



Hospitality Solutions



ITS the1

Your One Stop Technology Partner

Who We Are

ITSthe1 is your one-stop partner for IT, Telecom & Hospitality Solutions

ITSthe1 caters to the MENA, Indian Ocean Islands & UK markets

ITSthe1 was formed in the USA in 1999, while the Dubai office was established in 2003 and UK branch in 2019

ITSthe1 head office is located in Dubai. A Research & Development office in Sri Lanka a Branch office in the UK and a sales office in USA

ITSthe1 has its focus in several areas of Consultancy, Solutions and Services

Our Products & Services

- IPTV – Consultancy, Turnkey Solutions & Services
 - Interactive Television Systems - 1.TV
- Digital Signage Solutions - 1.DS
- Digital Menus - 1.Menu
- Self Service Kiosks- 1.Kiosk
- Mobile Applications - 1.Hotel
- High Speed Internet Access (HSIA)
- Guest Room Management Systems (GRMS)
- Door Locks & Access Control Systems
- IT & Telecom Services & Solutions
 - Network, WiFi, On-Premise/Cloud Servers
 - Hospitality Grade Phones & PABX
 - PMS – PoS – Procurement – HRS – CRM

IPTV

IPTV - Internet Protocol Television is the delivery of live TV content & Video-On-Demand (VOD) via existing copper or fiber optic networks using IP as a medium.

ITSthe1 Interactive Television Solutions using IPTV technology for enhanced guest experience, and a promotions and marketing avenue for hotel operators to generate revenue.

ITSthe1 brings more than 20 years of expertise in the field of IPTV. Our very own 1.TV middleware gives you full customization of the user interface as per your corporate branding. Whether it is a hotel, hospital, university, ship, residential community or Telco solution for a whole country, we are able to provide solutions and services.



Triple-play
Converged Services



IPTV Consultancy



TV Head end
SMATV / Digital & IP



Middleware Solution



Set-top Boxes



IPTV Maintenance
Contract

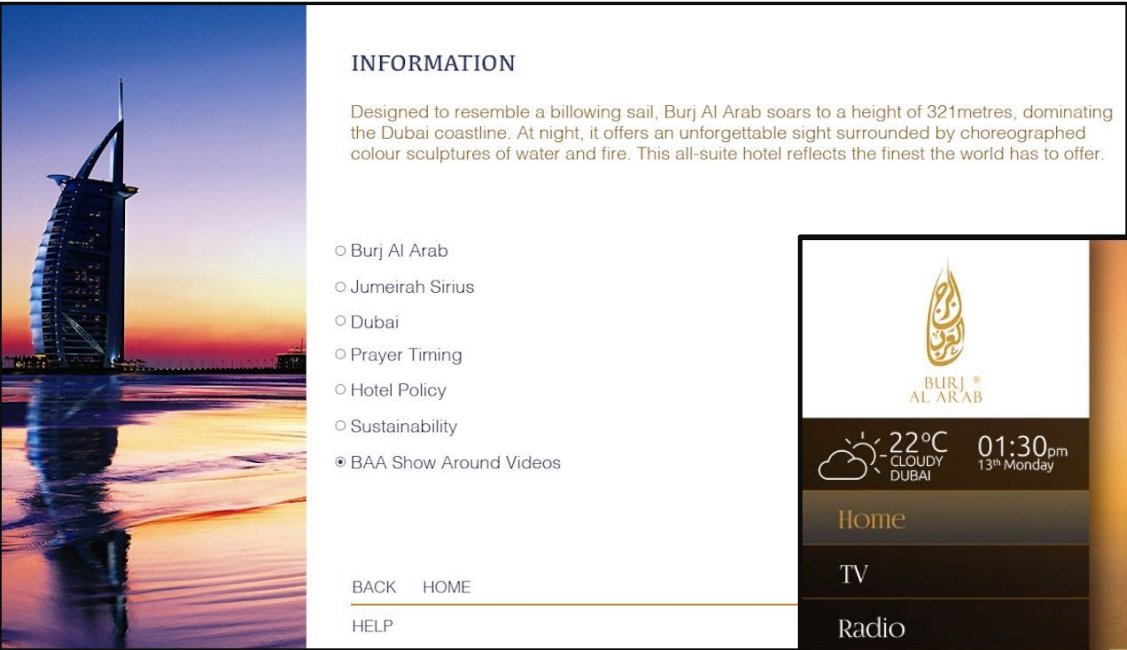


Fig 1. User Interface (1.TV Middleware Application)
Information and all other menus customized as per
client's requirements

Customised User Interfaces



Fig 2. User Interface (1.TV Middleware Application)
Design, look and feel customized according to Hotel's branding and marketing guidelines

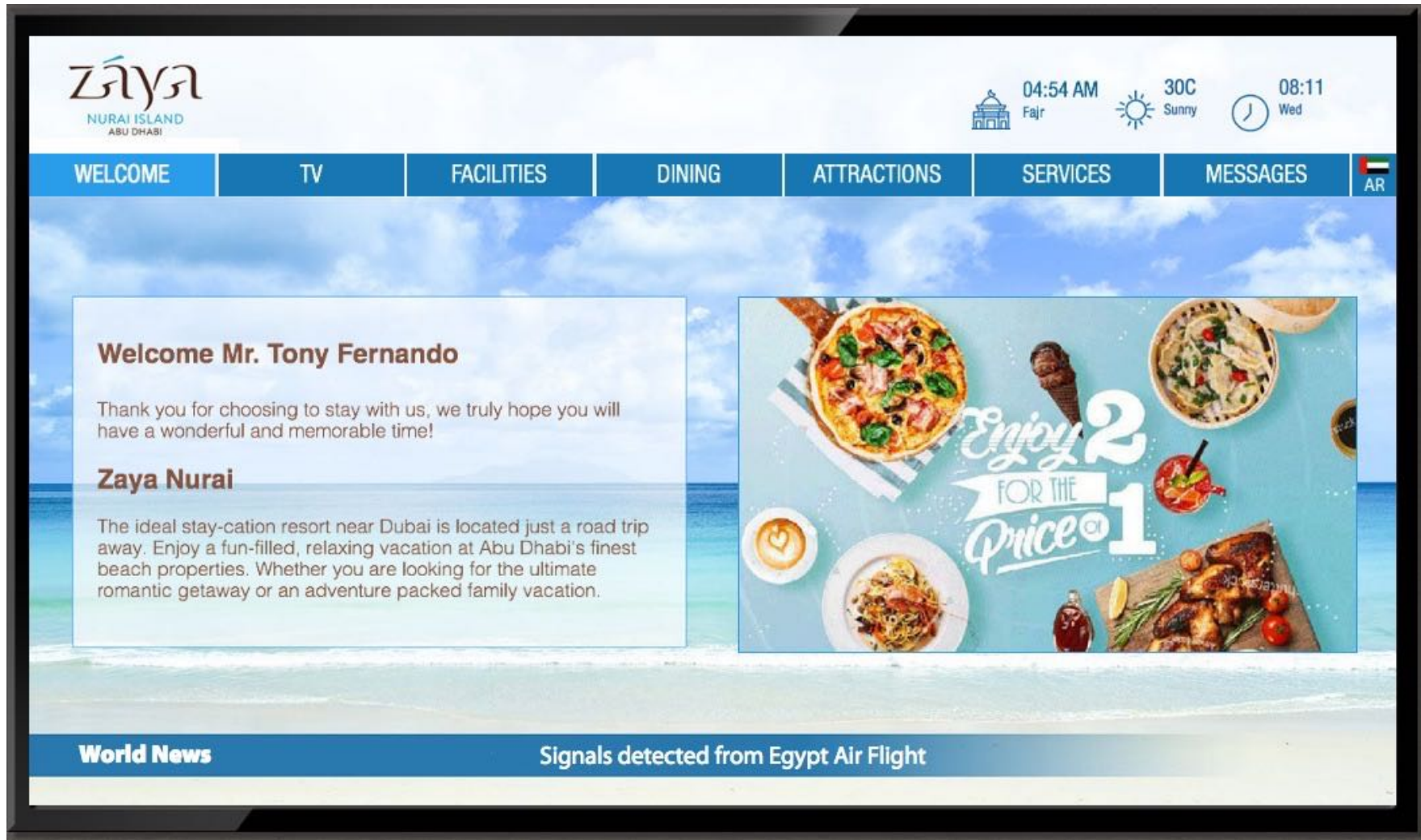


Fig 3. User Interface (1.TV Middleware Application)
Design, look and feel customized according to Hotel's branding and marketing guidelines

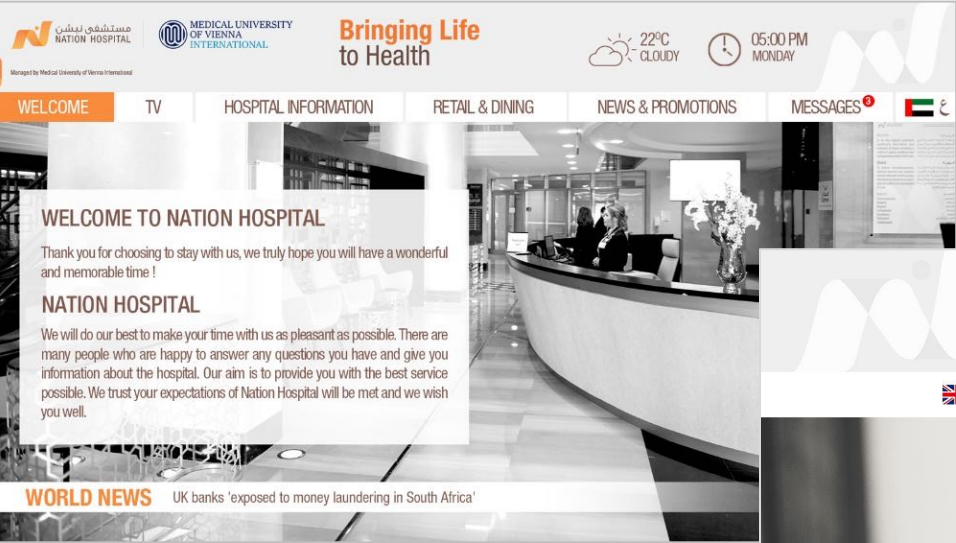


Fig 4. User Interface (1.TV Middleware Application)
Design, look and feel customized according to the
Hospital's branding and marketing guidelines

