

interact



Hotels & Resorts

Enhance experiences and
maximise efficiency, across your
whole property

Software Features & Integrations



Real-time Visibility & Control

04.



Occupancy & Scheduling

06.



Proactive Monitoring & Alerts

08.



Historical & Energy Reporting

10.



Self-Management & Configuration

12.



Integrations & APIs

14.



Complete System Security

16.

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Tailored to support your business and team objectives:



Enhanced Guest Experiences

- Enhance and differentiate rooms and suites with intuitive control and personalization.
- Deliver seamless experiences with welcome scenes and saved guest preferences.
- Automatically transition public areas to match the sitting, time of day, or season.
- Transform multi-purpose and event spaces to suit each function.
- Use tunable white and circadian rhythm lighting to enhance guest well-being.

Automated Energy Management

- Use real-time occupancy for reliable energy savings without relying on guest actions
- Automatically move between states when unsold or unoccupied, adjusting conditions to balance energy consumption and comfort
- Seasonality varies settings throughout the year to match outside conditions
- Scheduling ensures that services in public areas shut down outside of trading hours.



Operational Efficiency & Maintenance

- Enjoy unified real-time visibility of services in all the spaces across your property
- Proactive monitoring notifies you whenever conditions fall out of normal range
- Synchronize guest requests and occupancy with housekeeping to serve guests faster and optimize scheduled tasks
- Rich historical data helps you understand guest behaviors, make updates to match.





View and manage all the spaces in your hotel in a single, unified view



Hospitality Dashboard

Remotely monitor and control spaces across your property from a single unified view. Rooms & Suites, Bars, Restaurants & Lounges, Leisure facilities, Common Areas, Landscape & Facade are all logically arranged for intuitive access.

Within spaces, easily view and control all of your services – from Lighting, HVAC, Drapery and Fans to guest requests such as Privacy, Make up Room and Pickups.

Our intuitive dashboard provides at-a-glance views, so your team can quickly see which rooms are occupied or have an outstanding guest requests.

Our 'Pulse' homepage shows a high level summary of statuses and trends across your complete property.

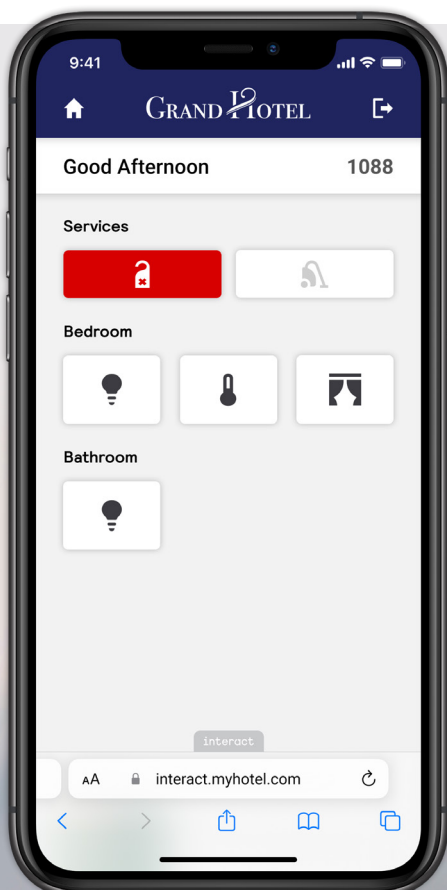
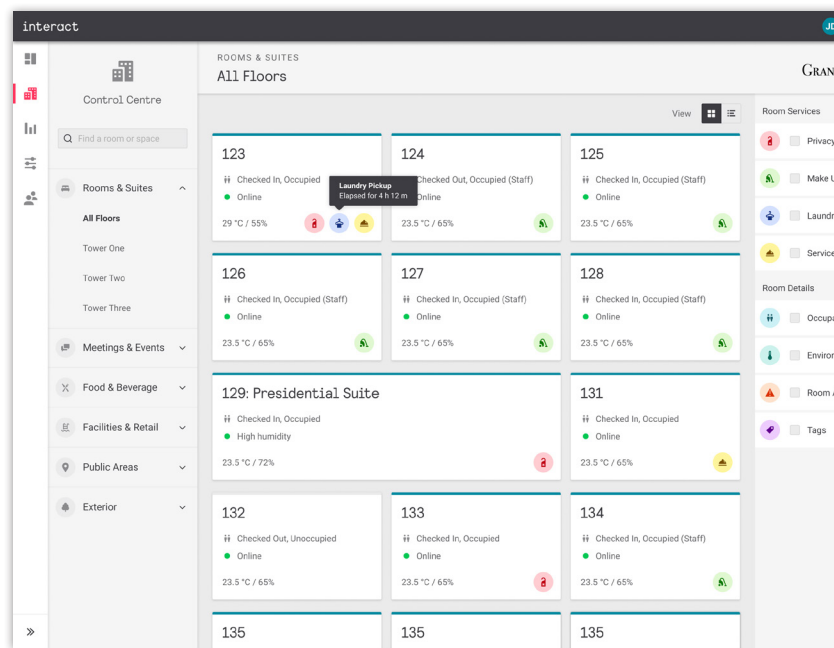




Search, Filter, Find & Control.

Finding spaces in the Interact dashboard is fast and easy:

- View all the rooms on a floor and navigate using our nested menu to public areas grouped by category. Or to jump to a specific space, simply search by room number or name.
- Multi-building support provides scalability for resorts and very large properties.
- Find spaces matching a common criteria, such as Laundry Pickup, with our filters. Combine multiple filters to add context such as occupancy and alerts.
- Once you find a space, services are shown organized in zones such as bedroom, bathroom, and balcony for intuitive visibility. Authorized users can take control, remotely supporting guests or updating as needed.



