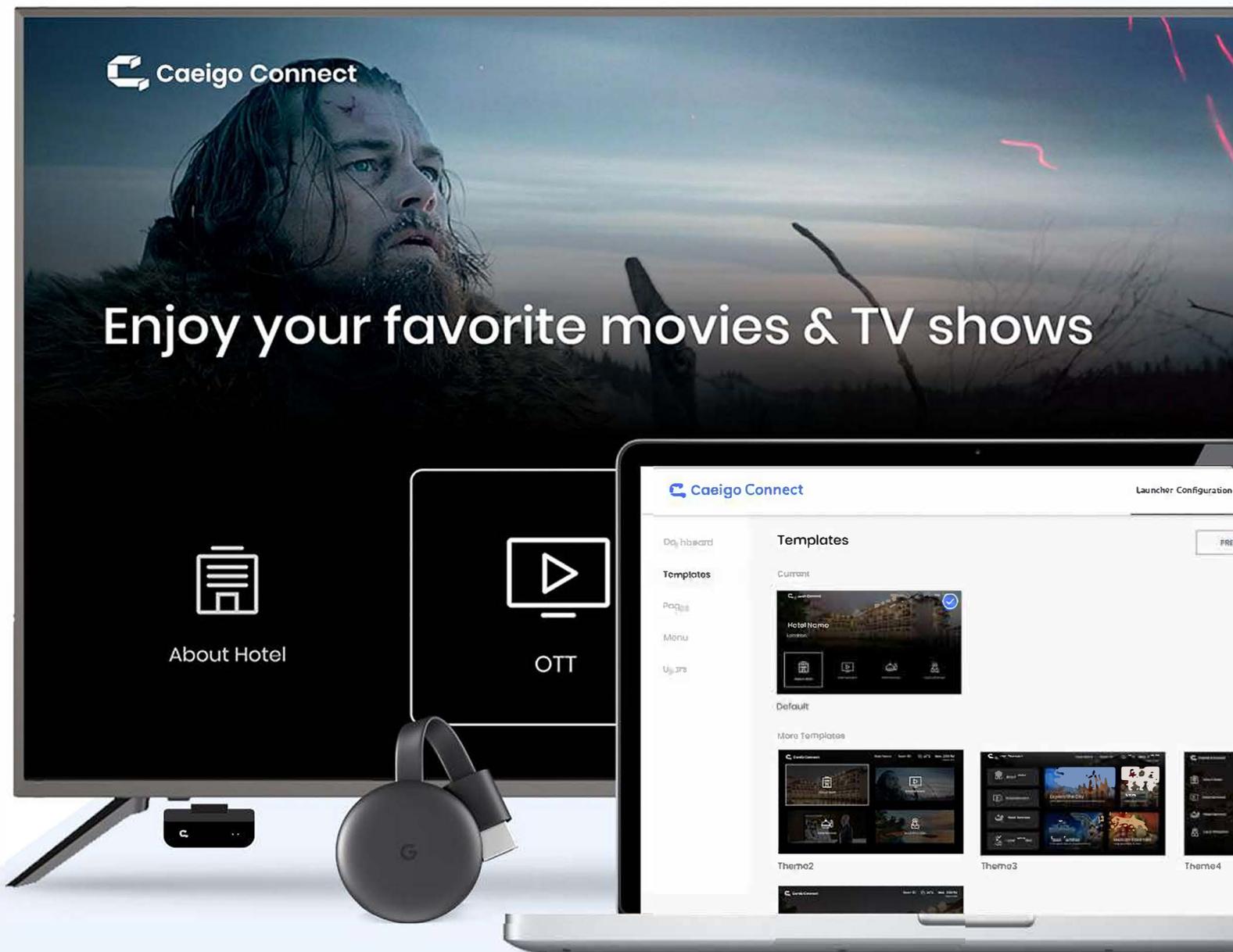


Caeigo Connect



Integrated Guest Experience Delivery Management Platform

The platform for mastering the digital advantage for connecting and reinventing the customer journeys within the hotel premises.

Caeigo Connect

The platform for experience delivery

Quality customer experience has become the core nucleus of the hotel industry for driving business activities. Caeigo Connect is the platform for hoteliers for creating exceptional customer experiences through customer-centric thinking and journey mappings to move from touchpoints to journey can set themselves apart from their competitors.

Caeigo Connect brings in guest centric context awareness to the journeys within the hotel premise. It consists of delivering context awareness to touchpoints for unified omni channel interactivity experience for hotel services offered and the room controls that guests can interact with.

Caeig Connect also re-shapes the entertainment delivery from the as-is unidirectional context less linear channel streams to enabling guests to bring their own contents to avail the big screen consumption experience while in the hotel room.