Hotel or Hospital Interfaces



Fig 5. User Interface (1.TV Middleware Application)
Arabic Translation of Content

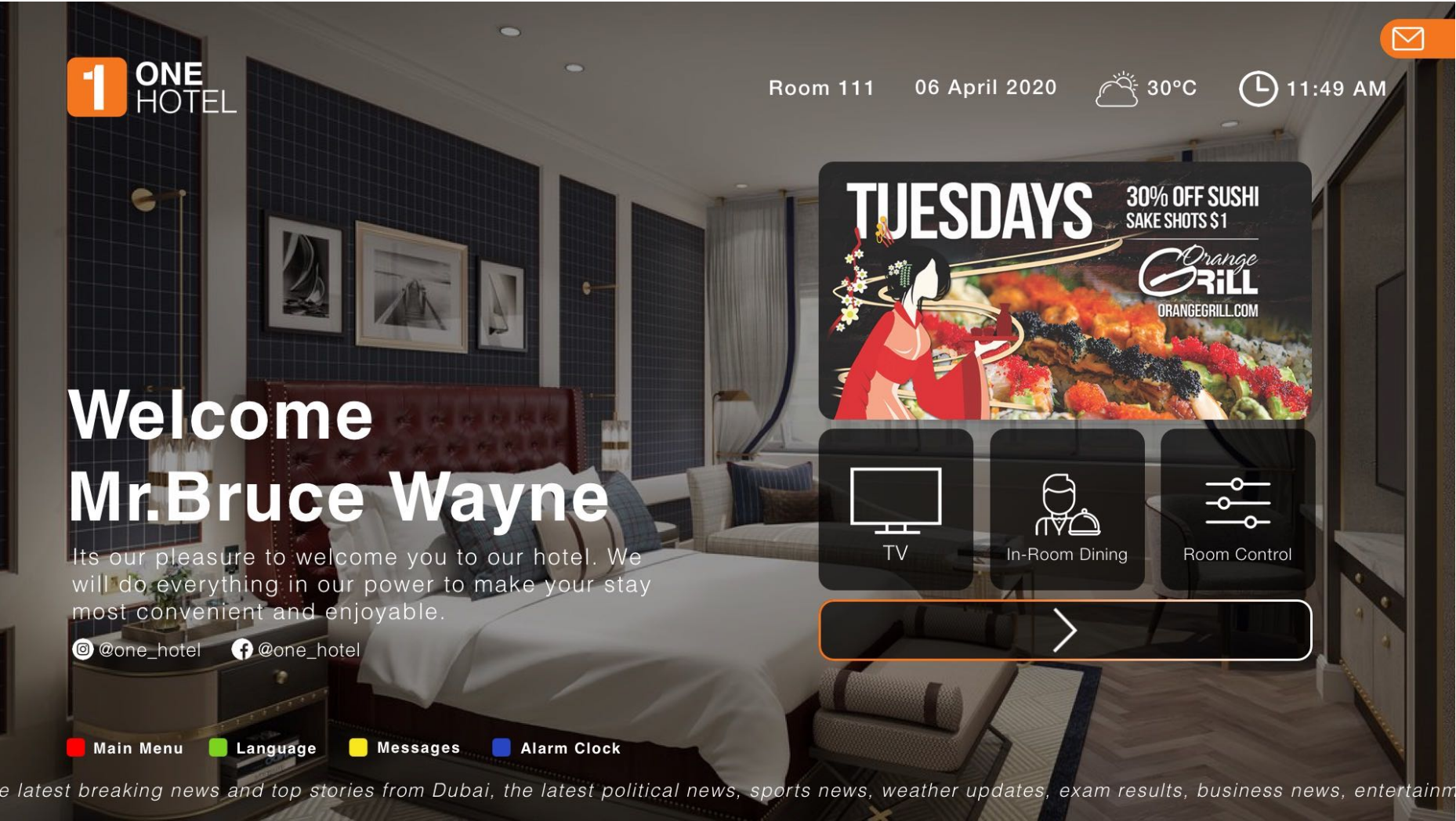


Fig 6. User Interface (1.TV Middleware Application)
Design, look and feel customized according to Hotel's branding and marketing guidelines

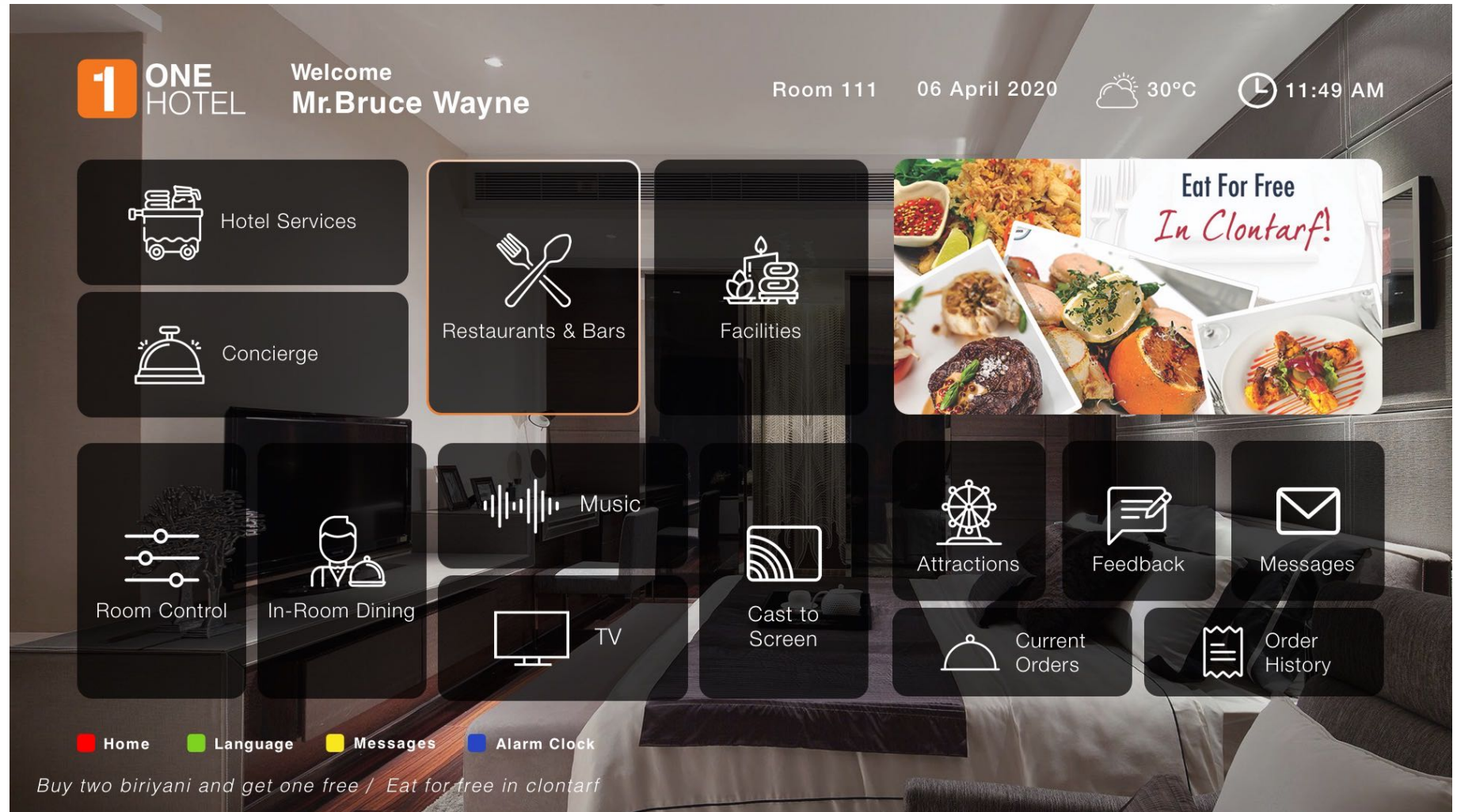


Fig 7. User Interface (1.TV Middleware Application)
Design, look and feel customized according to Hotel's branding and marketing guidelines