Let your guests take control

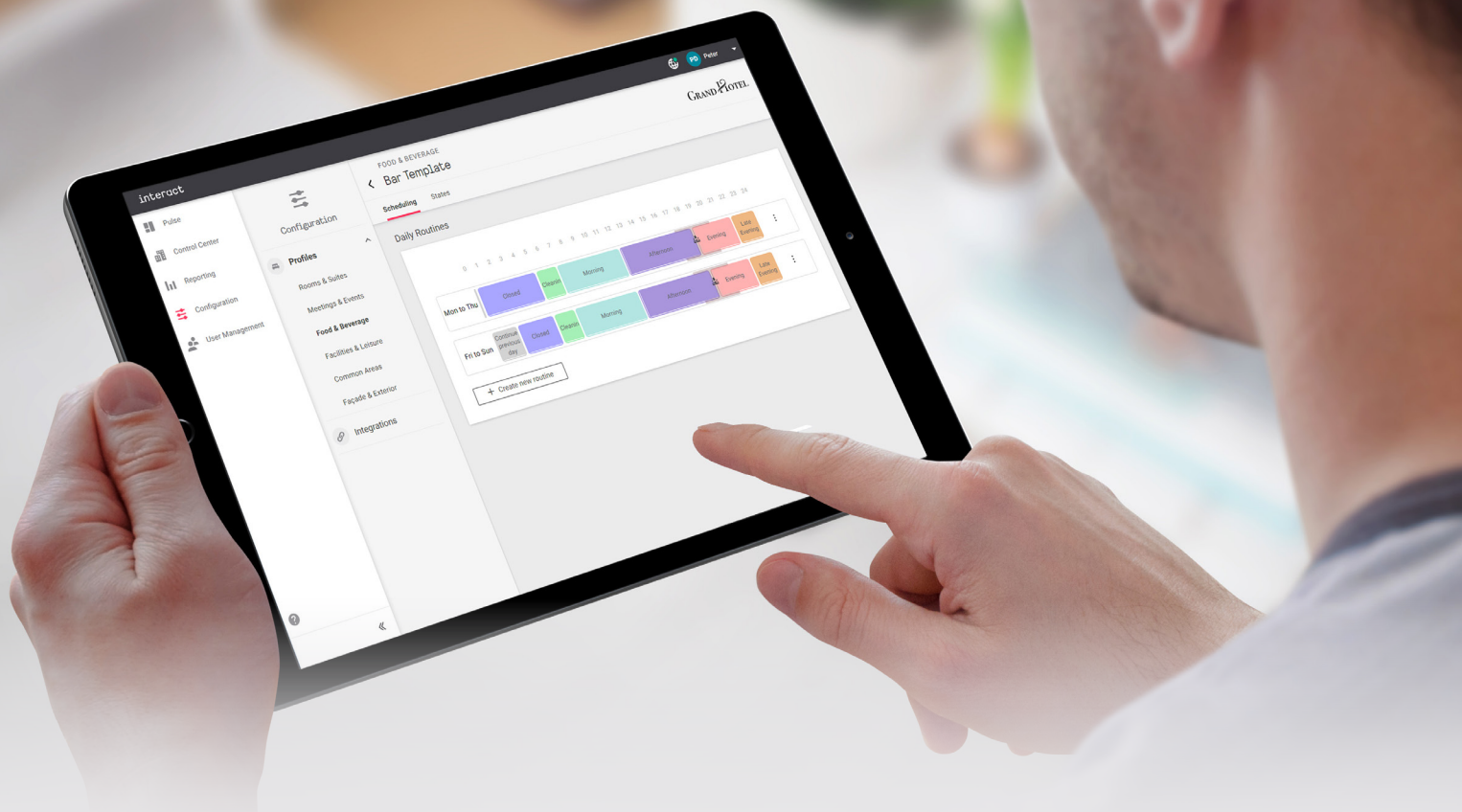
Coming Soon

Allow guests to control and personalize the services in their room or suite, from the convenience of their own device.

With our new web-app, guests simply scan a QR code, authenticate with their surname, and enjoy intuitive control over the services in their room.

Activate the feature from our dashboard and generate QR codes to share with guests as part of their welcome letter, or display in rooms and suites.





Achieve reliable energy savings, without impacting guest comfort



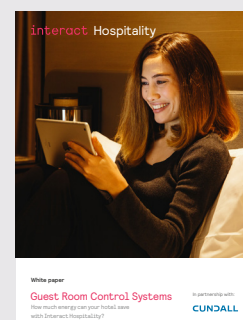
Real-time occupancy detection delivers reliable automated energy savings without impacting comfort. Combining sensors with input from the PMS, doorlock, and guest panels, we can reliably determine when a room is occupied and change the status – no more unreliable keycard drops.

When guests are away, energy can be saved by allowing the temperature to drift, switching off lights, and closing curtains. As soon as guests return, settings are resumed as the guest left them to provide a warm welcome.

Services such as heating are paused if a window or balcony door is open, with the status displayed on the thermostat.

Interconnecting Rooms

When families and groups book interconnecting rooms, Interact automatically keeps them synchronized. Occupancy, doorbells, and requests such as Privacy or Make Up Room, are shared across linked rooms until check-out to ensure they enjoy a seamless experience.



White paper
Guest Room Control Systems
How much energy can your hotel save with Interact Hospitality?
in partnership with
CUNDALL

Request our whitepaper to see how much energy your hotel can save.

