

*Microsense*

**Microsense**  
Seamless connectivity.

**Technology Partner to the Hospitality Industry**



**Open up your world**

The world has shrunk. Geographies have blurred. Limitations of time and space have ceased to exist. You could be anywhere and at the same time everywhere.

Premium hotels need sophisticated systems to meet the varied and challenging needs of guests.

**Provide guests a luxurious technology experience**

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Triple Play

High Speed Internet Access

IP TV

Wi-Fi

Telephony and VOIP

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With our cutting-edge technology and high service levels, we believe in setting standards and improving on them. Our passion for service and familiarity with technology have influenced leading hospitality chains to select us as their technology partner

Microsense leads the Indian market in providing Internet and related access services in the hospitality segment. From tall buildings to campuses spread over many acres Microsense provides service to a broad spectrum of real estate architectures and applications.

Microsense also provides service to leading hotels in Dubai, Belfast, Sri Lanka and the Maldives and soon in Switzerland and Germany

Offerings include the complete suite : High Speed Wired and Wireless Access for Guests, IPTV, Triple Play, Event Recording, Video Conferencing, Telephony/VOIP, Video Surveillance. Microsense also offers an integrated software solution for network usage, management and control.

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Switzerland

United Kingdom

Dubai

India

Sri Lanka

Maldives

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## Some of the International Brands we service



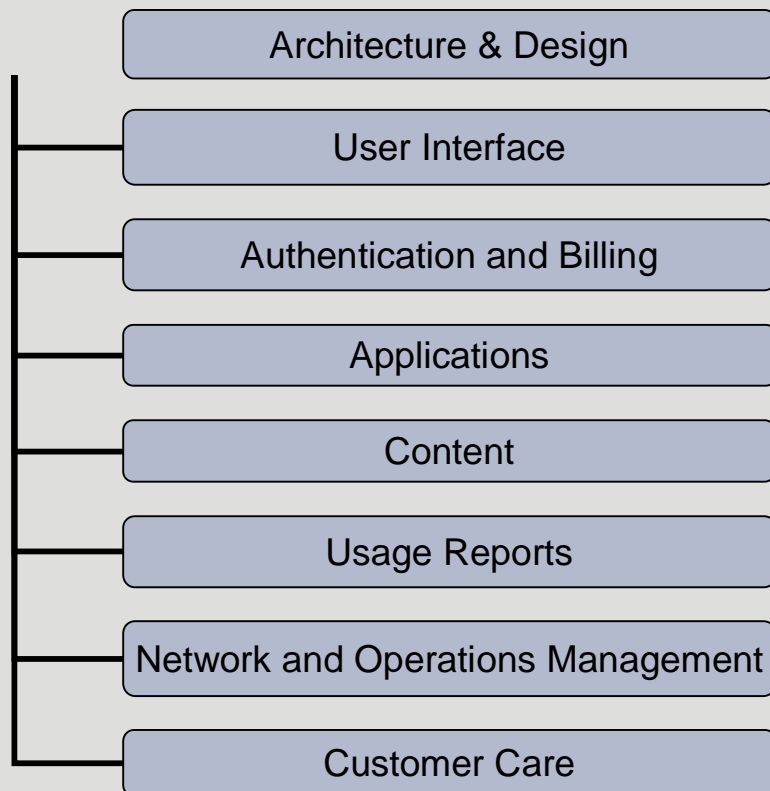
# Microsense

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Microsense addresses all aspects of guest and hotel needs and is able to bring a holistic approach for the various offerings



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**Comprehensive  
Services**

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## Modern Hotels need to be designed for Converged Communications.

The ability to provide high class internet access, entertainment services, content, and voice communications both over high speed wired networks and wireless networks has become more important than ever before...

Microsense's experience and turnkey services provide your guests the kind of services they expect.

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**Triple Play**

**Voice**

**Video**

**Data**

**Wired & Wireless**

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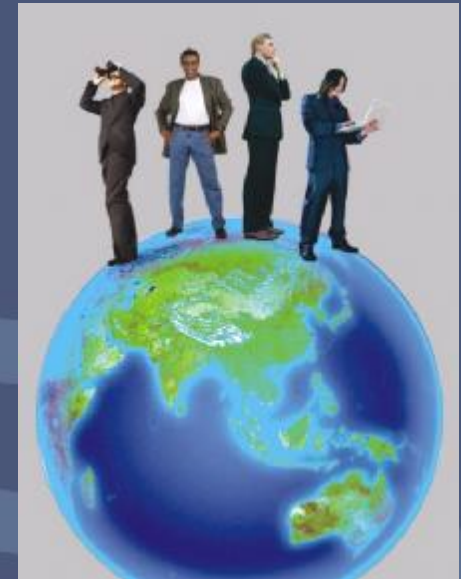
# High Speed Internet Access

## HSIA

## Wired & Wireless

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**For hotels guests today, great internet experience is as important as good rooms.**

**The Microsense HSIA software is designed with great care to provide guests the kind of experience they come to expect from five star hotels.**

**The guest interface** is designed to provide a sense of luxury combined with ease of use. At the same time, it anticipates the varying needs of different types of guests so that everyone gets what they wish to get.