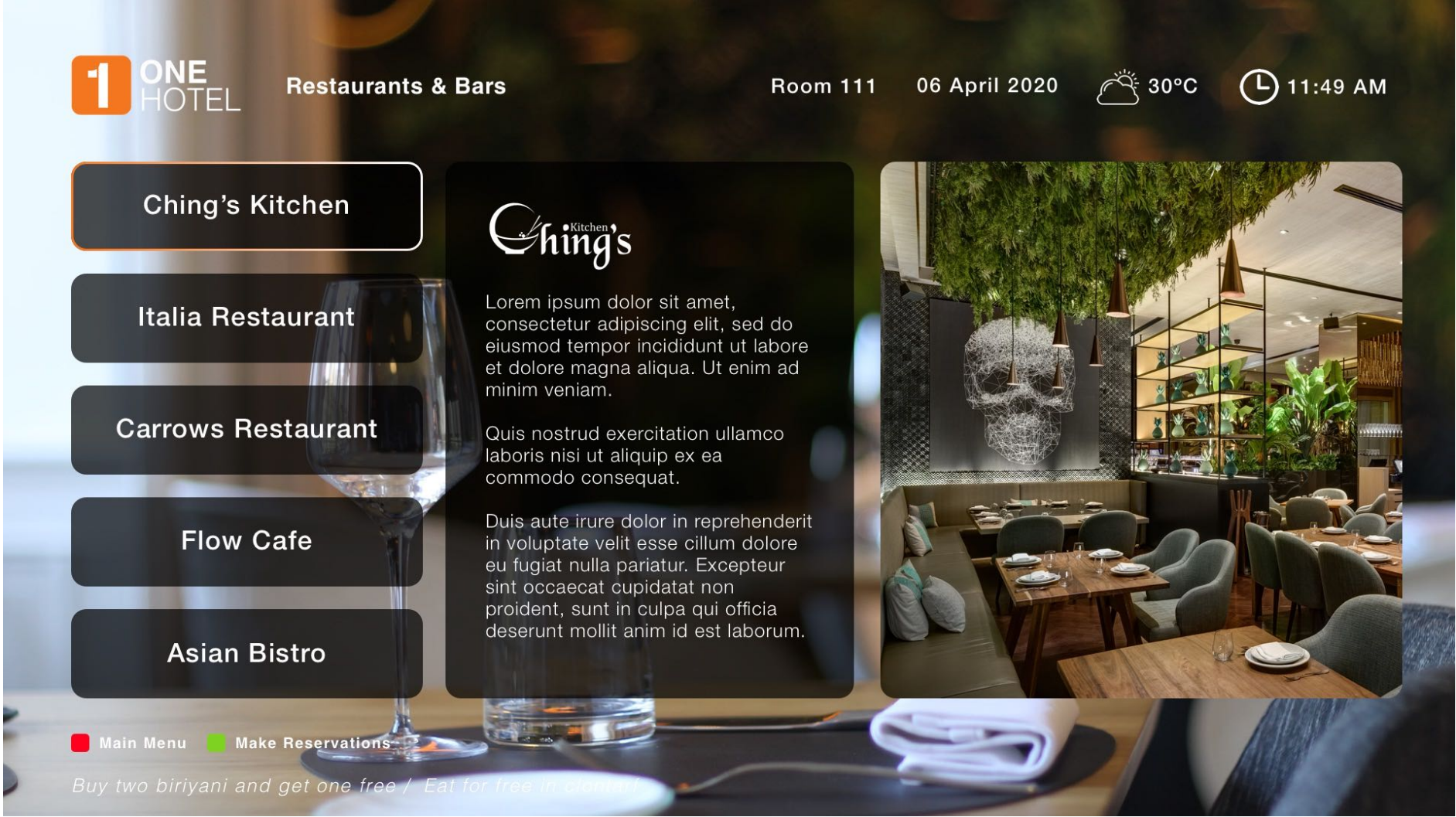


Fig 8. User Interface (1.TV Middleware Application)
Design, look and feel customized according to Hotel's branding and marketing guidelines

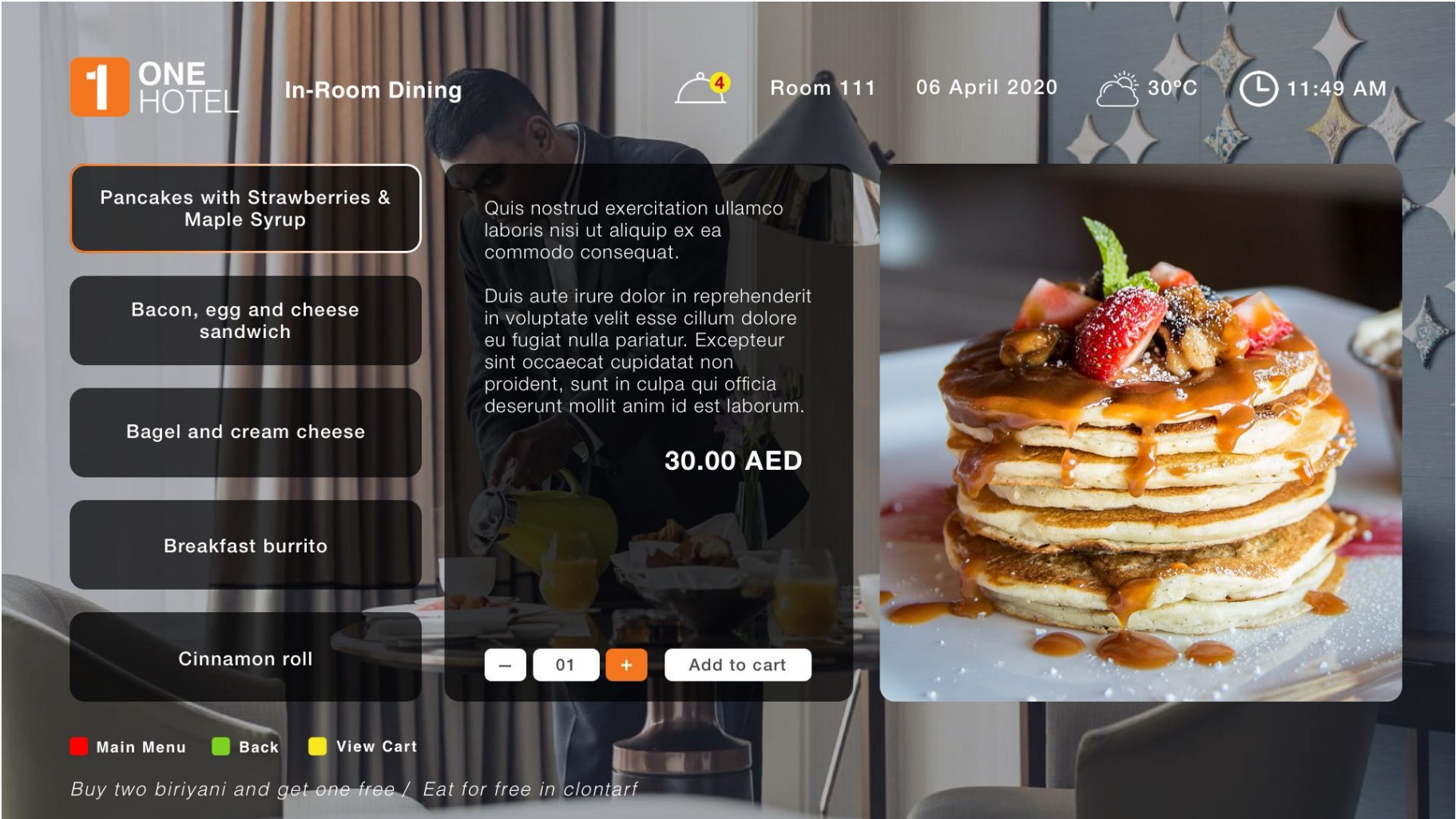


Fig 9. User Interface (1.TV Middleware Application)
Design, look and feel customized according to Hotel's branding and marketing guidelines

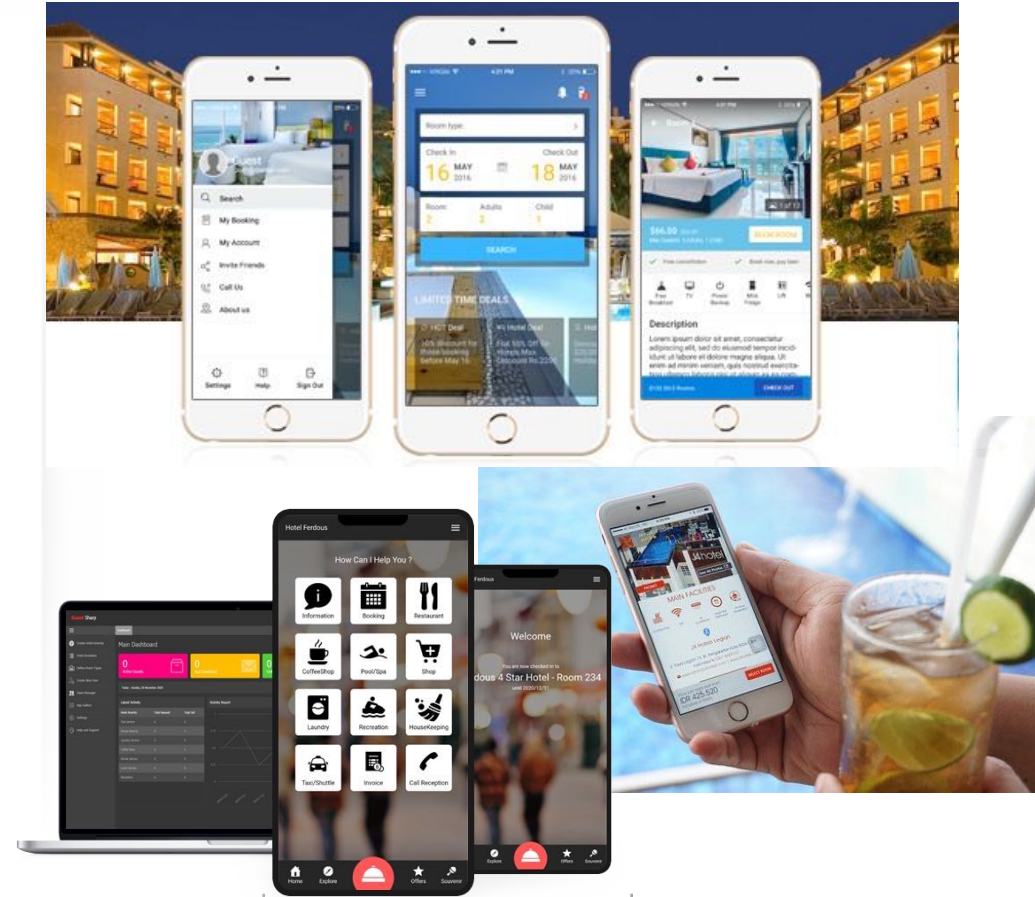


Fig 10. User Interface (1.TV Middleware Application)
Design, look and feel customized according to Hotel's branding and marketing guidelines

Mobile Applications

ITSthe1 offers all-in-one Guest facing and Staff mobile applications to enhance guest experience, promote Hotel products and Services, generate secondary income streams while supporting guest needs in a timely manner.