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Scheduling

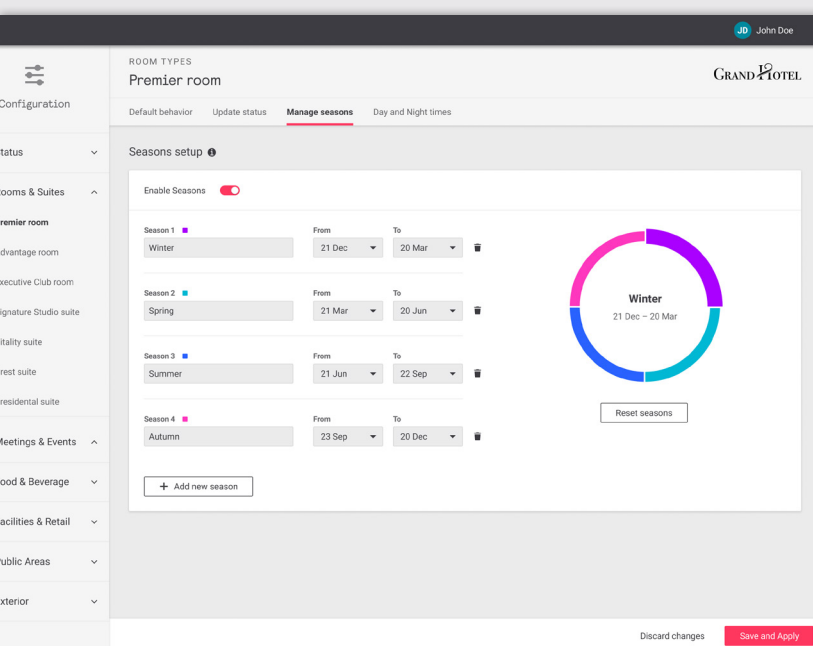
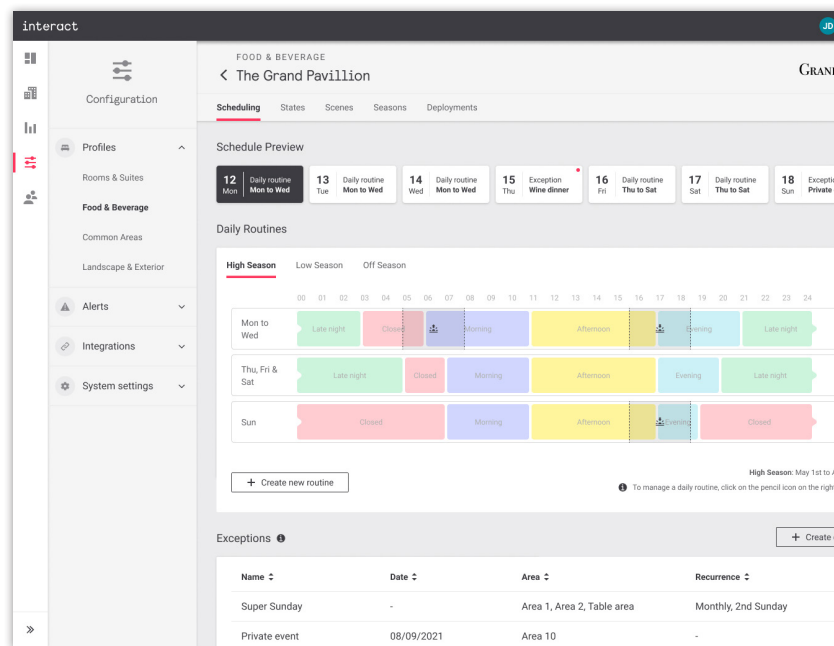
Use time-based events to automatically transition your bars, restaurants, lobby and more throughout the day.

Transform the look and feel of spaces - from crisp, energizing breakfast lighting, to cosy late night drinks in the same space.

Create special schedules to celebrate seasons and events.

Empower your staff to view and manage schedules with intuitive calendar-based automation and simple options to pause or override when an impromptu event changes your normal plans or you want to stay open a bit longer.

Include lighting, motorized drapery, HVAC, and more in your schedules to ensure that when spaces are closed overnight, energy is reliably conserved.



