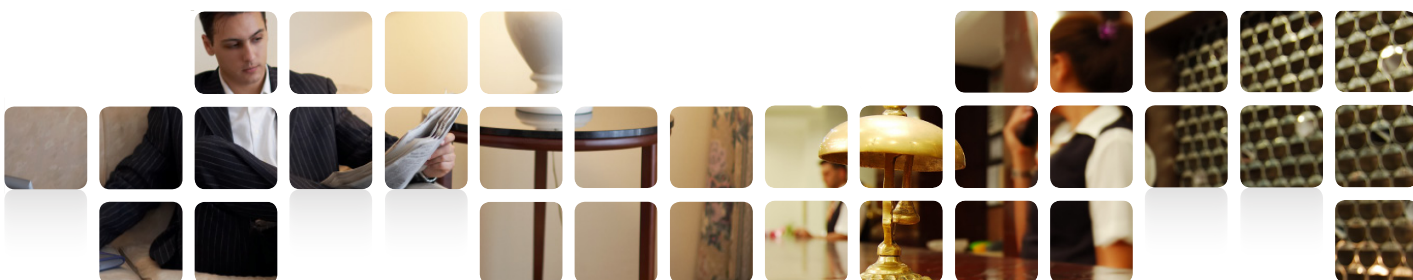




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A Roaring Success Story

Call Accounting & Interface Management • Hospitality Voicemail & Wake Up Systems • High Speed Internet Access Management & Billing Solutions • Guest Mobility Solutions • Guest Services Applications • XML Content Delivery to Handsets • Guest Room Telephone Handsets • Customised Development work

 In 2009, Tiger Communications' Hospitality Division acquired TMS Telephone Management Systems and the new name, TigerTMS, came into existence maintaining the global identities of both Hospitality technology companies. In 2012, following the acquisition of Innovation Technologies Worldwide Inc., TigerTMS became the world's largest single supplier of communications and guest management systems as well as integrated voice & data solutions to the hospitality industry serving over 15,000 properties including 9 of the 10 largest hotel chains.

With over 3 decades of deploying leading edge solutions & services to the Hotel Industry, TigerTMS have a proven track record across the globe in deploying Premise based , Virtualised or Centrally Hosted technologies .

The solution is completely modular and fully scalable. Our valued client base spans the range of hotels from smaller boutique properties to large luxury resorts.

Establishing long-term strategic partnerships with Hotel Groups, Branded Chains, Independent Hotel operators , Telecommunications Manufacturers and Property Management System vendors across the globe has been at the foundation of TigerTMS' success.

The TigerTMS solutions portfolio includes:

- Interface Aggregation & Management;
- Premise based, Virtualised or Hosted Call Accounting;
- Guest Voice Messaging and Wake Up Systems;
- HSIA Management and Billing Solutions;
- Guest Mobility / BYOD Solutions;
- Guest Content Services Applications;
- Guest Service Tracking and Workflow Management;
- XML Content Delivery to IP Handsets;
- Customised Development Work;
- Guest Room Telephone Handsets;

TigerTMS' headquarters are based in the United Kingdom, with regional satellite offices located across the globe. Acknowledging the fact that first-class product service & support is key to the future of any company today, TigerTMS operates 24 hour, 365 day cover.

Whether you are managing a new build hotel venture or have an existing property looking at a technology refresh, then make TigerTMS your premier solutions partner.

iCharge

Voice Billing • Data Billing • PBX 2 Way Integration • PMS 2 Way Integration • Voicemail 2 Way Integration • High Speed Internet Access 2 Way Integration • IPTV 2 Way Integration • Room Status • VIP Registration • Message Waiting

iCharge is the complete billing engine for Voice and Data charging in the Hotel marketplace. The solution can be premise based, deployed in a virtualised environment, or hosted in a full cloud based data centre above property, operated as a SaaS model.

iCharge is available in 2 variants, CUB or PRO. CUB is ideal where only the base hotel reporting is required and generally targeted at the 2 or 3* properties. PRO is geared around providing full drill down analysis of the Call Management reports and generally used by the 4 and 5* properties.







The ability to integrate 3rd Party applications in real-time is at the heart of the iCharge technology, allowing all modern communication methods to be used such as native IP and XML Web Services.

The solution provides a platform for inter-connecting all front & back office applications either in a single hotel or used across a multi-property configuration with Centralised PMS.