- Fully customized to Hotel brand standards and requirements
- Integrated with Hotel Sub System eg. PMS, HSIA, IPTV
- Can be integrated with Digital Access Key systems
- Chat feature to Operator or designated departments
- Any Smart Mobile – iOS, Android, WebApp
- Single Backend system to update both Mobile App and IPTV
- Specific permissions granted to staying guests and walk-in guests
- External services linked for easy access
- Staff Mobile App for instant notifications and support



Triple-play
Converged Services



IPTV Consultancy



TV Head end
SMATV / Digital & IP



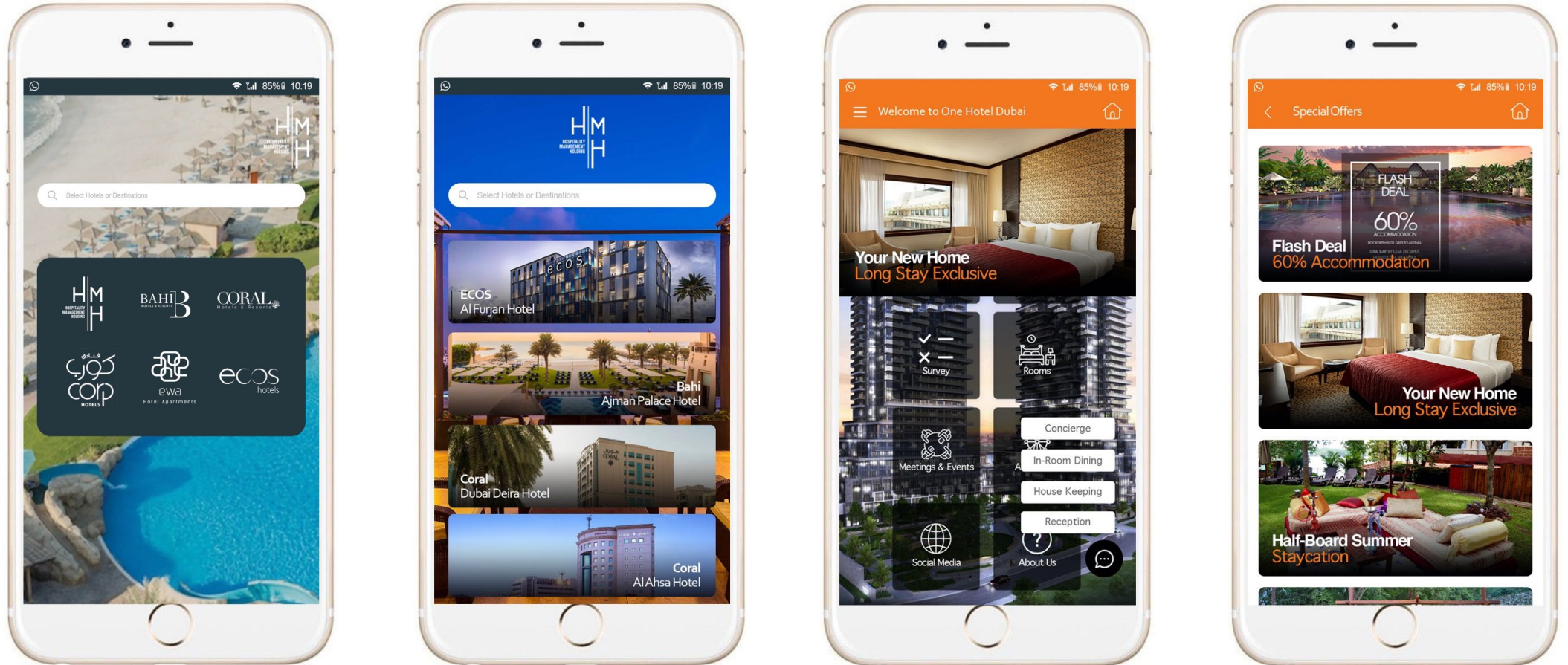
Middleware Solution



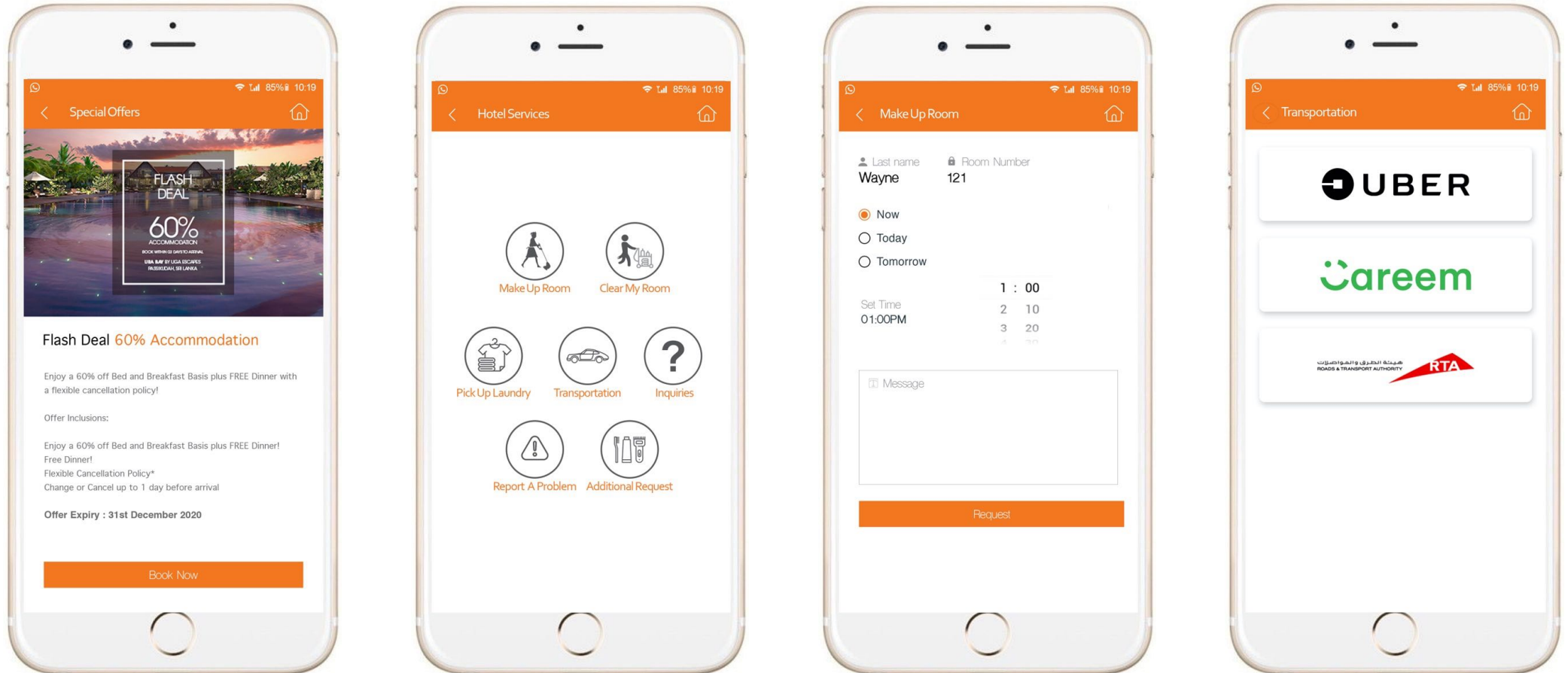
Set-top Boxes



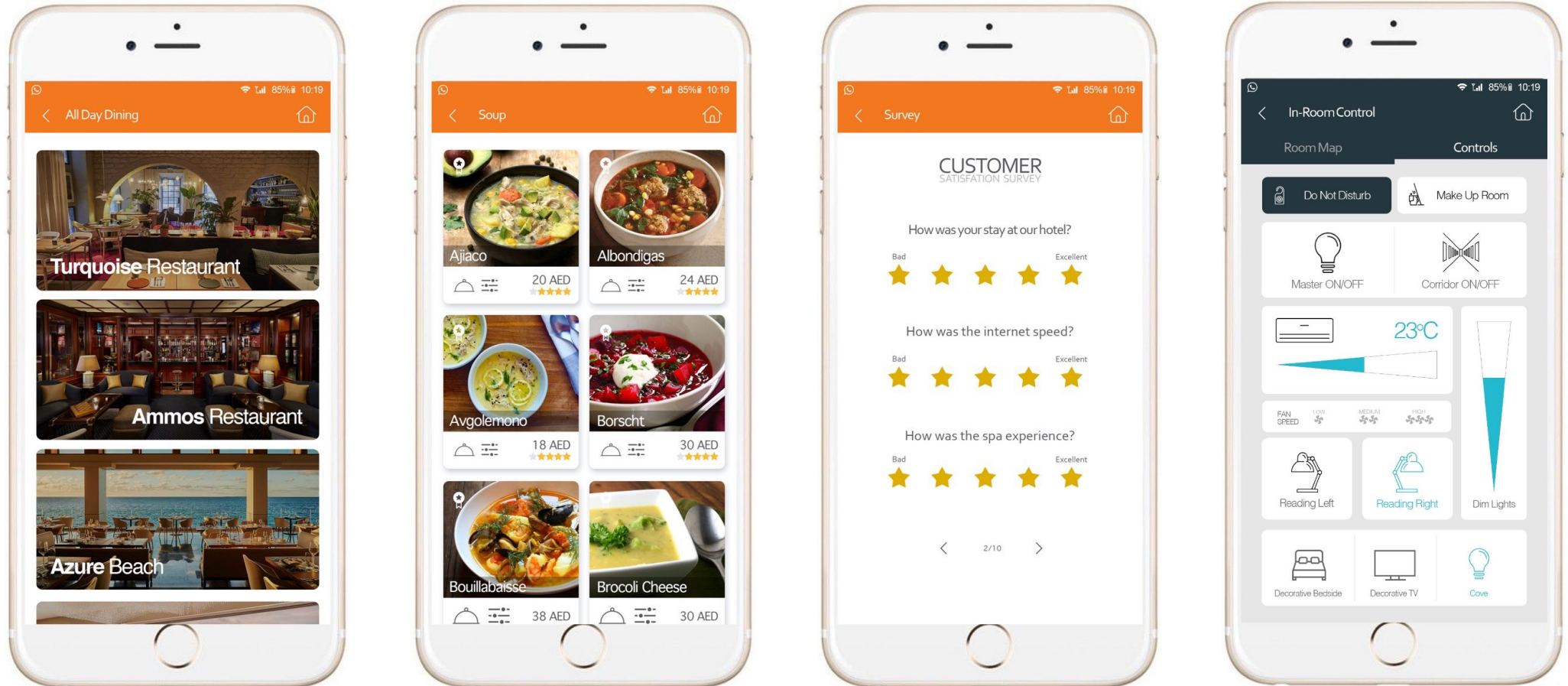
IPTV Maintenance
Contract



User Interface (1.Hotel Mobile Application)
Design, look and feel customized according to Hotel's branding and marketing guidelines



