

# HOTstream Guest Facing Cruise Solutions

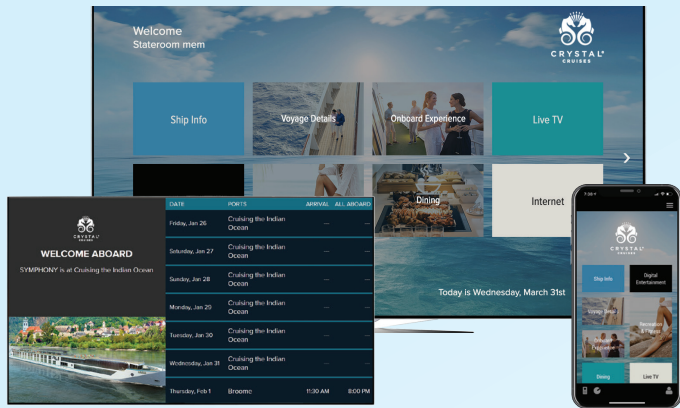
Simple. Sophisticated. Seaworthy.

MCOMS HOTstream Guest Facing Cruise Solution guarantees a unique onboard experience for your guests, setting new standards in luxurious and upscale services.

MCOMS with a proven record of more than 20 years of experience in IPTV, VOD, Cast, Mobile, Signage technologies and luxury hospitality services has designed a highly customizable solution for the cruise industry that is agnostic of the ship infrastructure and the screen that guests will choose, offering an unrivaled combination of luxury and value.



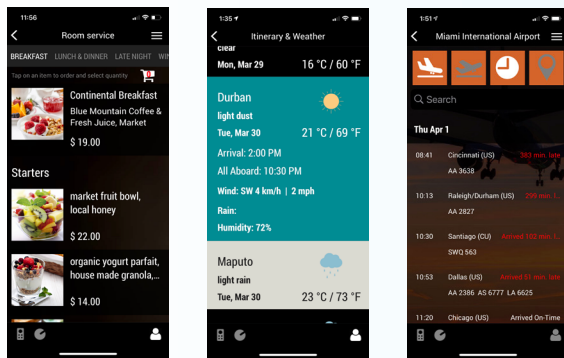
# ON BOARD TV, VOD, CAST, MOBILE, SIGNAGE



## HOTstream TV, Mobile and Signage

SIMPLE. SOPHISTICATED. SEAWORTHY

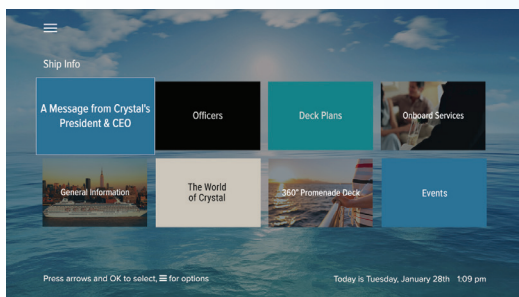
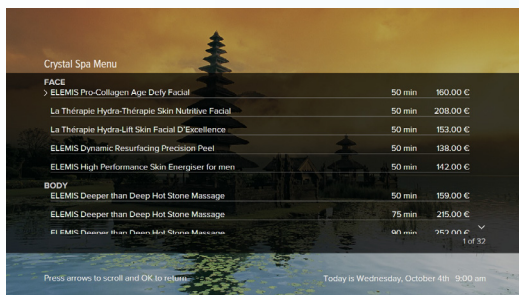
- Fully customizable TV user interface
- Screen and content casting
- Mobile custom app to pair with TV UI
- Available on any guest device
- Great variety of Digital Signage templates
- Easy to use OMS web-based management tool
- Integrations with 3rd party onboard systems



## HOTstream Interactive Services

TIGHTLY INTEGRATED WITH ONBOARD SYSTEMS

Let your guests relax and recharge in their cabins while ordering room service, making requests and reservations for the ship's facilities, onboard events and activities. Exclusive features of the HOTstream platform include concierge services and many more that elevate the onboard experience and engage your guests offering a truly personalized vacation.