Call Management

-  Multi Vendor Concurrent Support
-  Real Time Data Processing
-  Unlimited Guest Tariffs
-  Exception Charging
-  Time Based Tariff
-  Flexible Billing
-  Independent Voice and Data Tariffs












Advanced Reporting

-  Operator / Departmental / Extension Response Time
-  Carrier Comparison
-  Network Performance
-  People Performance
-  Trunk Utilisation & Modelling
-  High Usage Reporting











Value Add

-  Triple Play Support
-  Promotional Packaging (Voice, Data & Media)
-  In-Room Maid Status
-  Mini-Bar Charge Posting
-  DDI Allocation
-  PIN Control







Architecture

-  Single or Multi-Property Environment
-  Premise or Cloud Based
-  Physical or Virtual Environment
-  32bit & 64bit Windows
-  SQL Server Based Data Storage
-  Scalable from 10 to 10,000+ Rooms
-  Web Based Application
-  Rapid Integration Development
-  Intra – Internet Connectivity
-  Email Support for Reports and Alarms
-  Universal Protocol Translation


Interface Management

-  Property Management System
-  PBX Call Accounting
-  PBX Control
-  Guest Voicemail
-  Guest Wake Up
-  High Speed Internet Access
-  In Room Media Systems
-  Guest Content Systems
-  Guest Mobility Systems
-  Operator Directory

Communications Support

-  Serial RS232
-  NativeTCP/IP
-  Shared Table
-  SQL
-  ODBC
-  XML Web Services

Integrated Solutions

-  At the core of iCharge is a powerful generic integration engine designed to handle inter-connectivity of any system using all of the communication methods available today and planned for the future.

This engine provides hospitality integration with any system that can support an external connection. Originally designed to accelerate the development and implementation of interfaces to the many PMS vendors within hospitality, the system's architecture has enabled it to build a large portfolio of third party solutions that can now be seamlessly aggregated to the hotel's chosen PMS.

InnLine













SIP Based Integration • Analogue & Digital Based Integration • PMS Integrated • Minibar • Mailbox Open/Close • Wake Up Set / Clear • Multi-Lingual • DDI Allocation • Message Waiting Indication • Multi-level Auto Attendant

When something is this easy to use and this intuitive, we understand why it might be taken for granted. That's the way it should be. Technology, at its best, is transparent. We've combined voice mail, automated attendant, and wake-up calls into one powerful system.

The two variants of Innline include WU - a complete management centre for automatically delivering Wakeup calls - or the full version where it is combines Wakeup Calls with Staff & Guest Voicemail, Automated Attendant and Room Status into one powerful solution. InnLine provides an extensive set of features that turn your guest phones into complete information centers. While your guests will appreciate its benefits, you'll enjoy increased productivity and profitability.

InnLine will interface with your existing PBX equipment, so there's no need to replace your phone system. Designed for the discriminating property, InnLine provides guests and hotel staff with convenient, flexible features that allow everyone to take control of how and when they communicate.

Benefits of TigerTMS InnLine:-

-  InnLine is the complete **Guest & Administration Voice messaging centre** specifically designed for the hotel industry with automatic Integration to the hotels' Property Management System of choice
-  InnLine provides the **necessary platform for Hoteliers / Hotel Operators** to assist the discerning guest in their daily messaging requirements
-  **Good communication services** within the hotel is vital and the InnLine application is an important layer of technology that can often enhance the guest experience
-  **Guest Voice Messaging** eliminates the need for message taking and delivery, freeing up valuable staff time
-  **Staff Voice Messaging** creates more efficient staff communications. Staff communications, work schedules and maintenance orders can all be communicated through InnLine
-  **Call Forwarding** means neither guests nor staff need ever miss a call. InnLine VoipLink's built-in InnConnect feature allows callers the option to connect to another number, such as a mobile phone
-  **Wake-Up Calls** are guest-programmable and handled automatically by InnLine
-  **Automated Guest Services** provides information to your guests with the touch of a button. Guests can access travel information, weather forecasts, road conditions, current time, room service or local food delivery, directions to the airport, and much more
-  **Automated Attendant** transfers outside calls directly to departments or individuals while your operator remains available
-  **Property Management System Integration** allows InnLine to automatically activate and deactivate a guest mailbox in the system. A guest's messages and mailbox settings can be moved automatically when a room move message is received by InnLine from the hotel PMS
-  The available technologies include **Analogue, Digital and SIP integration** to the PBX and can also co-exist and compliment the TigerTMS iCharge Call accounting & PMS Integration range of applications
-  **Multiple Languages, Wakeup Call & Auto-Attendant** functionality come as standard with the InnLine, with features such as Room / Maid Status & Voice prompted mini-bar billing options available on demand.