User Interface (1.Hotel Mobile Application)
Design, look and feel customized according to Hotel's branding and marketing guidelines



User Interface (1.Hotel Mobile Application)
Design, look and feel customized according to Hotel's branding and marketing guidelines

Digital Signage Solutions

Being a Digital Signage market leader, ITSthe1 is constantly seeking to raise the technological standard bar for digital signage applications and solutions.

Our solutions combined with consultancy, state-of-the-art technology and unique capabilities for flexible dynamic content creation, caters to the most stringent demands of the industry.

Our vision is to impart our expertise & innovative thinking to provide our customers the best digital signage solutions which can help promote their products & services at the right time to the right audience providing the ultimate customer experience. From simple screens on the wall to video walls of any size, totems, indoor, outdoor, display only or interactive, way-finding to kiosks, integrated with other systems are all a small array of our solutions.



Information &
Self Service Kiosk



Interactive Directory
& Way-finder



Video Wall Solution



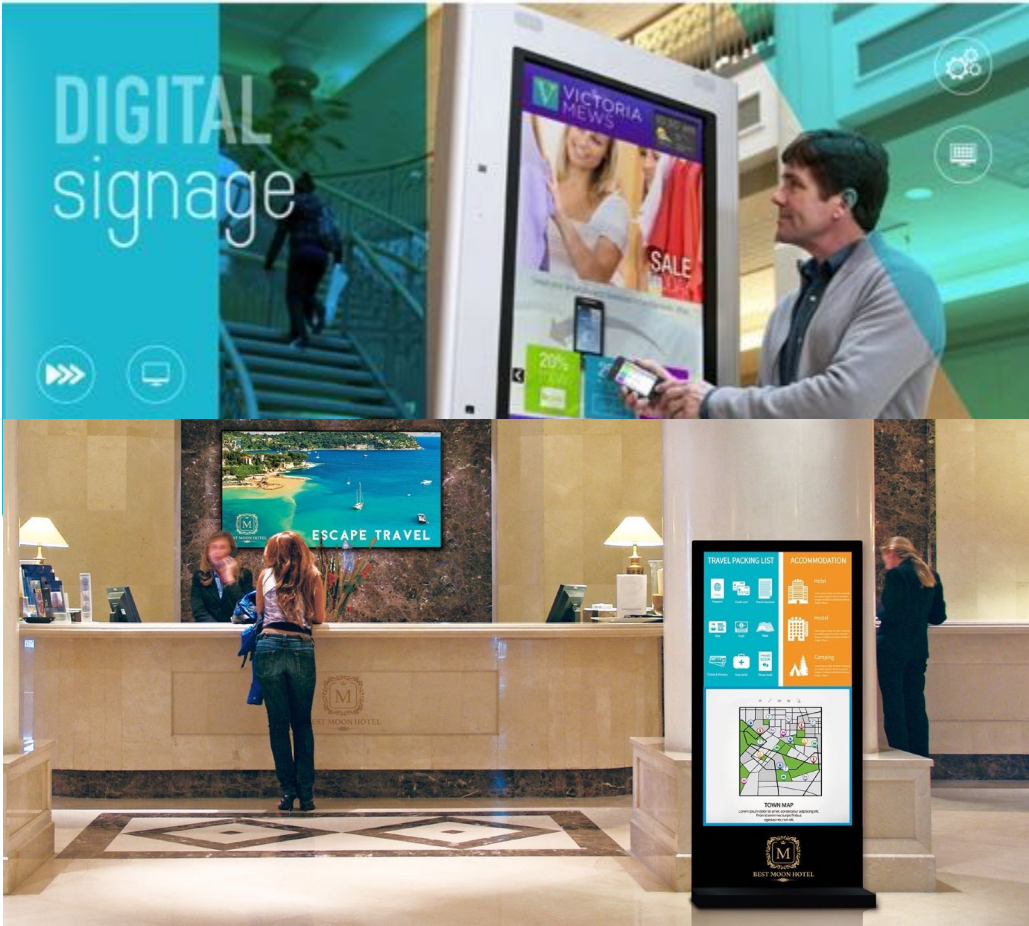
Meeting Room
Display



Digital Menu Boards



Digital Signage
Maintenance Contracts



ID and Passport Scanning Solutions

Approved by DTCM and State Security (CID)

Passport and ID scanning solution

Integration with Kiosk or Independent

Fast and Accurate



04:45:52 PM
30 June, 2019

Pearl Marina Hotel Apartments

Total Rooms : 87 Rooms Occupied : 74 Rooms Vacant : 13

TD Fee	Transaction	Failed Transactions	Pending Transactions	Checkins	Normal Checkouts	Room Changes	Cancelled Checkouts
<p>SEARCH Room: Status: Guest Name:</p>							
Room No.	Status	Guest Name	Check-In Date	Action			
101	Occupied	BORYS KASIANENKO	28/06/2019 11:57 PM	Add Escort	Edit Checkin	Check-Out	Room Change
102	Vacant			Check-In			
104	Occupied	DAVID ANTHONY MOONEY	29/06/2019 1:39 PM	Add Escort	Edit Checkin	Check-Out	Room Change
105	Occupied	MOHAMMED AZZAM M ALKARBOUSH	29/06/2019 7:47 PM	Add Escort	Edit Checkin	Check-Out	Room Change
106	Vacant			Check-In			
107	Vacant			Check-In			
108	Vacant			Check-In			
109	Vacant			Check-In			
110	Occupied	YULIJA BARANIVSKA	25/06/2019 12:25 AM	Add Escort	Edit Checkin	Check-Out	Room Change
111	Vacant			Check-In			
112	Occupied	WISDOM ROBERT INYANG	28/06/2019 4:27 PM	Add Escort	Edit Checkin	Check-Out	Room Change
114	Occupied	WAFAA SULAIMAN A ALOLYAN	13/02/2019 12:15 AM	Add Escort	Edit Checkin	Check-Out	Room Change
115	Occupied	NARRIMAN ISACS	19/06/2019 8:27 AM	Add Escort	Edit Checkin	Check-Out	Room Change
201	Occupied	PETER ATKINSON	28/06/2019 12:48 PM	Add Escort	Edit Checkin	Check-Out	Room Change
202	Occupied	ROBERT DAVID ANDREWS	14/06/2019 12:20 PM	Add Escort	Edit Checkin	Check-Out	Room Change
203	Occupied	OLUBUNMI ADEBIMPE AYEEYE	21/06/2019 10:50 AM	Add Escort	Edit Checkin	Check-Out	Room Change
204	Occupied	WALEED AHMED TARIQ KAMAL MALIK	06/05/2019 11:43 PM	Add Escort	Edit Checkin	Check-Out	Room Change
205	Occupied	GLORIA BILIBILI	29/06/2019 6:09 PM	Add Escort	Edit Checkin	Check-Out	Room Change

« « < > » »

CID Mode

DUBAI
Dubai Municipality

its the 1
solutions

CHECK-IN ROOM NO: 105

First Name: JEREMY DANIEL

Arabic First Name: جيري دانييل

Last Name: ALEXANDER

Arabic Last Name: الكسندر

Nationality: Sri Lanka

Gender: Male

Document Number: 784198947370577

Document Type: UAE ID Card

Emirates:

Issued Country: United Arab Emirates

Date of Birth: 09/08/1989

Issued Date: Select a date

Expiry Date: 04/11/2019

Country of Residence: United Arab Emirates

Residency Phone Code: United Arab Emirates (+971)

Residency Phone Number:

Mobile Code: United Arab Emirates (+971)

Mobile Number:

Place of Birth:

Visit Purpose: Leisure, recreation and holidays

Checkin Date: 30/06/2019

Checkin Time: 4:54:53 PM

☐ Extra Charge for Early Checkin

☐ Requires Accessibility

Relationship:

Checkin Type: Guest

Email:

Paid Amount: 0

Payment Type: Cash

Credit Card Type:

Credit Card Number:



GUESTS IN ROOM

Name	Type	Document Number	Checkin Date

Self Service Kiosks

Approved by DTCM and State Security (CID)

Passport and ID scanning solution

Integration with Kiosk or Independent

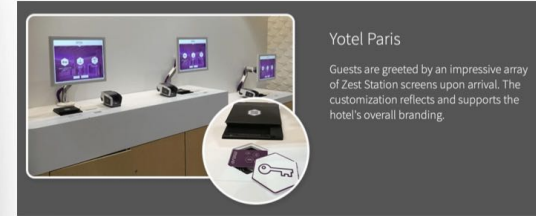
Fast and Accurate

Option to automatically translate name to Arabic

Multiple scanner type options

API driven to integrate with PMS

User-friendly use

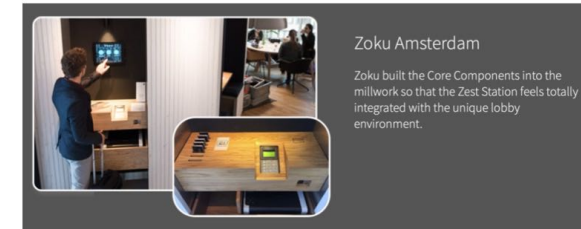


Yotel Paris

Guests are greeted by an impressive array of Zest Station screens upon arrival. The customization reflects and supports the hotel's overall branding.