Connect also offers the building blocks for hotel chains to deliver an Over The Top (OTT) catalog of relevant contents by contextualizing and personalizing the catalog delivery across screens that guests would be interacting with. By connecting the guest journeys, Caeigo Connect open up new revenue opportunities for the hoteliers while strengthening the loyalty and the Customer Lifetime Value (CLV).



Bring Your Own Content (BYOC) and cast on hotel TV



Caeigo Connect helps the hoteliers to cater to the demand from the digital consumers checking into the hotel rooms with the feature of casting support powered with Google Chromecast.

Specifications and Pre-Requisites for BYOC feature deployment

Casting Device	Google Chromecast, mounting enclosure
Hardware	Caeigo Connect server, Caeigo controller box and Remote
Software	Caeigo Connect Software

Dynamic TV launcher and Remote control as digital touch points



Caeigo Connect has application frameworks for smart phone platforms and TVs to dynamically building the customized TV launcher and smart phone mobile applications by binding the metadata dynamically configured for the design templates, pages and menus.

TV launcher is supported with **soft and hard remote support** for navigation and interactivity. Caeigo Connect soft remote can be integrated with the branded mobile application that can be designed using Connect smart phone app templates.

Caeigo connect supercharges an out of the box Chromecast to deliver an interactive launcher. Chromecast will show this launcher when it's not casting any content. The content for this launcher can be customized and themed as per hotel requirements via our content management system (CMS).



Caeigo controller box would be an add-on component to your TV and will receive commands from the hard and soft remote. Soft remote is available as SDKs, and it can be easily integrated with hotels branded mobile applications.

OTT catalog and content delivery across mobile and hotel room TV

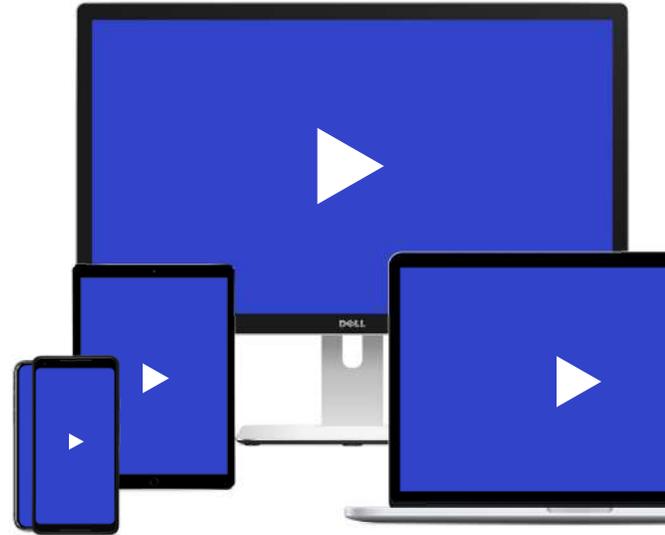


Caeigo Connect delivers the OTT platform for hotel chains to aggregate and build their OTT catalogue to offer a rich content catalogue to cater to the global cross section of guests.

Media Framework built within Caeigo Connect offers the full stack OTT platform that include Content Management System and Configuration Manager to manage and curate the contents and Analytics and Recommendation engine to personalize the content delivery..

Elevated TV experience delivery

Internet streaming of video for TV Everywhere Experience delivery is sky rocketing day by day as mobile technologies have handed over unprecedented power to consumers to dictate and demand what they want. Hospitality industry dealing with a major cross section of the above digital consumers can't stay away from such an emerging trend of video consumption over internet by guests checking into the hotel rooms.



Aggregation of Hotel services for interactivity at the convenience of guests

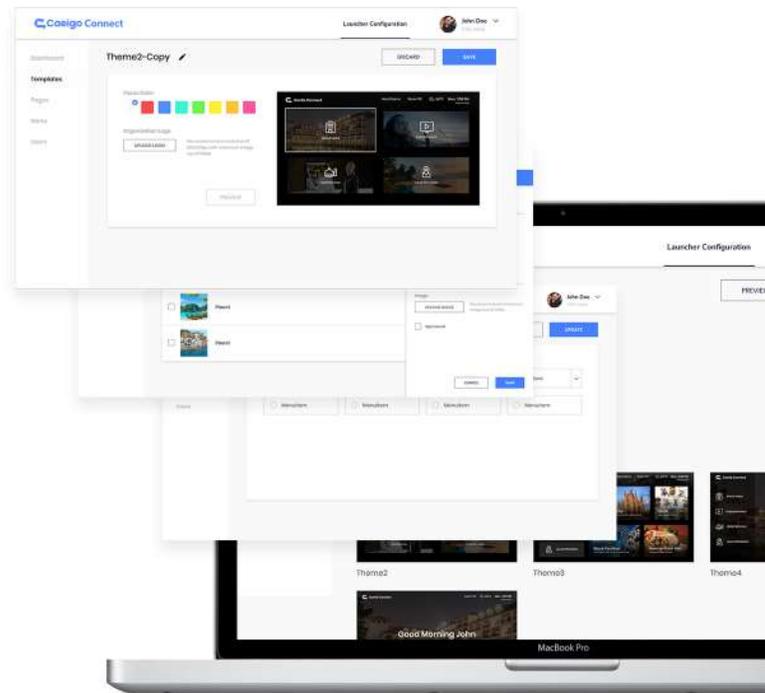


Aggregating guest's service request and facilitation journeys by paying attention to define touchpoints that guests can easily interact with for availing end to end service facilitation experience will deliver tangible business outcomes. Caeigo Connect provides the required backend service aggregation infrastructure and the front-end guest experience touchpoints on hotel room TVs and guests mobile devices.