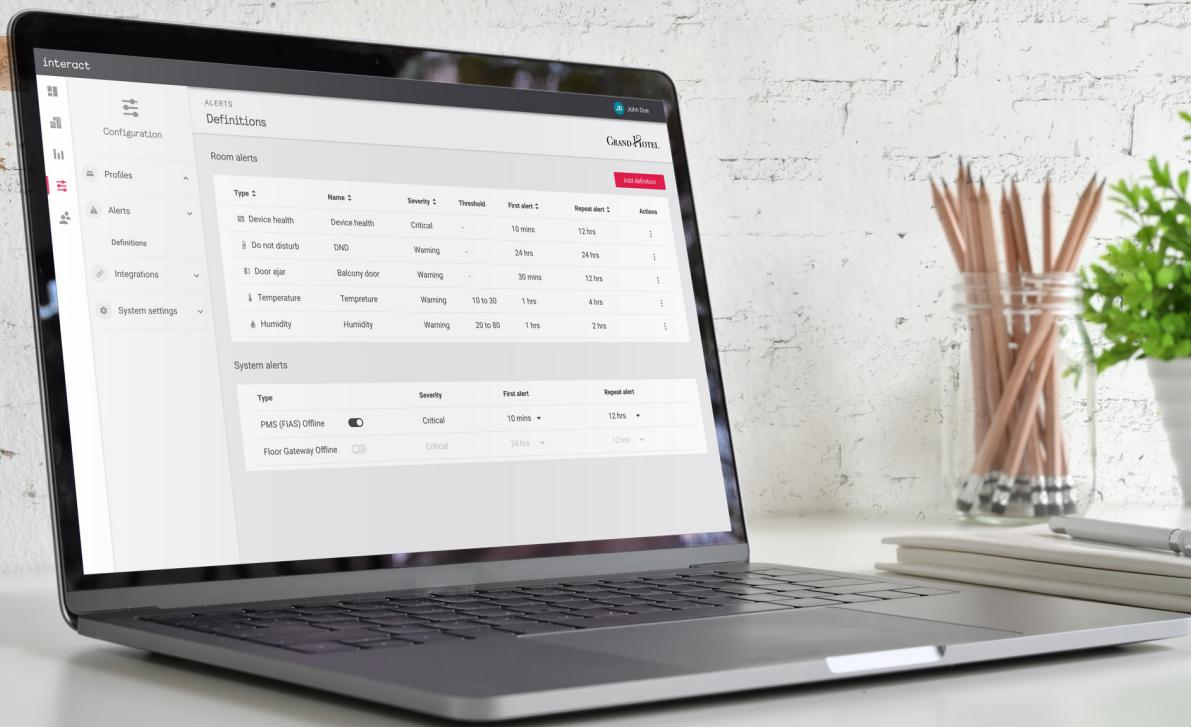
Seasonality

Define seasons to ensure that rooms & spaces are always in sync with outside weather.

Seasonal defaults provide cooling in summer and heating in winter, optimizing comfort all year round with no manual intervention.

Changes are automatically deployed to your spaces as each new season starts.

Link events with sunrise or sunset to automatically track throughout the year based on your location.



Proactive notifications, so you know as soon as something is not right.



Interact continuously monitors environmental conditions and system health in all your spaces, generating warnings and alerts whenever anything requires your attention.

Simply define a safe range or normal set of conditions along with an elapsed time threshold in our intuitive dashboard. These can be globally defined, or vary across areas and room types.

Whenever a condition exceeds this range, the system will create and send an alert to your team – in the dashboard, by email, or directly to a integrated task management system.

Repeat notifications can be sent for unresolved alerts on a configurable interval, helping you ensure that they are not missed, or can be escalated as needed.

Rich historical data in the dashboard supports your team with troubleshooting, pin-pointing the time and cause of the alert.



Alerts can be integrated with your operational systems such as Housekeeping and Facilities to automatically create and assign tasks.

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Create, Monitor, Refine, Repeat.

Managing alert definitions is simple – from the dashboard you can easily create and adjust definitions.

Build up a library of alerts, each with their own criteria such as level and elapsed time, then apply them to different rooms and spaces across your property.

Severity levels of Warning or Critical help your teams prioritize the alerts that require attention first.

For example, a water leak would require immediate attention, while increased humidity levels could be investigated after the guest checks out.

Create multiple versions of alerts to allow for varying tolerances by area, room type, or building aspect.

System Alerts

In addition to rooms and spaces, alerts can also monitor key integrations.

Stay informed on PMS integration and network connectivity status between spaces and server.

Environmental



Temperature



Humidity



Water Leak



Soil Moisture

Safety & Wellbeing



Do Not Disturb (Privacy)



Guest Well-being



Entrance Door Ajar



Balcony / Window Ajar

Elapsed Guest Requests



Laundry Pick Up



Make Up Room



Service Request



Room Safe Locked

System Health



Device Health



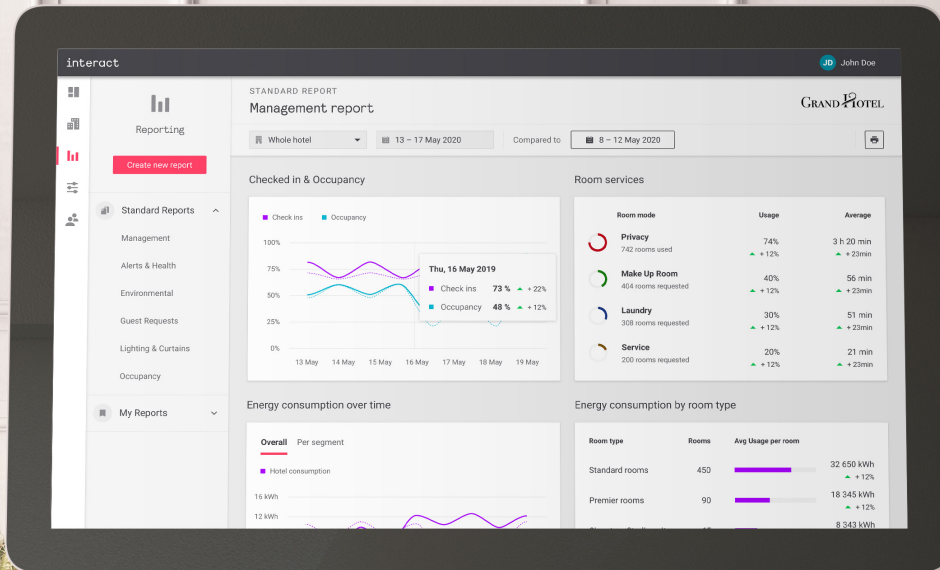
Light Point Health



FCU Filter Dirty



FCU Drip Tray Full



Make informed decisions with rich historical and energy reporting



Rich historical performance data helps you to fine-tune system settings to match guest behavior and provides your operational teams with request pattern insight.

Understand occupancy patterns, guest request, and response times to help your operational teams plan shift tasks and staffing requirements.



Examine system health patterns to understand common issues that require deeper investigation, such as high humidity alerts in a certain area or floor, or intermittent connectivity with core integrations such as the PMS and access control.