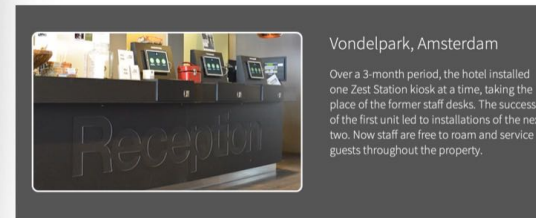


Core Components



Zoku Amsterdam

Zoku built the Core Components into the millwork so that the Zest Station feels totally integrated with the unique lobby environment.



Vondelpark, Amsterdam

Over a 3-month period, the hotel installed one Zest Station kiosk at a time, taking the place of the former staff desks. The success of the first unit led to installations of the next two. Now staff are free to roam and service guests throughout the property.



PMS Integrated



RFID or Mobile Key



Audio



Guest Friendly



24/7



Charged-Up

High Speed Internet Access (HSIA)

ITSthe1 offers all-in-one Service Management Platform to monetize existing internet services and maximize limited bandwidth, while on boarding guest with ease through social media access. Additionally this allows hoteliers to get a clearer view of their guest profile and behavior, hence increasing revenue through target marketing and guest experience.

HSIA Features

- Supports social media as a form of authentication
- Understand how your customers are using WIFI – dashboard Venue status, login methods, usage statistics, gender reporting and loyalty from your estate dashboard
- Bandwidth management – our tools display the available bandwidth and internet quality to ensure you are able to monitor and react
- User Analytics – full range of reports, both visual and downloadable CSV files provide you daily, weekly and monthly insights into the guests usage platforms
- Marketing Injets – inbuilt with guest engagement injets to push marketing promotions and offerings



**Bandwidth
Management**



**Social Media
Login**



User Analytics



Connect & Surf



**Marketing Promotions
& Offerings**



Cloud Based Control



Casting Solutions

Making your guests feel at home with the best in streaming content powered by Google Chromecast is a simple and secure BYOC (Bring Your Own Content) solution, using a standard Chromecast device and a Casting Controller appliance, allowing guests to stream their own content to the in-room TV.

Guests only need to be connected to the hotel guest Wi-Fi, and like at home, will be able to connect their device to the TV. The privacy of the guest is guaranteed and no guest data or credentials are stored or logged on the TV system.

Main Benefits

- Compatible with any TV brand
- Any network/WiFi vendor, no special features needed
- Standalone or integrated with IPTV
- Simple pairing using QR code
- Only the Chromecast(s) of the room visible
- Guaranteed security for guest content and credentials
- Physical locking and tamper detection
- Supports multiple devices per TV and per room
- Dashboard for usage stats & alarms; API for status/reports



BYOD



Any TV



Easy Connect
& View



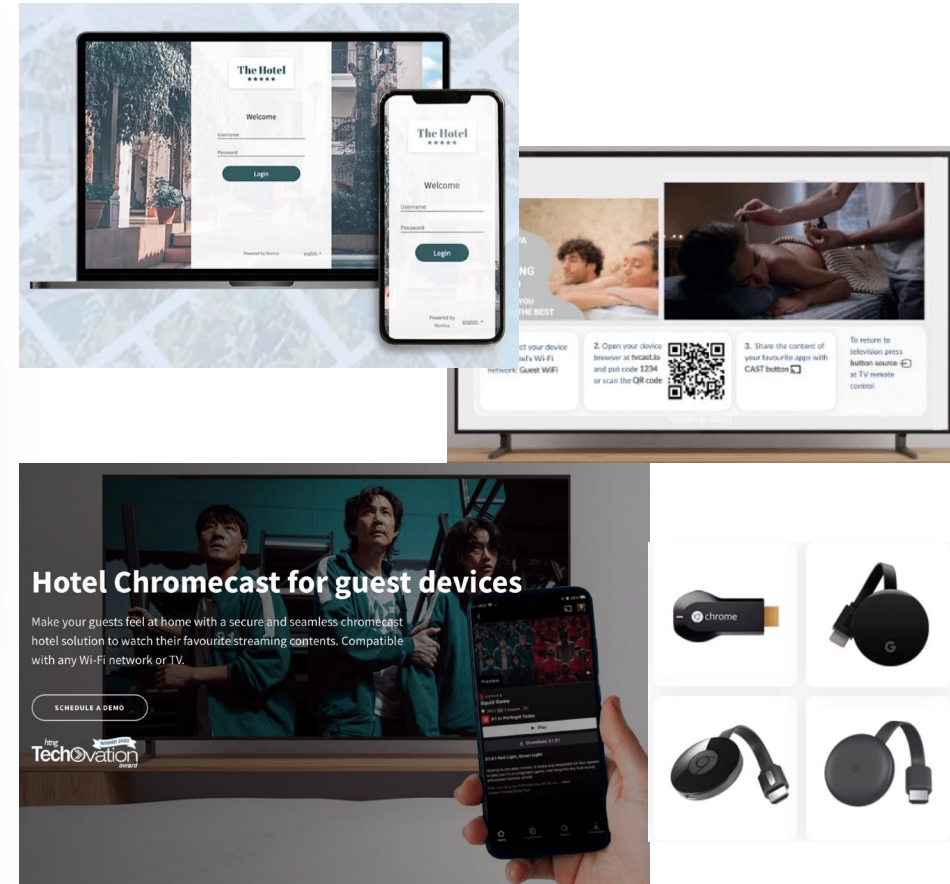
Physical Lock



Dashboard & Stats



Centrally Managed



Enhanced Guest Experience

GET TO KNOW YOUR GUESTS



DELIVER SPECTACULAR SERVICES



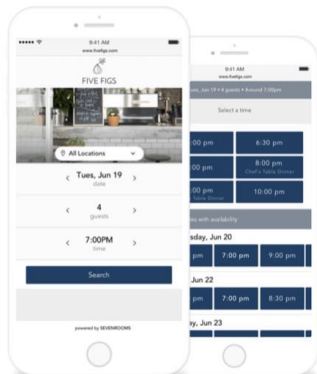
The New Way to Acquire Guests
And Keep Them Coming Back

Create Better Hospitality Experience

Personalise Service & Marketing

Connect F&B Data Across Propertie

FILL SEATS FOR LESS



SUPERCHARGE YOUR MARKETING



Ticketing and Back-Office Operational Solutions

TASKS & CHECK LISTS

Opening Checklist

2:00 pm
Due @ 4:30 pm

Wipe down the tables, removing all water spots (click to see how)

10

Make sure all trash is picked up around the dumpster and doors are closed (scan QR code to verify)

5

Record the temperature of the freezer

Enter #

°F

25

FORMS & INSPECTIONS

Location Inspection

Score: 156/181 (86.19%)

8:00 am
Due @ 5:00 pm

Is the menu board setup correctly and to specifications? (Take picture to document)

Are all ride safety signs properly posted?

Yes

No

Signature of Manager on duty

Tap to Sign

FORMS & INSPECTIONS

Clocked In January 2, 4:56 PM

Rachel Sloan

Clock Out

Forgot to Clock Out

3 Announcements to Review

DATE CODE LABELING

Breakfast

Lunch

Dinner

Desserts

Toppings

Cakes

Carrots

Corn

French Fries

Gravy

Mashed Potatoes

Roast Beef

Salad

Steak

EMPLOYEE SCHEDULING

Employee	10a	11a	12p	1p	2p	3p	4p	5p	6p	7p	8p	9p	Hours	Cost
Abby Brady						3:00p - 9:00p (Manager)							6.00	\$89.00
Casidy Jones	10:00a - 5:45p (Cooks)												7.75	\$86.50
Canny Lewis		10:30a - 4:30p (Manager)											6.00	\$98.50
Rachel Sloan							4:00p - 10:30p (Server)						6.50	\$25.38
Total Hours	1.5	2	2	2	2	3	3.5	3	2	2	2	1	26.25	\$298.38
Graph														

Sensors

Sensors

Store #276
Location Mode

Back

Delete Scenario

Save

Name

Walk-in cooler out of range

Condition

The temperature reading is above 20 °F

Notifications

Notify Director, Manager via

Create Notification

Sensors

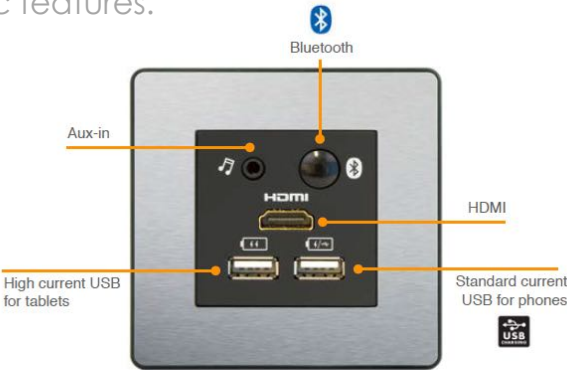
Freezer 1

Media Hub

Enhance your guest's stay with ITSthe1's innovative connectivity products that are designed specifically for hotel guest rooms, helping your guests make the most of their portable devices during their stay. Clocks with alarms, reading light, mobile charging, wired & wireless and connectivity to hotel TV are some of the basic features.