Caeigo Connect Content Management System (CMS)

Caeigo Connect Content Management System (CMS) offers a rich set of templates for hotel TVs and smart phones. TV templates are completely agnostic of TV brands.

Caeigo CMS also offers provision for page design and menu designs for the TV launcher and branded mobile applications for hotels for delivering a unified user experience.



Voice support as digital touchpoint for guest interactivity

Voice is positioned as the next frontier of digital experience delivery. Caeigo Connect helps the hoteliers to jump into the voice-based experience delivery bandwagon by providing the support for Amazon Alexa and Google Home skills.



Room Control experience delivery by onboarding the actuators installed in the hotel rooms

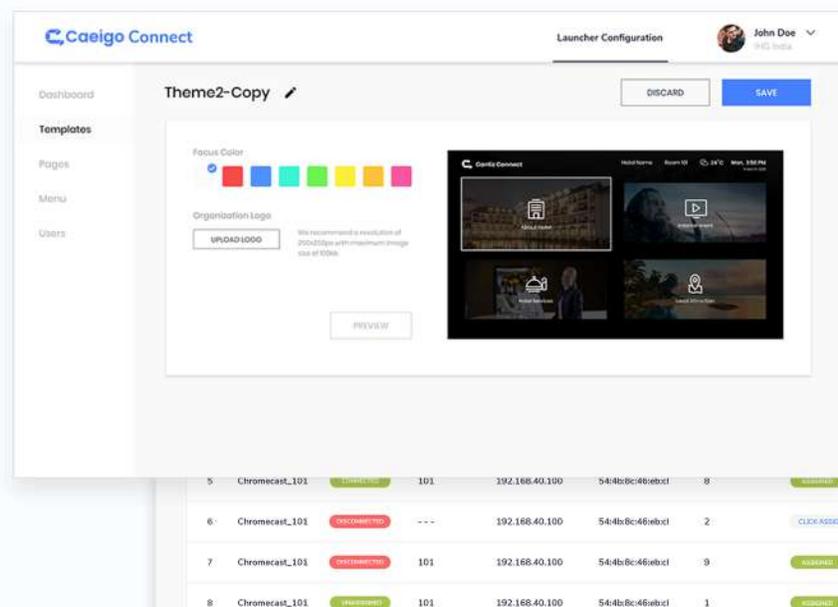


Caeigo Connect IoT engine has all the building blocks built in for controlling the smart enabled room controls installed within the hotel rooms. Caeigo Connect gateway that goes into the hotel rooms has the support for Zigbee, Z-Wave, Bluetooth LE and Wi-Fi protocol support to execute any control commands from the guests through the digital touchpoints offered by Caeigo Connect.

Along with pre-built protocol stack support for quicker integration of the room controls within the hotel rooms, IoT engine within Caeigo Connect comes up with pre-built integration readiness with actuators well established within the hotel industry like Assa Abloy, the leading door lock manufacturer.

Centralized Device Management and Dashboard for effective operational management of guest experience

Caeigo Connect has a well-defined management console to configure and monitor the Google Chromecast and Chromecast integrated room control gateways that gets installed in the hotel rooms. Caeigo's console for the technical support team makes the hardware mapping and monitoring easier. The Caeigo Connect dashboard with the provision for access management configuration delivers Key Performance Indicators (KPIs) for the stakeholders and actors to monitor and actionize.



Security features in Caeigo Connect



Caeigo Connect offers the state-of-the-art security features as part of the experience delivery features covered by Connect. Security features include SSL support, secure tunneling between the interaction nodes within hotel network such as guest's mobile device and Chromecast and role-based access of Connect management features.

For the secure Chromecast detection and management for BYOC and casting feature, Caeigo Connect offers disables the Guest Mode in Google Chromecast to prevent casting without being connected to the same hotel Wi-Fi. Connect solution limits the visibility to authorized guests in a hotel environment. Chromecasts mapped to a room would be only visible to the Guest who has checked in the room. Caeigo Connect allows Chromecast configurations to happen only through Google Home app. Connect server mediates all communications between the guest device and Chromecast installed in the hotel room thereby ensuring that only authenticated guest devices transact with the Chromecast installed in the room.

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