**The hotel administration interface** is power packed and flexible. It enables the hotel to customize its offerings to guests, and provides a host of reports with the types of information that the hotel will need.

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**HSIA**



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### Plug and Play.

No need for guest to change IP addresses or Proxy Settings

### Room Mapping for Wired Rooms.

Room is identified automatically and guest does not need to enter password. Makes it easy for the guest.

### Seamless Wired to Wi-Fi and Wi-Fi to wired transfer.

Guest can use wired or wireless. Once logged in, the guest is remembered during the stay and service is provided without having to re-log-in

### VPN support and multiple VPN support

Certified for leading VPNs. Multiple guests from the same organization can connect simultaneously to their server

### Property Management System Interface.

Billing. Micros, Springer Miller, CLS, IDS, WinHMS and a host of other systems. Tax splitting is done while posting to PMS.

### Bandwidth on Demand

### Login Success Alerts. Login Failure Alerts by e-mail and/or SMS

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Wired & Wireless Internet  
Access

## Typical Specifications

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Wired & Wireless Internet  
Access

## Typical Specifications

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### Hotel can define its own plans.

Different time durations. Plans where the guest can use the time in parts. Or plans which run continuously from the time of login.

Complementary rooms, Time of day plans. Happy hour Plans, and many more

### Convenient Systems for service to non resident guests.

#### Lawful Intercept

Has Lawful Intercept Features to satisfy the Law Agencies, without intruding on the privacy of the user

### Detailed Guest usage statistics for the hotel.

#### Public IP self service

Guest can opt for a Public IP if needed and this will be provided automatically. The hotel can decide whether to charge extra for the Public IP or provide it free

### Business Center Module enables hotel to manage Business Center

### Convention and Events Systems. Group passwords

## User Dashboard

Users can view the status their account status in a dash board (user status window) such as their time remaining, IP address MAC address, bytes transferred.

## Worldwide Network Management System.

We monitor all the devices in the hotel for proper functioning from our NOC

## Customized Hospitality Help Desk System

Easy handling of guest calls and information on call statistics for analysis.

## Structured Cabling

Extensive FAQ and help pages

And More...

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Wired & Wireless Internet  
Access

## Typical Specifications

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# Video Surveillance

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## Surveillance in Hospitality

Electronic Surveillance is not new to the Hotel industry, but in the past they focussed mainly on property / loss prevention. You might spot them at receiving docks / stores, employee exits or other vulnerable areas.

Today, globally hotels are rapidly installing security cameras behind reception desks, lobbies, corridors and everywhere else. Hotel guests generally appreciate their presence as they see it as an extra service / care from the Hotels to enhance guest safety and security as well.

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## Video Surveillance



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Networked surveillance systems form a significant and immensely useful value-add to the broadband network laid out across the Hotel.

Web cameras that are integrated with the wired and wireless broadband network form a cost-effective yet highly functional monitoring system. The surveillance system consists of video cameras that relay moving images to monitors and recording devices over the wired and Wi-Fi hotel network

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**Video**  
**Surveillance**

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These units are easier to set up and install than traditional surveillance units, have lower maintenance costs, and owing to their Wi-Fi compatibility can be deployed in areas where traditional wired cameras cannot be installed.

The digital images can be stored in a database that can be searched by camera, time, date, alarm activation or even motion.

Microsense with its track record and expertise in the hospitality services becomes a defacto partner of choice for deploying such state of the art, proven surveillance systems.

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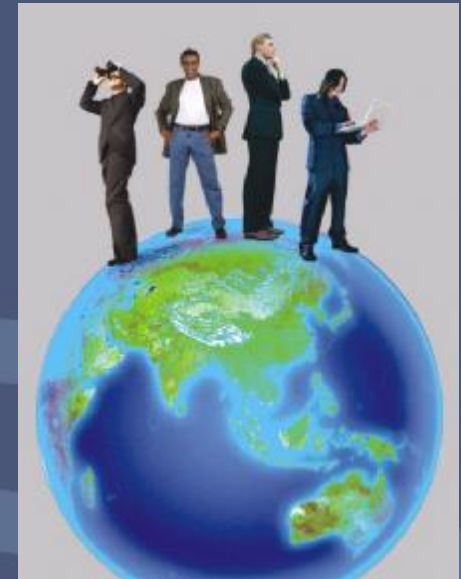
**Video**  
**Surveillance**

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IPTV

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Apart from in-room Broadband Internet services, Microsense also offers in-room Entertainment services, with TV and Video on Demand. With these services, we present you Triple Play, which offers you data, voice and video-on-demand, all on your existing TV.