Energy Reporting

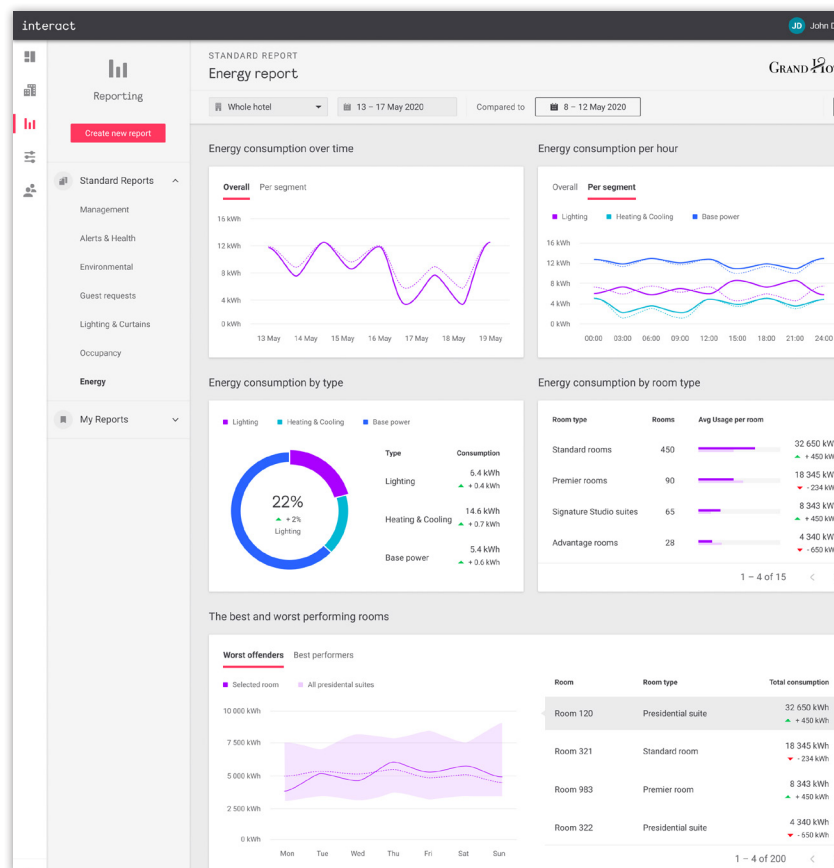
Energy consumption from all the rooms and spaces in your property is now available in a single, unified view.

View total consumption – or categorize by lighting, HVAC, and power.

Read by individual room, or group by floor, wing, or an overall master hotel view.

Compare time periods by room type to identify best and worst performers.

Our ‘Per stay’ report cards automatically filter energy consumption, occupancy, and guest requests between check-in and check-out, alongside a comparison to rooms of the same type.

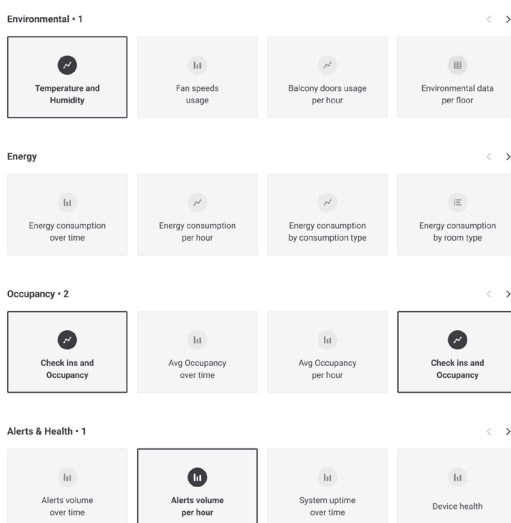


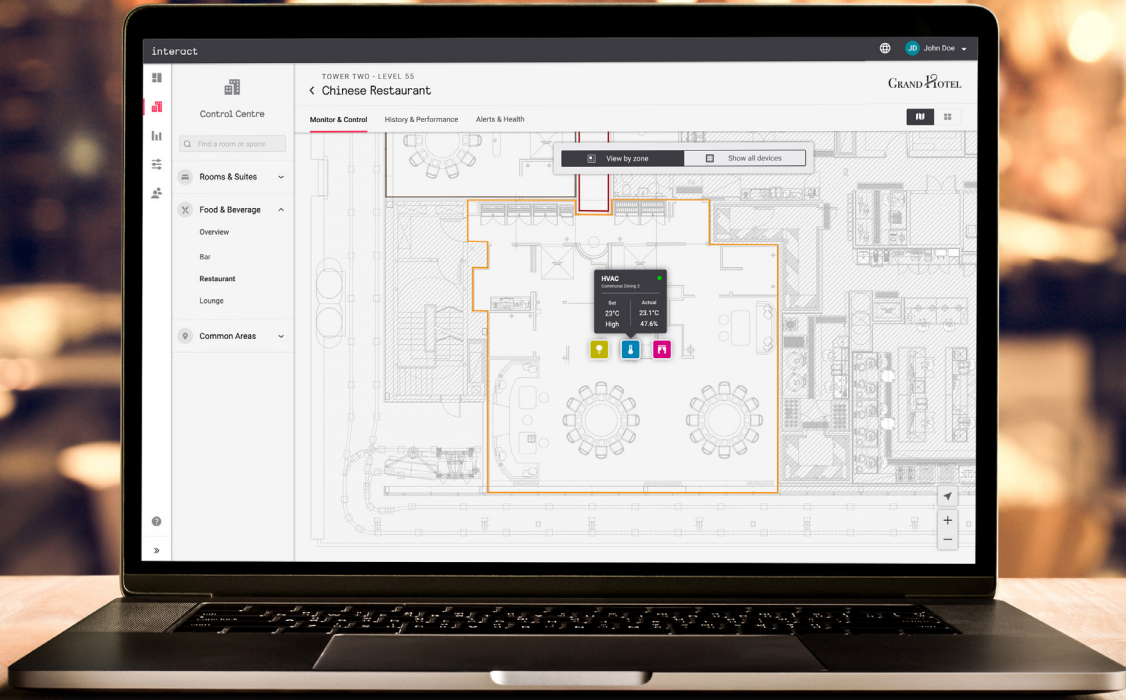
Custom Reports

Create custom reports with the exact data types, areas, and comparisons you need.