IP Connect

Portal Page Management • Room / Port Management • Billing Plan Management • User Management • Revenue Reports • Subscriber Activity Logging • Pass Through and URL Filtering Management • Traffic Shaping • QoS

- Linux based, appliance solution that manages a single site or multi-property HSIA environment
- Enhances the internet service billing capabilities of hotels and any other public service provider
- Interfaces to the most common PMS systems in order to obtain detailed guest profile authentication and to post internet access charges directly to the PMS
- Bandwidth automatic management & optimisation guaranteeing conference & events internet quality of service
- Interacts with iCharge product to obtain maximum flexibility in in-room service billing
- Customisable portal page which allows authenticated access and “walled garden” with a choice of payment methods including PayPal and Credit Cards

Portal Page Management

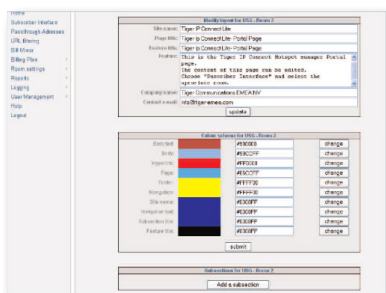
- Allows creation of a custom portal for each room. You can use the portal of IP Connect or design your own portal.

Room / Port Management

- Ports can be opened or closed plus meeting rooms scheduled. Rooms can be attached to floors or guest types. This can be used later on for revenue reports.

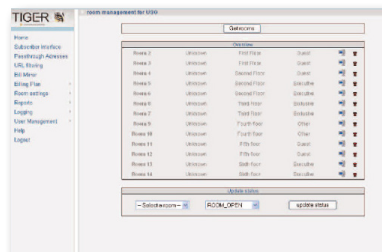
Billing Plan Management

- Time based, volume based or time and volume based billing plans can be created. This gives you all the flexibility you need to bill your customers. You can define billing plans for floors, guest types or for separate room numbers.



Login / Logout

- User login through the portal and can logout with a complete customisable logout console.



User Management

- Creation of users based on the defined billing plans. You can limit bandwidth, manage time and volume and give the subscriber a public IP. You can create vouchers based on the billing plans. The layout of the vouchers can be changed to the format you need and even include your logo.

Revenue Reports

- Revenue reports can be generated based on rooms, floors or guest types.

Logging

- IP Connect includes a syslog server that keeps track of the syslog and AAA log messages. The subscriber activity is also logged. You can see when a subscriber was online.










Traffic Shaping

- Traffic Prioritization
- Bandwidth Allocation & Bandwidth Restriction
- Cross Subscriber Network
- Multi Traffic Shaping Rule Levels
- Traffic Shaping Rules Linked to User/Guest Profiles
- OSI Layer 7 Traffic Shaping Rules
- OSI Layer 2 Traffic Shaping Rules
- User/Guest Usage Indication
- Cross WAN Usage

XML Guest Services

XML Guest Content Delivery • Hotel Information • Local Information • Guest Services • Currency Exchange Rates • Targeted Advertisements • Direct Dials • Weather • City Events • Online Maps

For colour screen IP Phones, the guest can have the following services at the touch of a screen:-

<p> Hotel Information</p> <ul style="list-style-type: none"> - Bar Info - Restaurant Info - Services and Amenities <p> Local Information</p> <ul style="list-style-type: none"> - Weather - City Events - Online Maps 	<p> Guest Services</p> <ul style="list-style-type: none"> - Laundry Service - Room Service - Bill Enquiry - Call Charge Enquiry - Integrated Messaging - Building Management Control 	<p> Other Services</p> <ul style="list-style-type: none"> - Currency Exchange Rates - Stock Market - Car Rentals <p> Targeted Advertisements</p> <p> Direct Dials</p> <p> Any Many More....</p>
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TigerTMS XML Guest Services is a single module application specifically designed for the hospitality industry, supporting PBX manufacturers IP Phones with high resolution colour and touch screens.







TigerTMS XML Guest Services provides the guest with a series of services at the touch of a button which are fully customisable and adaptable on a per-customer basis.





The services and level of integration that TigerTMS XML Guest Services may offer is dependant on the systems in use at the hotel property.