Microsense brings you this innovative offering in your hotel, as a significant value-add to the in-room broadband Internet services it offers. With our in-room entertainment services, your guests no longer need to be restricted to surfing TV channels 'pushed' to them by channel operators, but instead can have a more interactive and personalized experience by selecting content on demand and viewing programs that they opt for. The television is converted to an interactive source of services like films on demand, music on demand, games and information channels, to name a few.

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**IPTV**



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### **Entertainment on Demand**

With our entertainment services, your guests have complete freedom of choice. Music, films, games and Internet on demand means the guests can have a richer and more relaxing entertainment experience.

### **Parental Control**

Powerful and complete parental control options are provided for all our entertainment content.

### **Tele-ordering**

The TV need no longer be used just for entertainment purposes. Using the remote, guests can use it as a means to avail of all hotel facilities, including room service, laundry, bar and restaurant, front desk services etc.

### **Bill Viewing**

Guests can view their hotel bill at anytime, which creates for a more transparent experience and can also expedite checkout procedures.

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**IPTV**



**Solution  
Highlights**

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## Benefits to Guests

- ØCrystal clear picture quality
- ØOutstanding TV viewing experience
- ØUltra fast channel zapping
- ØIncreased satisfaction with overall hotel experience
- ØEasy access to the information and entertainment content in a TV-centric environment
- ØSecond nature user interface navigation is fun rather than frustrating
- ØFast and easy view of all available channels and TV lineup.
- ØAccess to a host of external information sources, including , weather news and promotions from hotel
- ØEasier and more comfortable stay with latest hotel information and essential services.

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**IPTV**



**Benefits**

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# IP Telephony

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A definite, highly marketable, value-added service for a business hotel.

IP Telephony is a sophisticated service that enables both improved customer service and improved efficiencies in hotel management. It simplifies and streamlines communication methods by integrating the Hotel IP network with phones, enabling centralized management and consistent communication features across the hotel.

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**IP**  
**Telephony**

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Guests have a cost-effective means of making long distance/ international calls. This coupled with the in-room Wi-Fi services increases guest productivity and is an immense boon to the business traveler

Maintenance costs are greatly reduced with a single IP network that handles data, in-room entertainment and IP Telephony. Desktop IP phones can be integrated with the Hotel PBX system to allow guests to order room service or access other hotel services using the same phone.

Hotel staff and management can use the service during business meetings and conferences or as a low cost means of conferencing with other hotels across the world.

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## Benefits



## IP Telephony

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As part of the Microsense solution, we assess your needs and requirements and provide a best-in-class telephony solution that include Desktop IP phones and Voice over Wi-Fi phones that match international standards.

We also handle the backend design, preparation, deployment and subsequent maintenance of the IP network, so you can be assured of a completely hassle-free experience.

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**IP Telephony**

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Microsense plays a significant role in India's Wireless Ecosystem development.

Hotels and Hotspots



Branch offices



Unwired Cities



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**Pioneers  
in  
Wireless**

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At Microsense we want our clients to feel our Service is second to none.

24 x 7 x 365 Technical Support Call Center. Access by e-mail, phone or over the web.

Network Operations centers in Mumbai, Delhi, Chennai, Kolkata, Bangalore, Hyderabad, Pune and Kochi

Network Management Systems spanning multiple networks

Facilities Management

Design and Architecture Consultancy

Turnkey Services

Above all, a customer first attitude!

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**Microsense**  
**Service**

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**Chennai, Bangalore, Delhi, Hyderabad,  
Mumbai, Kolkata, Pune.**

Madurai  
Thekkady  
Kumarakom  
Vadodara  
Udaipur  
Simla  
Aurangabad  
Vijayawada  
Agra  
Varanasi  
Jodhpur

Kochi  
Verkala  
Ahmedabad  
Surat  
Jaipur  
Agra  
Nasik  
Vizag  
Lucknow  
Bubaneswar  
Khajuraho

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Microsense Offices

**Microsense**  
**Locations**

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For additional information,  
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log on to

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[www.microsensehospitality.com](http://www.microsensehospitality.com)  
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**Thank You**

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