Save them against your login to easily reuse in the future, with either a fixed or relative date range to see the latest data.

Print or export to PDF with a click to easily share with your team offline.





Tools to help you self-manage, maintain and update your property



Whether matching guest preferences, adjusting settings to save more energy, or swapping out devices, changes are sure to be needed while using your connected system.

Interact empowers you to undertake day-to-day management changes and maintenance tasks yourself – no need to wait or pay a call-out charge for a specialist engineer to visit.

Use our historical reports to monitor how guests personalize settings such as temperature setpoint during their stay, then update your defaults, confident that your decisions are based on fact rather than guesswork.

Add seasonality to automatically change throughout the year based on the historical patterns shown by your guests.





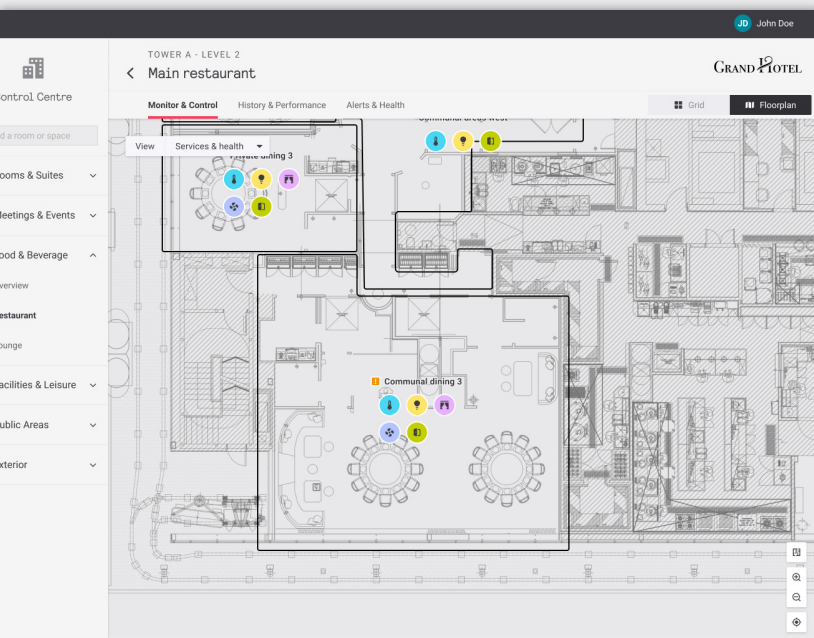
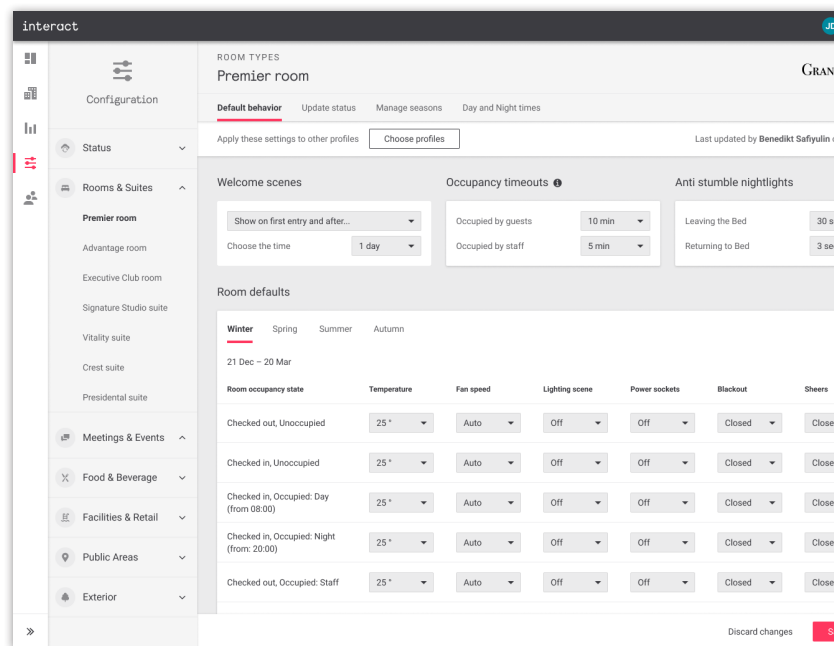
Profile & State Management

Manage the default settings in your spaces with our configuration module.

Easily adjust the default temperature setpoint, welcome lighting scene, power, and drapery positions.

Changes are automatically deployed to all rooms over the network when you save.

Fine-tune based on reporting to match guest comfort, or adjust occupancy time-outs or improve energy savings in checked-out rooms.



Floor Plan View

Coming in 2023

For larger suites and spaces with multiple zones or a large number of devices, switch to a graphical overlay for easier navigation.

Zone outlines are laid over a floor plan to show available services, their status and the area which they affect.

Maintenance colleagues can view individual light points, sensors, and devices, in their installed locations for easy identification.

Simply click on a device to view its current status, while authorized users can remotely flash and pair lighting and calibrate sensors for a streamlined maintenance workflow.

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Integrations securely share data to boost operations, enhance guest apps



Smart controls are most impactful when deployed across a property with deep integration into hotel operations.

The additional real-time context that these systems share with Interact – makes every part of your operational ecosystem smarter.

With this knowledge, your teams can serve guests better, save energy automatically, and act on requests and actions in the most efficient way.

Property Management (PMS)

When the PMS shares check-in and check-out events, Interact can automatically prepare room conditions for a guest's arrival, reset personalization between stays.

Where preferences are known, displays such as a thermostat can be set to a guest's preferred language upon arrival.