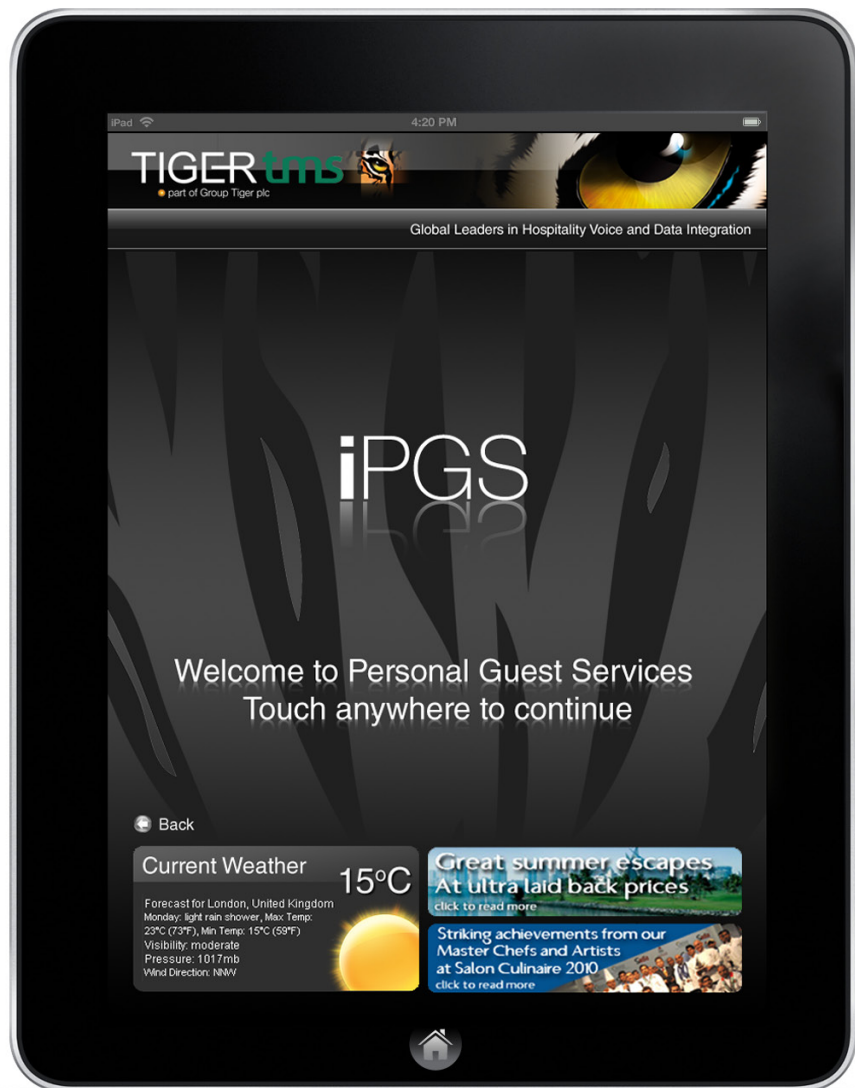


iPGS / iPGSm

Guest Content Delivery • Convenient Access to Guest Services On The Move • Ease of Use • Explore the Hotel • Interactive Room Services • Interactive Maps • Guest Relations Information • Bespoke Design to Complement Hotel Brands

-  iPGS / iPGSm – are **Android & Apple** hotel applications available to Guests via the Android & iTunes Market stores
-  iPGS / iPGSm – is safe with **secure Guest authentication** for higher levels of functionality
-  iPGS / iPGSm – provides the Guests an **intuitive insight into the selected hotel** at the touch of a key 24 hours a day
-  iPGS / iPGSm – has a rich feature set including **real-time web feeds** to Internet services
-  iPGS / iPGSm – allows **true mobility of the Guests** while at the hotel, armed with information & in-room technology control at their fingertips
-  iPGS / iPGSm can be **embedded with iConnect** for true guest mobile communication

-  A “multi-level environment “means a potential Guest can explore the hotel services, information and amenities whilst on the move and have access to the complete Guest Interactive components after check in and authentication.
-  Graphically rich with full customisable design.
-  Additional revenue for Advertising, Internal & External dining, local bars and services.
-  Gives the guest access to the hotel services when they want them and where they want them.







iConnect




Contactable Anywhere • Avoid Roaming Charges • Android & Apple • Secure • Ease of Use • Extensive Compatibility • Bespoke design to compliment Hotel brands

iConnect provides a cost effective and secure method of extending the hotels telephony beyond the PBX. The system resides on the Guest side of the wifi and connects to the PBX on a separate network interface using SIP trunking. Fully integrated with TigerTMS' iCharge products, iConnect validates the guests credentials with the PMS at Check In. Hotels can choose which of the guest profile fields should be used for validation, but as standard all the guests needs to do is enter their Room and reservation number, then they are connected.




Guest Benefits

-  Call hotel services from anywhere in the hotel free of charge;
-  Contactable anywhere inside or outside the hotel on their own smart device;
-  Make and receive calls via the hotels PBX from their smart device;
-  Access hotel information.



Increase Revenue & Guest Loyalty

-  Avoid guest roaming charges for incoming & outgoing calls;
-  Outgoing calls can be bundled with HSIA to upsell hotel communication services;
-  Improved visibility of additional hotel services.




Simple

-  Easy for the guest to connect;
-  TigerTMS Application downloadable from iTunes or Android Market Place;
-  Compatible with guest's existing SIP client.

Secure

-  Flexible guest authentication on PMS check in;
-  NOT connected to the hotel's admin network.

Extensive Compatibility

-  Compatible with any PBX that supports SIP trunks;
-  Works with Apple, Android & Windows mobile devices;
-  Can be embedded into an existing hotel Application.



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