MediaHub Mini

- Guests can charge and play content from their portable devices on the in-room TV.



MediaHub Mini-Clip

- MediaHub Mini-Clip range includes Euro-Clip standard modules for USB charging, AV and data. Build a panel to your own specification in to the 50mm trims or add to the Extender trim with PowerHub.



Media



Connect



Audio



Guest
Friendly



Play



Charged-Up

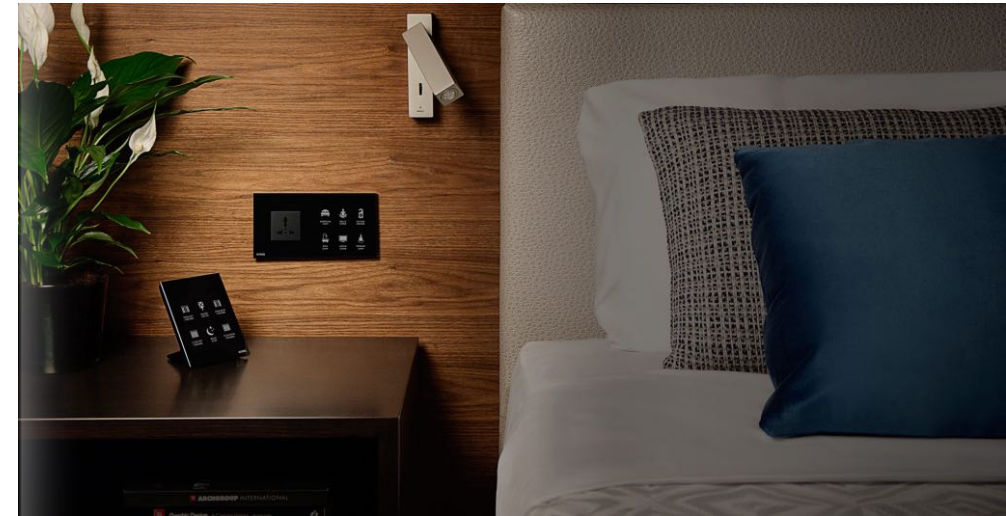
Guest Room Management System (GRMS)

The Guest Room Management System (GRMS) provides innovative and efficient control of lighting, heating/cooling and hotel guest services through intuitive touch panel interfaces.

ITSthe1's GRMS aims to help hotels and resorts extend comfort, control and connectivity to the guests. Saving utility costs, driving their environmental sustainability initiatives, while providing a better guest experience.

The Guest Control Panels

- Intuitive, instantly understandable guest control interfaces
- Control of lighting scenes, thermoregulation settings and hotel guest services
- Motion sensors can be built-into the glass panels and allow the most efficient detection of guest presence



Door Lock
Integration



Digital Room
Control



Easy to Manage
Software



Energy Management
System



Water Management
System



Annual
Maintenance Contracts

Door Locks & Access Control System

Improve the way you could serve guests and monitor everything going on inside the hotel with the right technology for door locks and access control system.

Whether it is RFID, Bluetooth or NFC technology, we provide a variety of solutions to suit your hotel needs. Access cards or mobile enabled system can also be deployed using self-service kiosks.

ITSthe1's broad product range covers every corner of the access control spectrum, from back house of the organization to guest room management. An access control system for the hospitality sector with exceptional flexibility. Whether it is for a luxury hotel, resort, serviced apartments or a boutique hotel, ITSthe1 got you covered.



Smart Phone
for Smarter Access



Keyless
Experience



Wide Range
of Designs



24/7 Security



Easy to Manage
Software



Annual
Maintenance Contracts



Hospitality Grade Phone Systems

ITSthe1 brings you various Hotel Phones with Elegant Designs & Durability. World's leading manufacturers of corded and cordless phones featuring contemporary & classic designs in multiple color combinations, perfect for any hotel layout and design.

Innovations like anti-bacterial plastic protects patients/guests and staff from germs. Battery back-up technology keeps guests connected even when the power is out.

USB port is available to provide easy access for guests to charge their smartphones. Customizable faceplates and programmable guest service keys promote hotel services and amenities. Available in SIP and Analog.

IP or Analogue PABX functionality with individual message boxes.



USB Charging



Anti-bacterial
Plastic



Programmable
Guest Service Keys



Battery Back-up
Technology



Energy Star
Qualification



Telephone System
Integration



IT & Telecom Solutions

Make the most of your business by ensuring the work place is always available and productive. ITSthe1 is committed to providing uninterrupted support & services to our clients using state-of-the-art Technology and advance Network Monitoring tools enabling us to keep our client's networks up & running 24/7.

Whether it is procurement of IT equipment, trouble shooting of the Network, configuration of switches, routers, firewalls, data & voice cabling, data backup & recovery, WiFi hiccups or network security related issues, our team of highly-qualified and experienced Engineers are always available to assist you.

Sign up to an Annual Maintenance Contract (AMC) with us to make sure preventative and responsive support is at hand at competitive pricing with Service Level Agreements (SLA).



Annual IT Network
Maintenance Contract



LAN/ WAN & Network
Security Solution



Data Backup, Storage &
Recovery Solutions



IP & Digital Telephony
Solution



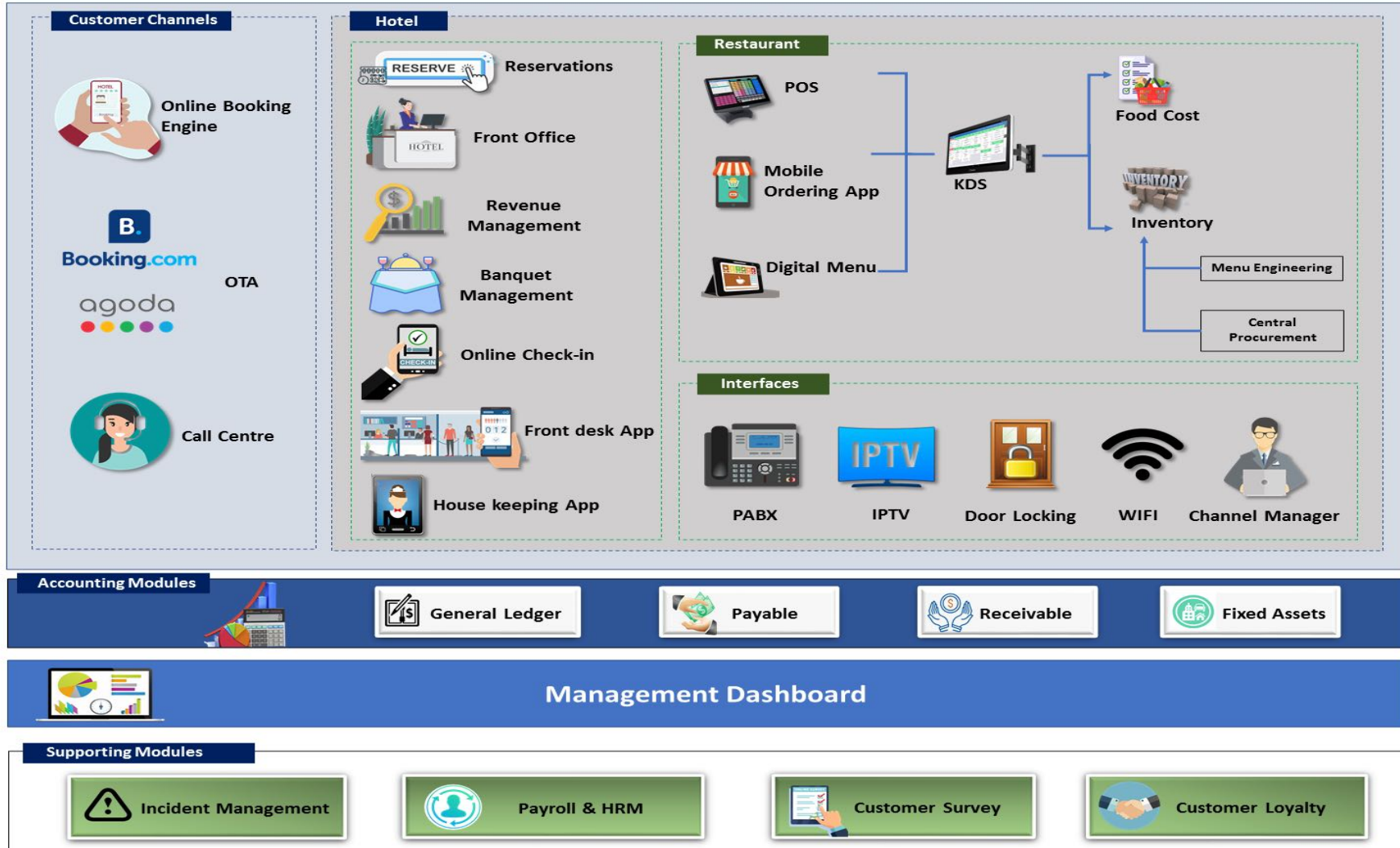
Switches & Router
Configuration



Structured &
Fiber Optic Cabling



Functional Architecture



Front Office Module



Reservation

- Room allocation
- Central Reservations
- Multiple Reservation status
- Room management
- Group bookings
- Market Segmentation
- Guest Reminders
- Traces
- Package Management
- Pre-discount Setup
- Room availability schedule
- Manage multiple room types and meal plans



Sales & Marketing

- Guest profile management, history and preferences
- Company profile management
- Company segmentation
- Season management
- Sales call management
- Revenue forecast
- Coupons and gift vouchers
- Fix & Variable discounts
- Room upgrades/Up-sells
- Sales analysis
- Agent wise room rates



Revenue Management

- Rate code management
- Dynamic rates
- Room yield management
- ARR & ADR Forecast
- RevPAR/RevPAC
- GOP/NOP
- Identical Yield Occupancy
- Equivalent Occupancy
- Demand forecast
- Yield Tactics