**Property
Management**

ORACLE
Validated Integration
Oracle Hospitality

infor

amadeus

+ other PMS that
support FIAS



Access Control

Connected locks can provide the type of keycard used, allowing Interact to optimize conditions differently for an entering guests or staff members.

Housekeeping

Housekeeping systems can suppress tasks if a room has DND active, while rooms with a make-up request can be prioritized.

Scheduled tasks can be dynamically allocated using real-time occupancy data, allowing housekeepers to get straight to work without disturbing guests or being asked to come back later.

Facilities

Many systems can capture our proactive alerts, creating and assigning a task directly to an engineer on duty, protecting your asset and keeping rooms continuously available for guests.

Guest Apps

Hotels embracing digitization with apps, tablets, IPTV, chatbots, and digital voice assistants can seamlessly and securely integrate room controls.

Alongside hotel information, requests, and room service ordering, these partner integrations give guests control over their room services either locally from a fixed hotel interface, or remotely from their personal smart phone.

Access Control

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ASSA ABLOY

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SALTO

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Housekeeping & Operations

HotSOS

Hotel Service Optimization System



KNOWCROSS



FCS



IBM maximo

MessageBox

hub OS

Drapery & Mechanical

somfy

LUTRON[®]
Shading Solutions

ASHRAE BACnet[®]

OPC UA

COOLAUTOMATION

Guest Apps & Assistants

hudini

TAPENDIUM

digivalet



aiello

* Server to server or direct to lock via local gateway

** Direct to lock via local gateway



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End-to-end encryption & granular permissions keep your system secure



Best-in-class security is of paramount importance for all your connected services and integrated systems.

Interact supports security on every interface, while data, both in transit and at rest, can be end-to-end encrypted.

Our room controllers include firewall protection to ensure that even the most informed attempts cannot connect from one room or space to another.

Our dashboard and API interfaces are SSL encrypted with token-based authentication, ensuring that however you log in or integrate, your system is protected and your data is secure.



TLS Encrypted
Network



LDAPS Encrypted
Authentication



SSL secured
Dashboard & API's



ISO 27001 certified
system

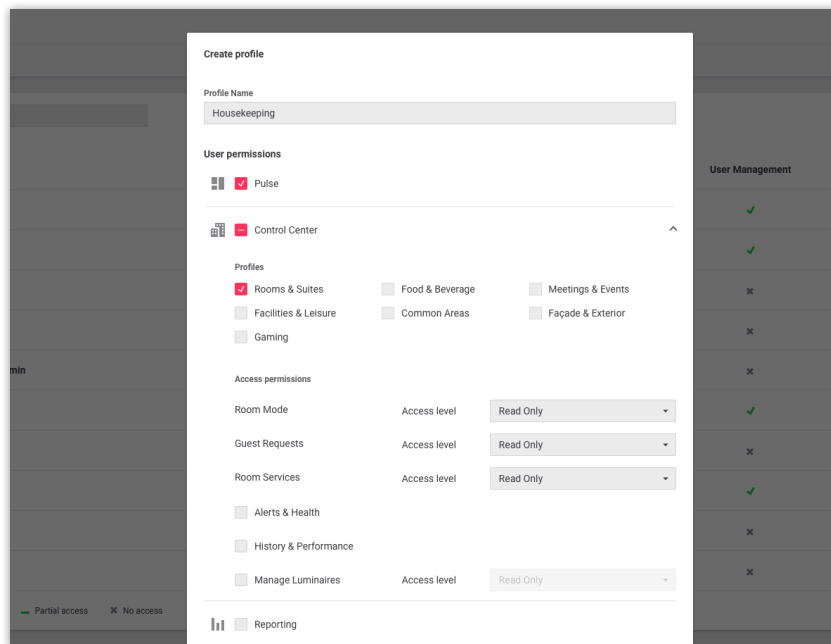


Profile-Based Permissions

Managing and updating access rights is simple and fast with profile-based permissions – define once and use for a whole team.

Granular rights provide permissions for read-only or full control by event, service type, area type or floors of a building. This allows you to grant users rights for specific areas of the hotel, or more limited visibility over a much broader range of areas, helping to highlight guest requests, occupancy etc.

Team leaders can self-manage logins and add multiple permission profiles to their team members, matched to their department or role.



Active Directory & LDAP Support

Simplify account and password management by allowing users to securely log in to the Interact dashboard using their existing company email address and password.

Connect to your existing directory service – such as Microsoft, to create users and assign profiles in just a few clicks. Authorized users can also monitor IP addresses and easily define automatic logout after a period of inactivity.

Our policies are in accordance with ISO 27001 and IEC 62443-4-1, a security certification for product development processes which ensures that all identified security requirements are implemented, verified, tested, and documented with traceability.

Feature Matrix

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		Standard	Advanced
Visibility & Control	Real-time visibility and control of all rooms, suites, and public areas	✓	✓
	Scheduling visibility and management for public areas	✓	✓
	Floor Plan Views (coming in 2023)		✓
	Guest Control web app (coming soon)		✓
Proactive Alerts	Dashboard alerts for exceptions (device off line, elapsed status, high temp, etc.)	✓	✓
	Proactive email alerts for configurable room alerts	✓	✓
Historical Reporting	Historical reporting		✓
	Energy reporting		✓
	Custom report builder		✓
	Data export – select and export room timeline	✓	✓
Maintenance	Self-management tools to update room defaults	✓	✓
	DALI light point monitoring and pairing tools	✓	✓
Integrations	Property Management System (Oracle Opera, Infor, Amadeus etc.)	✓	✓
	Access Control System (Saflok, VingCard etc.)	✓	✓
	API for operational integration (HotSOS, FCS, Knowcross etc.)	✓	✓
	API for guest app integration (Hudini, Tependium, Hotel apps etc.)	✓	✓
IT & Security	End-to-end TLS network encryption	✓	✓
	Single sign-on user authentication (LDAP/S)	✓	✓
	Profile-based user permissions and floor access	✓	✓

Order Codes

Product	Order Code (12NC)
Interact Multiroom System Manager – Standard	SW913703029509
Interact Multiroom System Manager – Advanced	SW913703029909

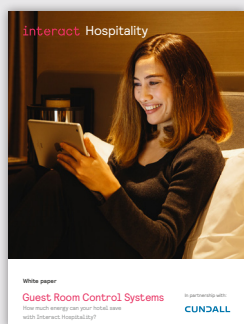
Further Reading

Learn more about how Interact enhances guest experience, comfort and well-being with our white paper on the impact of lighting and smart controls.