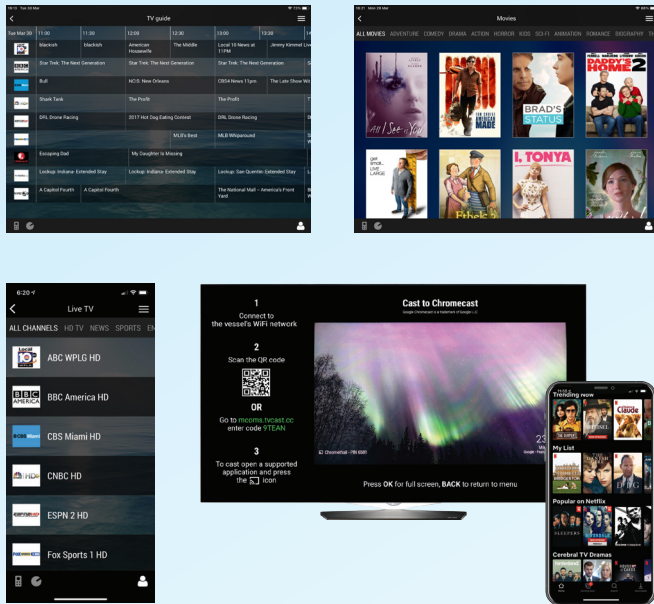
- Welcome message with Safety video
- Guest Requests
- View Guest Folio and Itinerary
- General Alarm (GA) & Public Announcement (PA)
- Room Service
- Restaurant Reservations
- Promotional videos
- Targeted Messaging
- Crew and floor plans management
- Way finding
- Itinerary and Weather information for every destination
- Cruise Information
- Activity Schedules
- Shore tours and excursions with booking
- Travel Guides with maps and POIs
- Cruise events and personal calendar
- Flight Information

# ON BOARD TV, VOD, CAST, MOBILE, SIGNAGE

## HOTstream Live and On Demand Entertainment

### AVAILABLE ON TVs AND MOBILE DEVICES

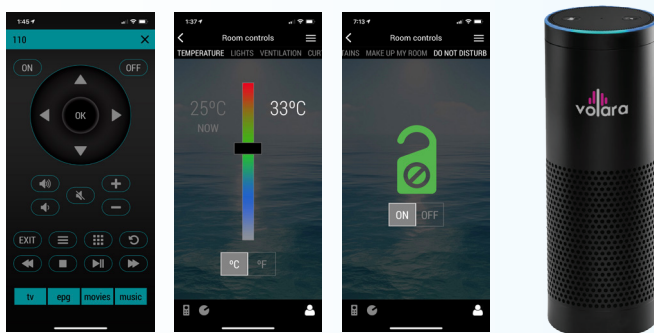
Guests can also indulge in an impressive selection of Movies and Music on Demand, Free To Guest Channels and Onboard live or recorded events available on their cabin TVs or their own mobile devices. Guests can also stream their own content and favorite entertainment from smartphone, tablet or laptop right to the room's TV.



- Free To Guest IPTV Channels
- Network DVR for FTG Channels
- Electronic Program Guide
- Hollywood Movies On Demand
- Music On Demand
- Internet news and radio
- Live broadcast of onboard cameras with music in background
- Live Broadcasting & Recording of onboard events
- Onboard Events On Demand
- Screen and Content Casting
- OTT apps

## HOTstream IoT Applications

### CONTACTLESS EXPERIENCES



- Webapp virtual remote**  
By scanning a QR code on TV  
No need for guests to download an app
- Room Controls**  
Manage temperature, lighting, hvac, drapes, DND from TV or mobile app  
Rich GRMS ecosystem with flexible vendor choice
- Voice Controls**  
Manage TV functions with a voice assistant



**CRYSTAL®**  
CRUISES

BACH DEBUSSY MAHLER MOZART  
RAVEL SERENITY SYMPHONY ENDEAVOR



Queen Elizabeth 2

MCOMS is one of the leading IT solution providers for the hospitality and cruise industries. MCOMS designs, develops and operates advanced technology solutions for multiscreen environments, including applications for Smart TVs, set-top boxes, smartphones, tablets, laptops and digital signage monitors.

