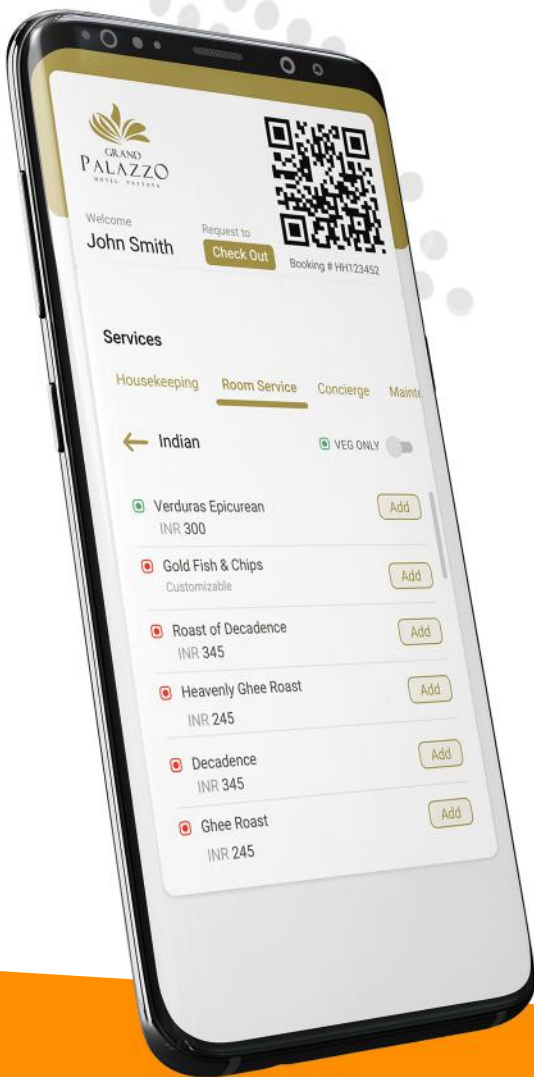


Operating in the New Normal

Managing your guests' expectations of social distancing and personal mobile engagement



FX GeM - The contact-less solution for hospitality.

ABSTRACT



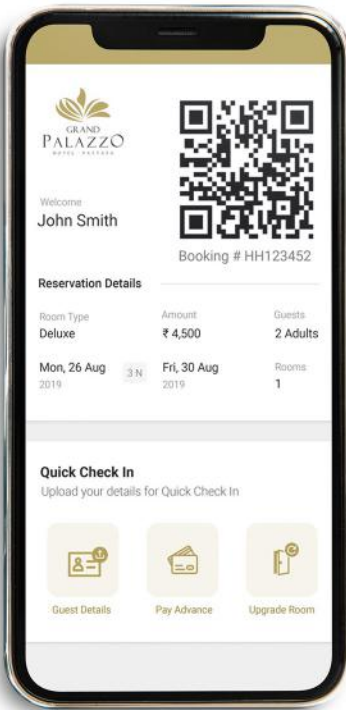
As the hospitality industry continues to change to challenges of the pandemic, one thing has become clear: the necessity of contact-less solutions.

With this in mind IDS NEXT redesigned the complete guest journey: analyzing every touch-point (pun intended) to eliminate and reduce human contact and items which might come into contact with multiple guests or staff.

As its product, we are happy to introduce to you the Contact-less Hospitality Solution: **FX GeM!**

A complete social distancing and mobile engagement baked into one solution that integrates seamlessly with **FX FrontDesk** and **FortuneNext 7.0**

Pre Check-In Features



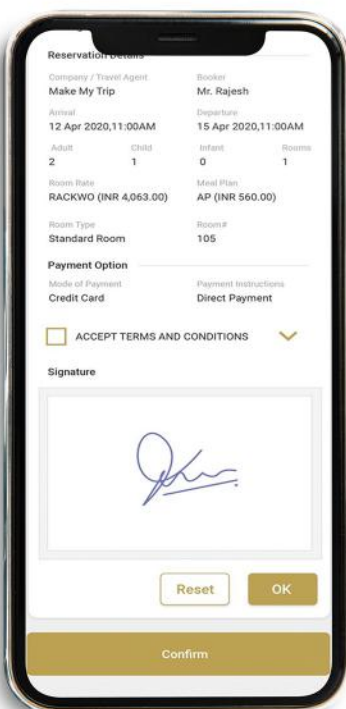
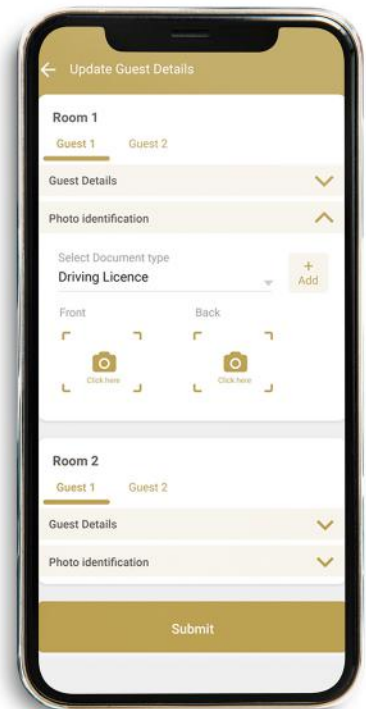
Provides the guest a contact-less capability to provide information before arrival