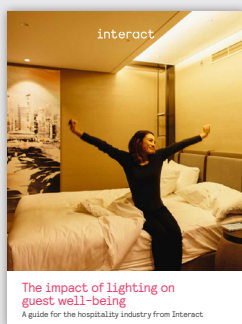
Understand in more detail how real-time occupancy saves energy, and what your savings will be in our report by Cundall.



White Papers



How much energy can your hotel save?



The impact of lighting on guest well-being

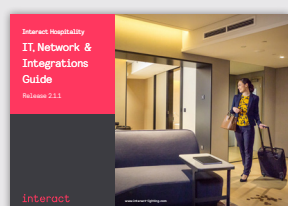


User Interfaces & Electrical Accessories

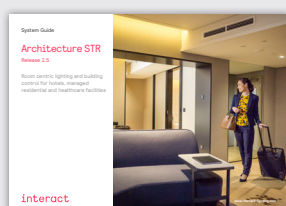


Sensor Technologies & Product Range

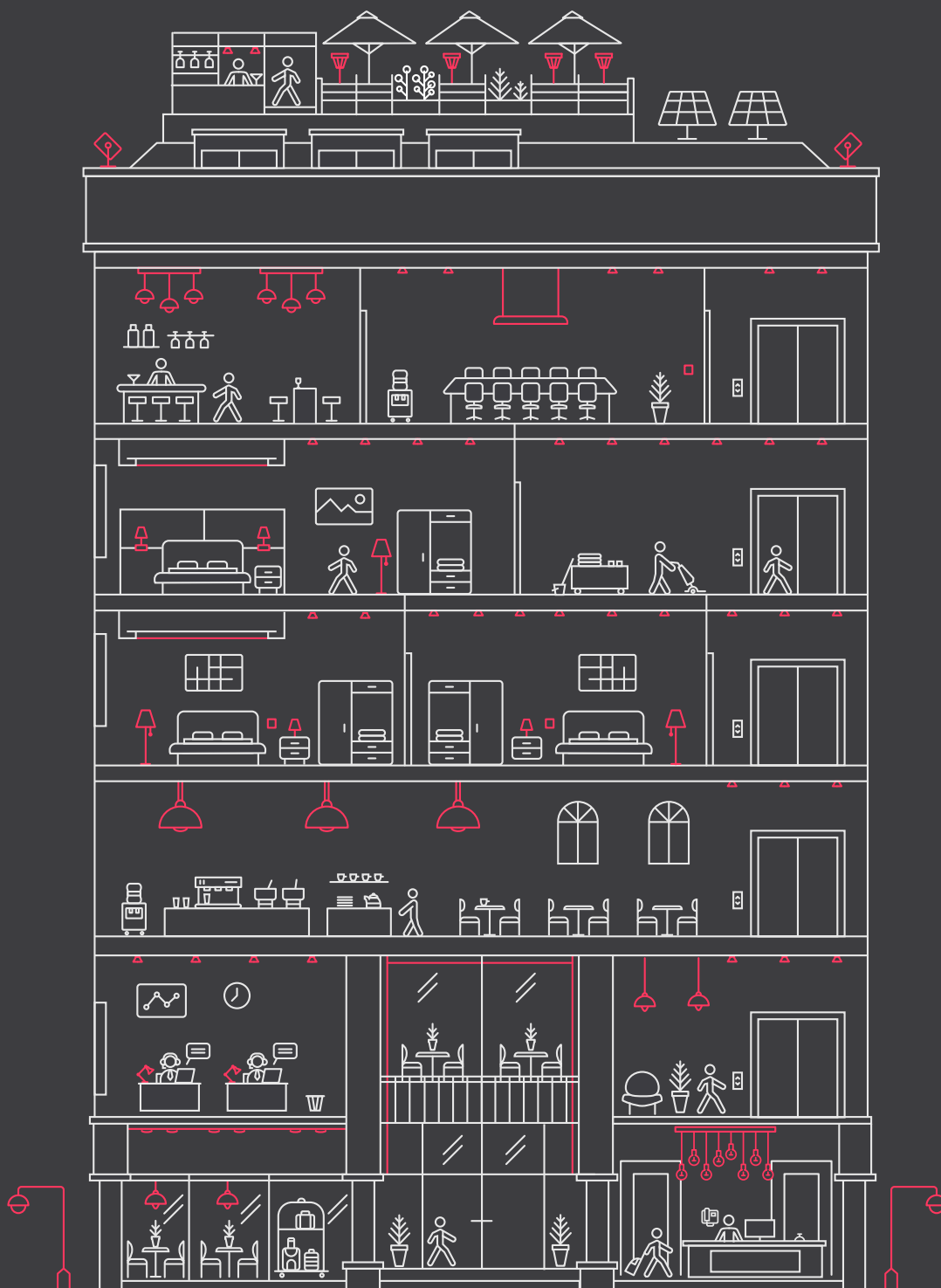
System Documents



IT, Network & Integrations Guide



Architecture STR System Guide



Find out how Interact can transform your business
www.interact-lighting.com

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