House Keeping

- Room Status Update
- House keeping entry
- Room Inspection Update
- Minibar posting
- Room cleaning Schedule
- Room release
- Room boy credit management
- Room discrepancy chart
- Manage lost & found
- Manage out of order rooms
- Manage linen items
- Linen forecast



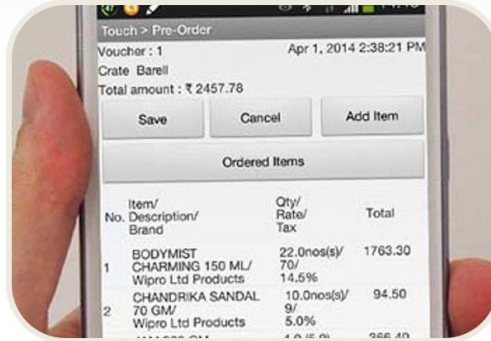
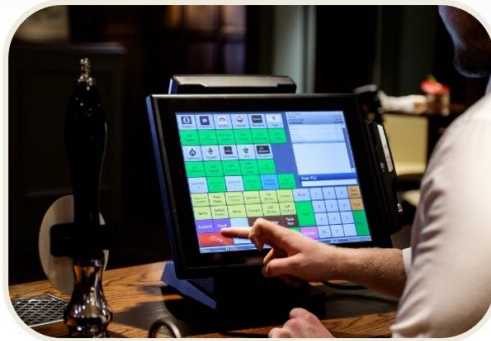
Cashiering

- Central Cashiering
- Bill Settlement
- Folio Split
- Multiple Payments
- Extra Posting
- Credit Posting
- Manage Multiple Guest folios

Destiny Restaurant Management Solution



F&B Management



Designed to integrate all functions of multiple revenue centers, restaurant operations, convention services, the bar, room service, the health club, banquets, the retail shop and more. It seamlessly administers the restaurant operations to all your front office and back office functions in one easy-to-use solution.

Inventory Management - Functional Architecture



Stock Control



Procurement

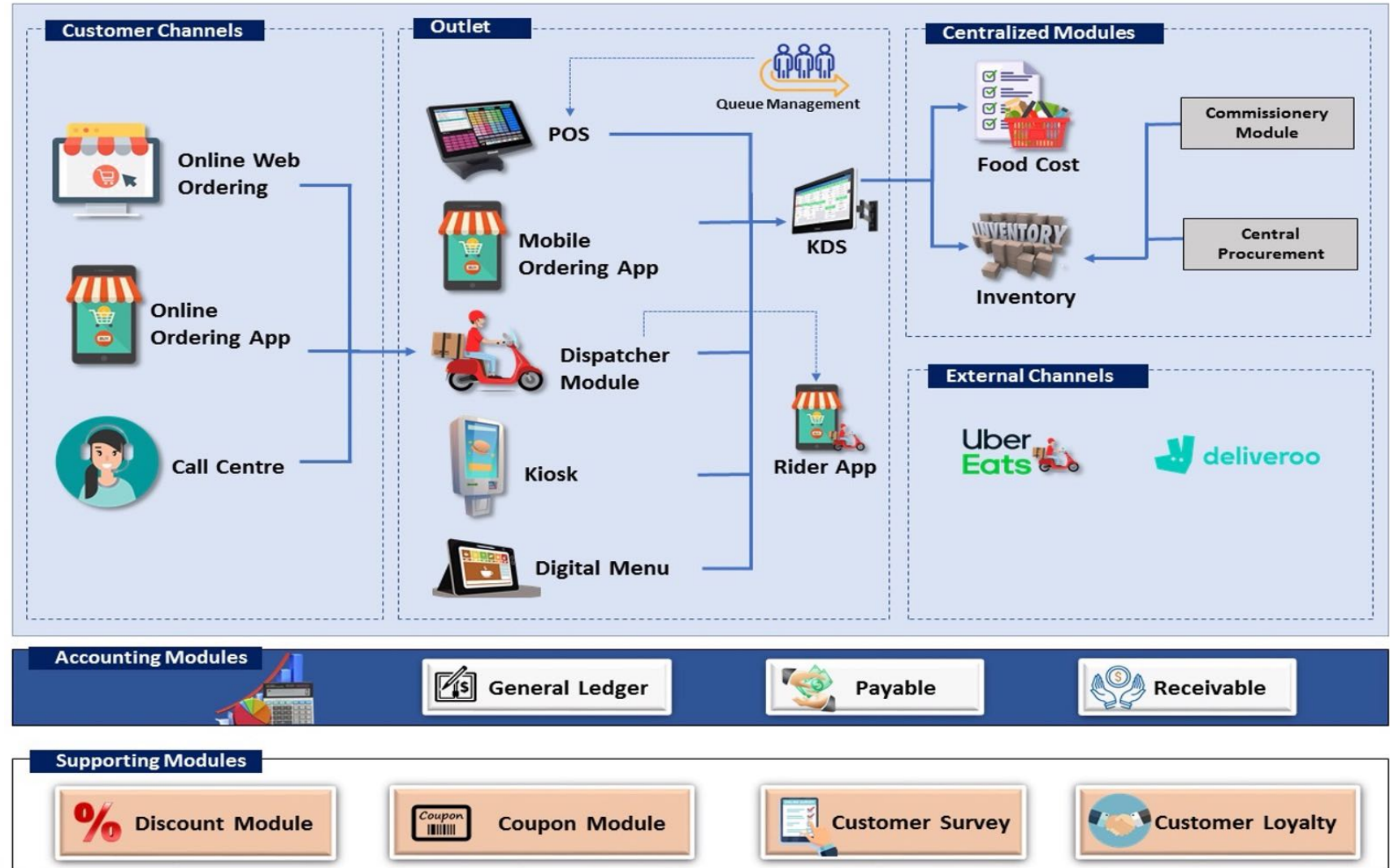


Transactions



Inventory & Purchasing Reports

The inventory management module provides the ability to accurately project inventory requirements and trace the impact of inventory costs on your Balance Sheet and Cash flow statements.



Accounts Management Module

Accounts Payable

General Ledger

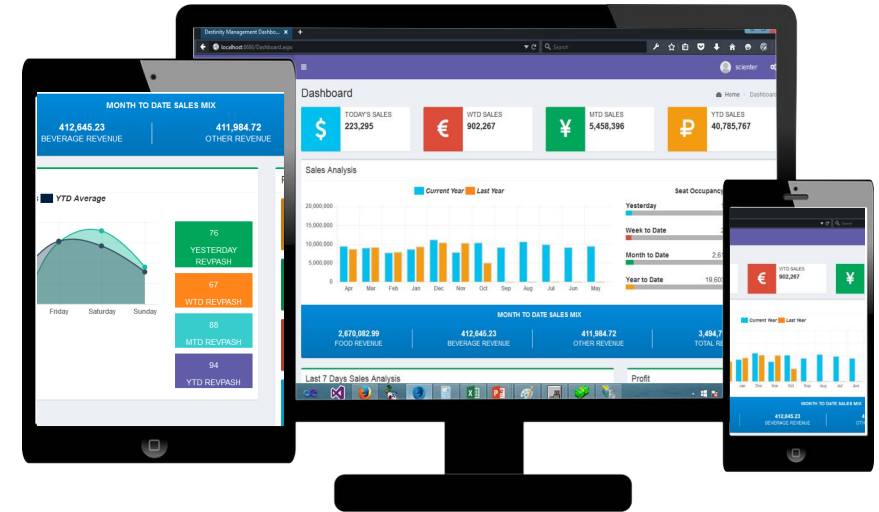
- Chart of accounts
- Trial Balance
- Balance Sheet
- Profit & Loss
- Cash Book
- Cheque Printing
- Journals
- Petty Cash

Accounts Receivable

IOU & Petty cash

Fixed Assets

Management Dashboard



The Accounting module has all you need to keep your books accurate and up to date, automatically. It has been designed to cater the large and medium private and public sector's accounting needs.

Additional Modules



Banquet Management



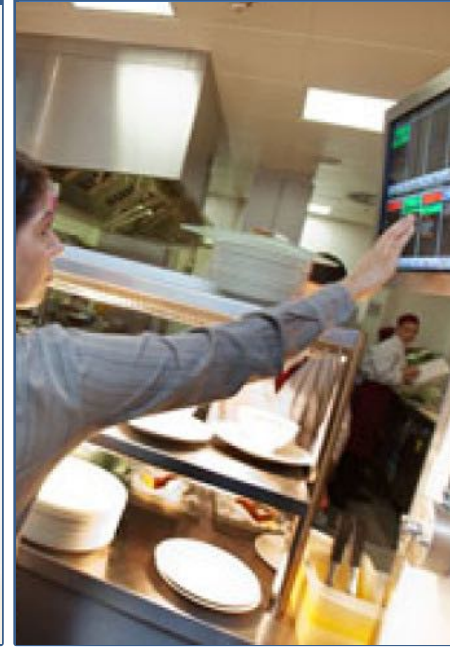
Payroll & Attendance
Management



Incident Management
Module



Fixed Assets
Management Module

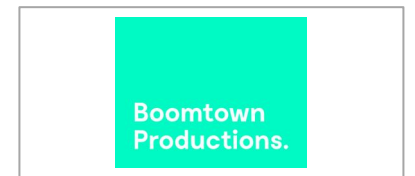


KDS Module

Our Clients



Our Clients



Contact us

sales@itsthe1.com

support@itsthe1.com

www.itsthe1.com

I T S THE1 SOLUTIONS LLC

18th Floor, The One Tower
Barsha Heights, Dubai, UAE

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I T S THE1 SOLUTIONS (PVT) Ltd

198, 2nd Floor, Negombo City Centre
St. Joseph Street, Negombo, Sri Lanka

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Madison, WI53717 USA