Updating guest details per room

Make advance payment*

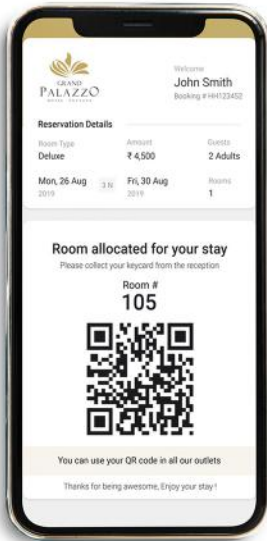
Request room upgrade

Proof of identity can be uploaded, eliminating the need to exchange any kind of document which runs the risk of contamination



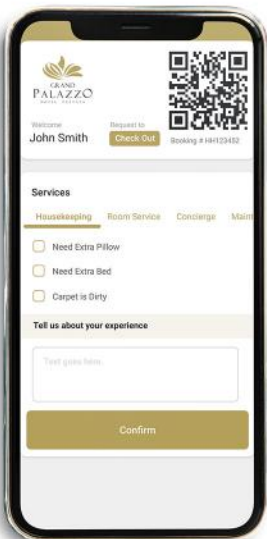
A digital signature feature which decreases chance of contact with any contaminated objects for guests and staff

Check-In & During Stay Features



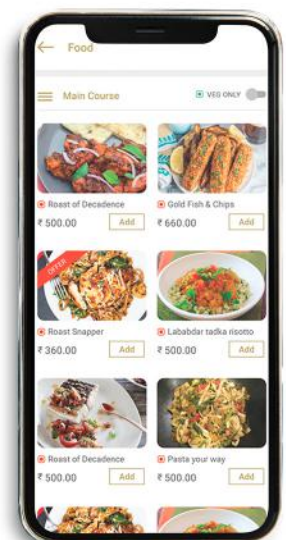
QR code to complete contact-less check-in

Mobile key for guest room

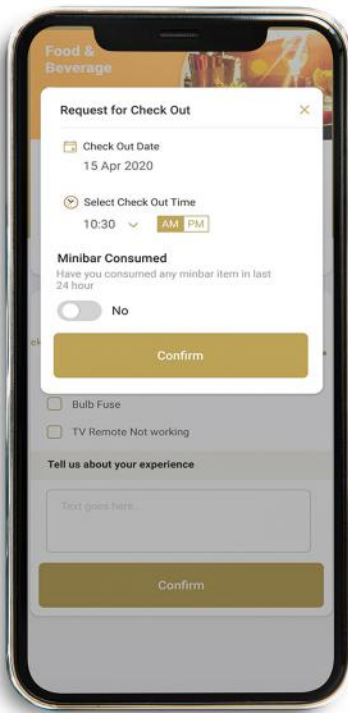


Housekeeping, Room Service, Concierge and Maintenance can be requested from your own device

Scan the QR code on your table at the restaurant and order as you please with the contact-less menu

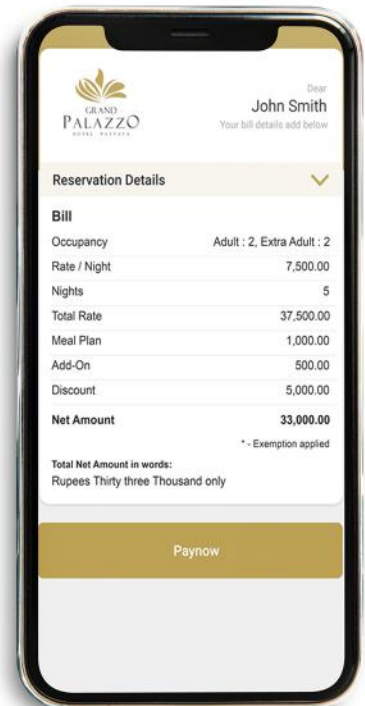


Check-Out Features

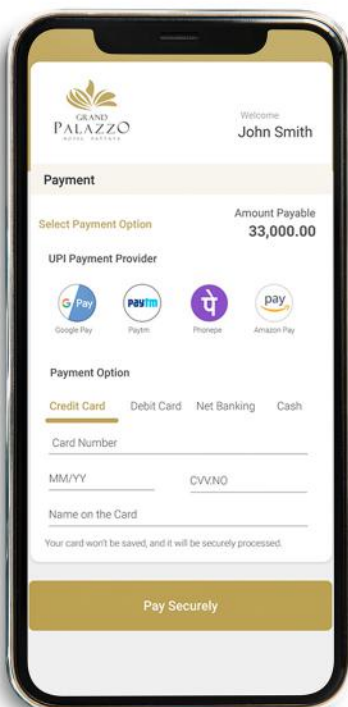


The check-out process can be initiated with just a click of a button

The bill can be checked, reviewed and finalized digitally, through your own phone



Bill settlement can be made through the online payment gateways* incorporated into the contact-less solution



* Payment gateway integration, availability and time frame could vary in each geography as per service provider.